



# Dining Services Sommelier

## POSITION DESCRIPTION 52106

Prepared by  
Tim Skinner

Approved by  
Emilio La Scala

Authorized by  
G. Cocurullo E. Boriotto

For use on  
Cruise Fleet

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<b>POSITION NO.</b>	<b>52106</b>
<b>Title</b>	<b>SOMMELIER</b>
<b>Department</b>	Hotel Dining Services
<b>Main Function</b>	To provide guests with a high level of courteous and professional beverage service according to company standards, generating revenue budgeted for the particular cruise area.
<i>Reports to</i>	<b>Maitre d'Hotel</b>
<i>Replacement</i>	Colleague sommelier or Experienced Assistant Maitre-d' Hotel
<i>Uniform</i>	As per SP Manual (Chapter Uniform)
<i>Operational bibliography</i>	VSP Manual, Shipsan Manual, Anvisa Regulations (South American program), MSC Sanitation Manual, Safety Handbook, MSC Employee Handbook, MSC Housekeeping Manual. These manuals are available for your reference in the Crew Library.
<b>Fundamentals of position</b>	The Sommelier is a showman, a wine expert, and a revenue-oriented expert. This person is positioned to demonstrate that the company is dedicated to providing not only great wines, but the knowledge to justify their inclusion in our cellars. The Sommelier is a thorough professional, able to communicate the history and enjoyment of wines to all Guests.
<b>Documents &amp; Certificates</b>	<ol style="list-style-type: none"> <li>Basic Safety Training Certificate including Swimming &amp; Rowing</li> <li>All other certification (including visas etc.) required including Compliance with the requirements of STCW 95 regarding certification for this position and all documents in force at the time of your employment to comply with the Flag State requirements of the ship to which you are assigned.</li> <li>You require a current Panama Seaman's Book</li> </ol>
<i>Language skills</i>	<ul style="list-style-type: none"> <li>Fluent in oral and written English (working &amp; Safety language of the Company)</li> <li>Ability to speak, read and write in Italian is a major benefit and may be a requirement.</li> <li>Ability to speak, read and write in any major other languages (German, Spanish, Portuguese, French, Russian, Chinese etc.) is considered a major advantage that could eventually influence the selection for some positions.</li> </ul>
<i>Experience</i>	A wide and long experience as a sommelier in either a Cruise Ship or Hotel environment.
<i>Health</i>	To satisfy the requirements of the laws of the Flag State of the Ship regarding health and physical requirements, and to have current documentation to certify that all medical requirements relating to this position are met according to the specific requirements of the job.
<i>Team attributes</i>	Proven ability to work and (where necessary) supervise in a harmonious and productive team environment.
<i>Preferred Incumbent</i>	Non-Smoker
<b>Qualifications</b>	<p><b>For this position with MSC, you are required to have:</b></p> <ul style="list-style-type: none"> <li>A good knowledge of the products and regions represented by our wine list.</li> <li>Excellent language and public relations skills</li> <li>Complete and detailed knowledge of our wine lists</li> <li>A real interest in continuously update and abreast of the latest trends and developments in the wine industry.</li> </ul>

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## Physical Requirements

### *The following physical requirements apply to this position*

- While performing the duties of this job, you may be regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell.
- You must occasionally lift and/or move up to 25 Kg.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- You must be physically able to participate in emergency life saving procedures and drills.
- Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats.
- If working in any Guest area (or where Guests may see you), you are not permitted to display any tattoos on any exposed part of your body when wearing uniform (summer or winter).

## Safety & Discipline

### *You are required to:*

1. Read, understand and implement the Mission Statement of the Company.
2. Read, understand and follow the MSC Crew Regulations ensuring all personnel in the Housekeeping department have copies, and comply accordingly.
3. Wear the complete prescribed uniform and name badge as specified in Company Standards, complying with regulations relating to tattoos, hair and body decorations.
4. Attend and participate as required in all emergency drills, carry personal emergency card, and understand emergency duties.

## Responsibilities

### *For this position, you are required to:*

*Wine Service all areas*

- Supervise the wine service operation in all restaurants and food outlets where wine is served or featured, by providing outstanding wine service and taking advantage of all opportunities to increase wine sales.

*Monitor Wait Staff*

- Monitor wait staff during service, giving support and providing on-the-spot coaching and training

*Wine Seminars*

- When required, as part of the Cruise Program, conduct Wine Seminars for guests.

*Wine Tasting sessions*

- Conduct Wine Tasting sessions for guests in accordance with the Ship's daily program.

*Train wait Staff*

- Provide on a regular basis and record consistently Wine service trainings to Restaurant and bar staff.

*Decant wine*

- Decant in professional style, older vintages of wine, with the showmanship and standards required by traditional wine service.

*Wine and Food pairing*

- Pair wines with food, recommending wines that will complement the different styles of cuisine and different methods of food preparation.

*Wine Package tables*

- Assist during set up and monitor all Wine Package selling tables during embarkation in order to maximize revenue.

*Supervise wine sales*

- Organize and supervise wine sales and service throughout the restaurants and all food outlets

*Wine Cellar*

- Assist the Maitre d' Hotel in managing the wine Cellar according to company policies and controls (MMS), which include requisitioning, receiving, storing and inventorying product.

*Report complaints*

- Report any complaints about wine service to the Maitre d'Hotel, ensuring fast and courteous follow-up where passengers are involved.

*Sanitation Standards*

- Observe all MSC Sanitation Standards at all times when handling food and food-contact surfaces and items.

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Standard Procedures Manual ©

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## Special Sanitation requirements

**As a food handler, you are required to meet the following sanitation and health requirements**

*Hand inspections*

- Submit to standard hand-and-arm inspections by the Ship's Medical Officer or Nurse as per Company standards.

*No cigarettes or phones*

- Cigarettes and cellular (mobile) telephones are not permitted to be carried or used at any time on duty.

*Unprotected hands*

- Never touch ready-to-eat food with unprotected hands

*Sanitation training*

- Attend MSC SANITATION STANDARDS training sessions as required by the Maitre d'Hotel

*HACCP procédures*

- Understand and follow the requirements of HACCP food protection principles

## Governing Status

Status	Crew
Accommodation	Crew Cabin - Shared
Assigned Mess	Petty Officer's Mess

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