

P O S I T I O N D E S C R I P T I O N

Position Title: Bar Waiter/Waitress

Department:

Sub-Department:

Reports To: Bartender, Head Bartender, Assistant Bar Manager, Bar Manager

Direct Reports: N/A

Position Summary

The Bar Waiter is responsible for providing the guests with courteous and professional service in order to increase revenue for the company using up-selling techniques, and meet and exceed sales targets

Essential Duties and Responsibilities

Operational

- Maintain clean and orderly lounges/bars.
- Know the daily specials and special promotions.
- Know menu for assigned bar, and explain and suggest drinks to guests.
- Sell and recommend drinks in order to meet and exceed the sales targets set by the company.
- Posses full knowledge and ability to operate, the POS system onboard, to create checks and generate reports.
- Provide personalized service, remembering guest names and preferences.
- Verify that drinks are served in the proper glass with the proper garnish.
- Adhere to the drinking age policy for vessel.
- Assist in the Stores during loading.
- Transport stock to various bars when necessary.
- Attend weekly bar staff meetings and training sessions, as required.
- Work at special parties and private functions.
- Conduct general cleaning and maintenance according to Shipsan, the European sanitation program and USPH standards.
- Perform all other duties as requested by supervisors such as. Escorting Guests on embarkation day and pier duties.
- Handles all ship equipment with utmost care and reports any faulty/broken equipment.
- Assist management with coaching and introduction of new personnel.
- Maintain professional appearance to meet the following standards:
 - Clean and ironed uniforms.
 - Nametag visible at all times.
 - Showers at least twice a day
 - For males:
 - Hair must be well-groomed and above the collar.
 - Facial hair is not allowed in the Bar.
 - Sideburns should not be lower than the ear lobe.

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- No earrings are allowed for male employees.
- Personal jewelry should be kept to a minimum.
- All shoes are to be enclosed at the toe and heel.
- For females:
 - Hair must be kept away from the face.
 - Ladies should wear a dark-colored scrunch to tie back hair.
 - Makeup should be tasteful and minimal.
 - Personal jewelry should be kept to a minimum.
 - Ladies may wear small earrings and one ring per hand.
 - All shoes are to be enclosed at the toe and heel.
 - Ladies heels are to be no higher than 1 inch

Training & Development

- Attend all meetings, training activities or classes related to assigned position as required.

Financial

- N/A

Safety Responsibilities

- Maintain a safe and sanitary environment for all guests and crew members.
- Follow proper procedures and instructions at all times to prevent damage of any kind to ship or company property.
- Know and comply with Shipsan, the European sanitation program, and United States Public Health Rules and Regulations pertaining to assigned working area.
- Participate in safety drills as required.
- Comply with Marella Cruises’ Safety and Pollution Prevention Program
- Comply with Marella Cruises’ Operating Procedures Resources.

Other Duties and Responsibilities

- As assigned

Qualifications

Knowledge, experience, skill, and/or ability

Required

- Fluent in written and spoken English,
- Must be able to communicate effectively with the senior management.
- Ability to lead and make decisions.
- Good administrative skills.
- Experienced in coaching subordinates.
- Must be cost and quality conscious.
- Must adhere to specific scheduled work hours, yet be flexible if circumstances require it.
- Work with international team members.
- Perform assigned duties under pressure (time constraints).

Preferred

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- Fluency in additional language(s)

Required computer skills

- N/A

Education/experience/certifications

- High School education or better.
- Minimum of one year beverage-related experience.
- Equivalent combination of education and experience.

Other Skills:

- Knowledge of general office practices, procedures and equipment.
- Ability to prioritize tasks and work independently.
- Strong organizational, interpersonal and communication skills.
- Ability to interact with senior-level management and owner representatives.

Math Ability:

- Able to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions, and decimals.

Reasoning Ability:

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

Work Environment & Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job the employee is regularly required to
 - Stand
 - Use hands to finger, handle, or feel;
 - Reach with hands and arms;
 - Talk or hear and smell.
- The employee must be able to lift or move up to 55 pounds (25 kilograms) without assistance.

Vision Requirements:

- Ability to adjust focus, depth perception, peripheral vision, distance vision and close vision and to be able to otherwise perform the essential functions of the job in a manner that does not present danger to the employee or others with or without a reasonable accommodation.

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I have read and discussed the above and fully understand the description of my job and agree to abide by this description of my duties as outlined before. This Job Description should be considered as guideline and may be adjusted for the smooth operation of the ship's board operation.

Signatures

Assignor's Signature

Assignee's Signature

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