

SEVEN SEAS SERVICES LIMITED & International Cruise Services, Inc.

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

Position Title: **Bar Waiter**

Department: **F&B** Sub-Department **Beverage**

Reports To: **Bartender, Head bartender, Head Sommelier, Executive cellar Master (O-class) Assistant Food & Beverage Director (RSSC), Food & Beverage Director**

Direct Reports: **N/A**

Position summary

To provide high quality and luxurious service to the guests and ensure guests satisfaction by delivering quality beverages and bar service that consistently and effectively reflects the luxurious nature of our company. Guest satisfaction measured by Guests comment cards in regards to his – her area.

Essential duties and responsibilities

Operational

- Ensuring that his - her assigned location is properly stocked set up and open as scheduled.
- Reporting to the Head Bartender/Bartender any issue that needs solving.
- Monitoring guest flow in his – her bar to ensure that beverage services are attended to for all guests.
- Preparing beverages in accordance to guest's preferences and in line with company policy and procedures.
- Must gain knowledge of company provided cocktail recipes, garnishes and presentations.
- Aware of all events and activities on the ship at all times.
- Conducting the inventory in a proper way and monitoring the bar cost (if required).
- Ensuring to comply with the companies alcohol policy.
- Ensuring the logging of all fridge, freezer and dishwasher temperatures, as explained in current policy and/or legal guidelines in beverage venues.
- Reporting any maintenance issue promptly to the Head Bartender/Bartender.
- Liaising with the Head Bartender and Bartender, in achieving predetermined objectives, without jeopardizing standards of quality service, cleanliness, etc.
- Keeping self-aware of targets, costs and monitoring procedures.
- Self-motivating to up sell and generate revenue.
- Gain ability to promote, sell, up-sell and recommend bar event to our guests.
- Providing ideas to maximize beverage revenues and minimize costs.

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- Assisting with the inventories and requisitions to restock bar items, the control of in use stock inventory in all beverage outlets (i.e. glassware, china, silver, linen) and the consumable's requisitions for the whole department.
- To keep supervisor promptly and fully informed of all relevant matters.
- To ensure confidentiality when handling sensitive information.
- To achieve the primary objectives of the position and comply with the above mentioned accountabilities in a timely and efficient manner in accordance with company policies.
- To project a favorable image of the company, to promote its aims and objectives and foster and enhance public recognition and acceptance of all its areas and endeavor.
- To observe and enforce uniform standards according to company policies and procedures.
- Must obtain both job and product knowledge and at the same time must have the knowledge of cocktail recipes, wine lists, bar set-ups and guidelines.
- USPH: Guaranteeing safety, hygiene and sanitation practices are present at all times, maintaining cleanliness of all areas up to USPH and companies standards, policies and procedures.

Training & Development

- Attends all meetings, training activities, courses and all other work-related activities.

Financial

- Achievement of departmental financial targets (revenue, costs).

Safety Responsibilities

- Participate in Safety drills according to instructions; Comply with the companies safety and pollution prevention regulation and operating procedures; must be in possession of valid STCW certificates.

Resources

- BOM (Beverage Operating Manual).

Other Duties and Responsibilities (Other duties may be assigned.)

- Assist with loading or provisions whenever required and as directed.
- The above summaries the general responsibilities, but is not limited to these, other duties may be assigned as needed by onboard management or shore site corporate.

Qualifications

Knowledge, experience, skill, and/or ability

Required

- Elementary and middle school (8th grade) or higher.
- Experience in an upscale bar environment of at least 1 year.

Preferred

- Experience and/or training in the hospitality field considered a plus.
- Shipboard Experienced.

Required computer skills

- Micros.

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Education/experience/certifications

- STCW (preferred).

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 (20 kilograms) without assistance.

The vision requirements include

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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