

# 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: **Sommelier**

Department: **F&B**

Sub-Department: **Beverage**

Reports To: **Head Sommelier/ Head Bartender/  
Executive Cellar Master (O-class), Headwaiter  
Matre'D in assigned location**

Direct Reports: **N/A**

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### Position summary

The Sommeliers ensure guests satisfaction by assisting the Head Sommelier in delivering quality and variety of wines and wine services, consistently and effectively reflecting the luxurious nature of our company. To assist with effective operation of the department, achieving and exceed departmental financial targets (revenue, costs).

### Essential duties and responsibilities

#### Operational

- Achievement of departmental financial targets (revenue, costs).
- Ensuring that own area is properly stocked and set up as scheduled.
- Ensuring effective beverage services in the restaurants, being fully responsible for the service in a section of the main dining room or an alternative dining location.
- Supervising assigned personal with wine service in alternative dining locations.
- Assisting the Head Sommelier with preparing the restaurant for service every morning, afternoon as required to ensured guest satisfaction.
- Knowing the full wine list in order to assist guests with their choices, being able to make recommendations to guests for a better choice, up selling, suggesting and recommending.
- Being aware of all events and activities on the ship at all times.
- Making suggestions to the Head Sommelier when scheduling events.
- Assisting, if requested by the Head Sommelier, with the setting up of wine tasting and any other relevant activity.
- Resolving any passenger queries or questions, reporting immediately any guests' dissatisfaction to the Head Sommelier, so he/she can take action with effective discretionary guest recovery.
- Ensuring compliance with company procedures, good stock control and accurate charging to accounts.
- Seeking every opportunity to up sale wines, without being pushy.
- Assisting the Head Sommelier with the inventory of glasses, utensils and bottles, ensuring all glasses and utensils are in pristine condition at all times.

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- Receiving requisitions and organizing the wine cellar with stock.
- 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.
- Aware of par levels, stock and stock control, as well as requisition procedures.
- Must promote, set up and organize wine events.
- Knowledgeable about bar set ups, cocktail presentations and standard cocktail recipes/garnishes.
- USPH: Guaranteeing safety, hygiene and sanitation practices are present at all times, maintaining cleanliness of all areas up to USPH and company standards, policies and procedures.

### **Training & Development**

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

### **Financial**

- Keeping self-aware of targets, costs and monitoring procedures.
- Providing ideas to maximize beverage revenues and minimize 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.
- To comply with the safety and pollution prevention regulations and operating procedures at all times, participating in all relevant meetings and training sessions.

### **Resources**

- Wine list, bar list.
- Company provided manuals.

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

- Assist with loading or provisions whenever required and as directed.
- The above summarizes 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 (12th grade) or higher.
- Completed Sommelier trainings or certificates.
- At least 2 years extensive experience in wine service.
- Ability to pronounce properly wine regions, varieties and descriptions.
- Ability to deal with guests from different nationalities.

##### Preferred

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

#### **Required computer skills**

- Micros.

#### **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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