

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: **Head Bartender**

Department: **F&B**

Sub-Department: **Beverage**

Reports To: **Executive Cellar Master (O-class),
Assistant F&B Director (RSSC), Food and Beverage
Director**

Direct Reports: **All Bar Staff, Sommeliers and Deck
Stewards**

Position summary

The Head Bartender ensures guests satisfaction by delivering a quality beverage service that consistently and effectively reflects the luxurious nature of the company. To maximize departmental resources, to achieve an efficient operation of the department and achievement of financial targets.

Essential duties and responsibilities

Operational

- Guest satisfaction measured by Guests comment cards in regards to his/her area.
- To provide high quality and luxurious service to the guests.
- Ensuring that all bars and beverage areas are properly staffed, stocked, set up and open as scheduled, supervising and walking all the outlets throughout the day until closure time.
- In charge of checking opening and closing of the bar venues as per company standards.
- Ensuring the par level of the beverages and other beverage supplies and equipment's/tools for the bars are maintained.
- Ensuring availability of support for the wine service team for effective beverage services in the restaurants during service.
- Participating in the Bar service at peaks times.
- Assisting the bartenders by going behind the bar, assisting the bar waiter by serving the table and helping them to pick up the dirty glasses, clean tables. Assisting the sommeliers in the dining areas by serving wines to the guests.
- Reporting to the Direct HODs or division managers on a daily basis the closure times of all outlets and any issue that needs solving.
- Ensuring for embarkation all required welcome and promotional set ups are, and any other set up as per management request.
- Monitoring guest flow in public areas to ensure that beverage services are attended to for all guests.

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- Ensuring that the beverage team is well trained in company procedures to ensure good stock control and accurate charging to accounts.
- Monitoring the company's alcohol policy and guiding the staff accordingly.
- Communicating effectively to ensure that the bar team reflects companies values at all times.
- Ensuring that the Bar team is aware of all events and activities on the ship at all times.
- Training, supervising and applying corrective actions in regards to Public Health programs within the department.
- Ensuring the logging of all fridge, freezer and dishwasher temperatures, as explained in current Policy and/or in legal guidelines in beverage venues.
- Ensuring the maintenance of all equipment in all beverage service areas.
- Liaising with the HOD and the rest of the department in establishing and achieving predetermined profit objectives without jeopardizing standards of quality of beverages, service, cleanliness, etc.
- Motivating the team to up sell and generate revenue.
- Providing ideas to maximize beverage revenues and minimize costs.
- Reviewing constantly current operating procedures for revenue enhancement opportunities for all bars on board the ship.
- Assisting in the control of in use stock inventory in all beverage outlets (i.e. glassware, china, silver, linen) and also making sure that each outlet carries a par stock.
- Ensuring accurate charging to accounts.
- Informing the HOD in regards to personnel issues, so they can be effectively dealt with together with the HR Manager, aiming to continuously improve the service offered (i.e. staff planning, skills shortages, service standards and other training).
- 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 companies 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 grooming and uniform standards according to Regent Seven Seas Cruises policies and procedures.
- Producing daily closing reports as, but not limited to Micros financial reports and operational daily activity reports.
- Must be able to perform any tastings or presentations related to the bar operation, which includes but is not limited to: Martini tasting, Single Malt tastings.
- 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.
- Mentors, develops and provides on-the-job training to subordinates to strengthen their current performance and preparation for future advancement, to train and develop professional bar staff.
- Provides for the bar team evaluations and is to overlook and respond to any bar team HR related issues with the ECM (O-class) and Food & Beverage Director/Assistant F&B (R-class/RSSC).
- Ensure that all crewmembers under his/her direction follow the Ships' Rules and regulations and are subject to a complete training and familiarization to their new job and living environment.
- Ensure that all scheduled/necessary performance evaluations are completed to company standards.
- Conduct training with bar staff and ensure to follow with "beverage training program" from the beverage operation manual.

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Financial

- Achievement of departmental financial targets (revenue, costs).
- Keeping self and team aware of targets, costs and monitoring procedures.
- Reviewing financial transactions and monitoring budget to ensure expenditures stay within budget
- Enforcing breakage prevention procedures.

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

- Operating Manuals/SMS.

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

- Assist with loading or provisions whenever required and as directed.
- Liaising with the HOD in regards to the ordering of beverages, consumables and durables for the Bar Department.
- To assist with off-loading of luggage if requested.
- 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.
- Proven leadership and communication skills.
- Minimum of 5 years' experience in an upscale/ luxury beverage service environment

Preferred

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

Required computer skills

- Microsoft Office Suite 2003 and higher (Word, Excel, Outlook).
- Basic Windows XP, Vista and Windows 7 Operating Platform knowledge.
- Familiarity with company proprietary and internal computer system, such as ICS, ABS, Micros and ETAR.
- Familiarly with the concept of relational database driven inventory control systems.

Education/experience/certifications

- STCW preferred.
- Fluent written English.

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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. Work under pressure and ability to plan and anticipate operational needs.

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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