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## JOB DESCRIPTION - BARTENDER

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**Title:**                **Bartender**

**Reports to:**        **Assistant Bar Manager, Bar Manager**

**Subordinates:**    **Bar Servers**

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### **Job Objective**

1. To provide guests with courteous and professional service.
2. To increase revenue for the company and self by applying up-selling techniques.
3. To meet sales targets as prescribed by the company.

### **Responsibilities**

1. Mixes drinks, cocktails and bar beverages as ordered and in compliance with Company standards.
2. Is responsible for properly filling orders placed by bar waiters/waitresses and doing so in a prompt and efficient manner.
3. Maintains clean and orderly lounges / bars and follows the IE Lounge Responsibilities Guide.
4. Is responsible for beverage costs & stock in his/her area. End of cruise inventories shall be conducted (Checking Par Levels with Asst. Bar Manager) and further spot checks may occur throughout all bars at any given time.
5. Prepares requisitions for supplies based on the bars set par level using the empty for full replacement system.
6. Ensures proper rotation of stock (First In – First Out).
7. Ensures that the bar has a copy of the daily “Island Chat”.

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8. Knows the daily specials and special promotions.
9. Greets guests when they enter the lounge / bar
10. Knows his/her bar menu well and is able to explain and suggest drinks.
11. Provides personalized service (remembers guests names and preferences).
12. Adheres to the vessel's drinking age policy.
13. Helps in bringing the stock up to various bars, when necessary
14. Helps in the Stores during Loading
15. Attends weekly bar staff meetings and training sessions, as required.
16. Works at special parties (Repeaters Party etc) and private functions.
17. General cleaning and maintenance according to U.S.P.H. standards.
18. Handles all ship equipment with utmost care and reports any faulty/broken equipment.
19. Assists management with coaching and introduction of new personnel.
20. Personal hygiene and appearance
  - Uniforms must be clean and ironed at all times
  - Must always wear nametag and Palmy pin.
  - Showers at least twice a day
  - Hair must be neat, well groomed and above the collar for all male personnel. Beards and moustaches are not permitted in the Bar. Sideburns should not be lower than the ear lobe
  - For female personnel hair must be kept neatly away from the face. Ladies who need to tie their hair back should wear a dark colored scrunch
  - Makeup should be tasteful and limited
  - No earrings are allowed for male employees and personal jewelry should be kept to a minimum. Ladies may wear tasteful and small earrings and one ring maximum per hand
  - All shoes are to be enclosed at the toe and heel. Ladies heels are to be no higher than 1 inch
21. Performs all other duties as requested by supervisors.
22. Always projects a favorable image of Island Cruises.

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### **Safety**

1. Participates in safety drills according to instructions.
2. Complies with Island Cruises safety and pollution prevention regulations and operating procedures.

### **Education/Training**

1. Minimum of 3 years beverage-related service experience.

### **Language requirements:**

1. Fluent in English

### **Computer knowledge:**

N/A

### **Profile**

1. Great attitude at all times, (smile).
2. Flexible
3. Team worker
4. Salesmanship
5. Punctual
6. Well-groomed and neat appearance
7. Outgoing
8. Social Skills
9. Ability to perform under pressure
10. Ability to work with an international team

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