



RCL (UK) LTD.

(manual section is applicable for above companies)

FLEET OPERATIONS

Revision 10 : August/09/2005

Chapter 16g - Position Descriptions

Shipboard - Food & Beverage

16g.bar.02 Assistant Bar Manager

REPORTS TO: Bar Manager

BASIC FUNCTION: Oversees the entire shipboard beverage operation. The minimum amount of hours worked per week is per contract.

QUALIFICATIONS:

- High school education or better; a minimum of five years beverage-related experience and/or training; or equivalent combination of education and experience.
- Ability to speak and read English, analyzes and interpret procedure manuals and memos, technical procedures or governmental regulations. Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from groups of employees and customers.
- Ability to calculate figures and amounts such as discounts, interest, commissions, tips, proportions, percentages.
- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; talk and hear; and taste and smell. In the event of an emergency, the employee may be required to sit, stoop, kneel or crawl.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.
- All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use/range of motion of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency requiring the lowering of a life boat.

RESPONSIBILITIES:

- Manages from three to seven subordinate supervisors who supervise a total of 40 to 70 employees.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include familiarizing and training employees; planning, assigning and directing work; appraising performance;

rewarding and disciplining employees; addressing complaints and resolving problems.

- Timely handling and resolving of guest complaints regarding the bar area and beverage service and assists guests who have complaints that affect any other departments on the vessel.
- Assists the Pursers Department with any discrepancies regarding concerns guests have with their bar tab/SuperCharges.
- Supervises and is responsible for the adherence to the drinking age policy.
- Continuously conducts training sessions with his staff covering all aspects of service: warmly greeting guests by their names, properly taking their orders, practicing up-selling techniques, utilizing correct glassware and mixology, correct use of registers and properly serving requested drinks.
- Introduces new bar staff hires to the bar operations utilizing the "buddy system" to ensure a smooth transition to onboard life on the vessel. Relates and reinforces our Company's "no tolerance" Sexual Harassment Policy and enforces the policy when applicable.
- Shipboard hotel management has the responsibility to create and maintain safe working conditions throughout the Hotel Department. Hotel management must ensure that all Company-established safety programs are followed and that all Hotel Officers and Crew are continuously trained in their job-specific safety procedures.
- Upkeep and maintenance of all ship's bars, lounges, service bars and bar storage areas and outer Island bars and bar storage areas. Directly supervises the cleanliness and appearance of all lounges and bar pantries.
- Inspects all bar areas and observes workers and patrons to ensure compliance with occupational, health and safety standards and Company/local liquor regulations. Conducts "pre-shift" motivational meetings himself or delegates to Supervisors.
- Maintains sufficient inventory of bar support items, such as glassware, bar checks, snacks, napkins, etc., to ensure an efficient bar operation according to the Company's standard.
- Estimates and orders bar stuffs, liquors, wines, or other beverages and supplies. Approves and oversees all bar requisitions, inventories, bar par levels, transfers, cocktail parties, time and locations, cost control, opening/closing bar hours and working schedules.
- Provides all bar sales and cost reports including: bar par levels, bar schedules, wine inventory settlements, Bar Waiter's target and sales reports, wine, mineral water and coffee sales reports, bar personnel evaluation reports, product mix reports, 15% island gratuity pay out to bar personnel and beverage analysis reports, every voyage to the Food and Beverage Manager and Beverage Operations.
- Has excellent knowledge of preparation, garnishing and glassware for all beverages served according to Company standard. This includes knowledge of cocktail lists, champagne bar menu and wine menu.
- Organizes staffing for cocktail parties and supervises and insures that the cocktail party is efficiently operated. Coordinates with the Galley, timely delivery of

- canapés served for pre-paid cocktail parties, including canapés served in the Champagne Bar. Has knowledge of correct cocktail party pricing, stateroom liquor set-ups. Is knowledgeable of current shipboard signing privileges.
- Is involved with the entertainment/music schedules on the Daily Cruise Compass and provides input through the Food and Beverage Manager that impacts and benefits the bar operations.
 - Is responsible for the direct supervision of Group Amenity reports relating to the bar operation and insures all related activities are efficiently staffed, supervised and operated.
 - Supervises weekly bar staff meetings and attends and contributes to all Food and Beverage meetings and follows up in a timely manner.
 - Makes work schedules to cover all bar areas of the ship during planned activities.
 - Is responsible that all bar personnel have clean and proper uniforms and name tags at all times.
 - Generates new ideas and methods to increase bar revenues and improve bar service.
 - Has full knowledge of current U.S.P.H. rules and regulations and maintains U.S.P.H. standards throughout the bar operations at all time.
 - At all times, adheres to the Master's Rules and Regulations.
 - Makes sure personal appearance, personal hygiene and uniform appearance are at all times in accordance with Company policy.
 - Other duties may be assigned.
 - Know and follow all SQM policies.
 - Understand and can apply in work practices environmental policies and procedures concerning such functions as collection, sorting and disposal of solid wastes and use of chemicals associated with cleaning and laundry operations.

Related Entries:

END OF SECTION