

International Cruise Services, SDAD, LTADA.

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

Position Title: Senior Bartender (R- Class)
Department: F & B **Sub-Department:** Bar
Reports To: Head Bartender, Head Sommelier, Food and Beverage Director
Direct Reports: Assist. Bartender, Bartender, Bar waiter, Sommelier and Deck Steward

Position Summary

The primary responsibility of the Senior Bartender is to ensure guests' satisfaction by delivering quality beverage service that consistently and effectively reflects the luxurious nature of the company.
In charge of his/ her own bar venue, but as well- assist the Head Bartender in running of the bar department- from managing the team to attending guests and dealing with administrative tasks.

Essential Duties and Responsibilities

Operational

- Ensure guest satisfaction measured by Guests Digital Survey
- Leads by example when it comes to Bar tendering skills, bar set up, products knowledge.
- Ensure that assigned bar is properly stocked, set up, and open as scheduled.
- Report any issue that needs attention to the Head Bartender or personally take care of it.
- Have a comprehensive knowledge of overall beverages and good understanding of wines
- Monitoring guest flow in public areas to ensure that beverage services and canape service are attended to for all guests.
- Meeting, greeting and providing world class and consistent service for a seamless guest experience while addressing guests as per Guests Recognition Program.
- Prepare beverages according to guest preferences and in line with company policy and procedures.
- Ensure that bar team is well trained to ensure good stock control and accurate charging to accounts.
- Communicate effectively to ensure that the bar team reflects the high standards of professionalism within the company.
- Ensure that the Bar team is aware of all events and activities on the ship.
- Keeping self well aware and promoting all beverage events, while being one of the top sellers.
- Revenue generator- individual sales and beverage packages
- Monitor inventories and equipment for shortages and damages.
- Possess full knowledge of standard cocktail recipes, garnishes and presentations.
- Ensure that charges are done correctly and according to procedure for waiters.
- Monitor bar costs.
- Ensure compliance with the company alcohol policy.
- Ensure the logging of all fridge, freezer and dishwasher temperatures in beverage venues.

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- Liaise with the Head Bartender and the department to establish and maintain predetermined profit objectives without jeopardizing the standards of quality of beverages, service, and cleanliness.
- Review current operating procedures for revenue enhancement opportunities for all bars on board the ship.
- Control the in-use stock inventory in his/ her beverage outlet.
- Ensure accurate charging to accounts.
- Prepare custom declarations as requested.
- Keep supervisor fully informed of all relevant matters.
- Observe and enforce grooming and uniform standards according to company policies and procedures.
- Possess job and product knowledge, including knowledge of cocktail recipes, wine lists and bar set-ups.
- Possess full knowledge of current Public Health rules and regulations and maintain Public Health standards at all times.
- Ensure that the assigned location is up to Public Health standards.

Managerial

- Supervise and walk through all the outlets (when not scheduled in his/ her bar).
- Check opening or closing of the bar venues (based on schedule).
- Motivate the team to up sell and generate revenue.
- Provide ideas to maximize beverage revenues and minimize costs.
- Ensure the par level of the beverages and other beverage supplies and equipment is maintained.
- Ensuring all required welcome and promotional set ups are ready for embarkation.
- Keeping self well aware and promoting all beverage premium events and conducting Bar Tastings.
- Train, supervise and apply corrective action regarding Public Health programs within the department.
- Ensure accurate ordering of beverages in the ICS system and delivery and dispatch from the provision area
- Actively attend Bar orders reviews and Bar Equipment orders with the ship management
- Attend weekly scheduled Public Health Inspections and ensure follow up in his/her area, with regards to any findings.

Training & Development

- Attend all meetings, training activities or classes related to assigned position as required.
- Mentor, develop and provide on-the-job training to subordinates to strengthen current performance and in preparation for future advancement.
- Train and develop professional bar staff.
- 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

- Achieve departmental financial targets (revenue, costs).
- Possess awareness of targets, costs and monitoring procedures.
- Review financial transactions and monitor budget to ensure expenditures stay within budget
- Enforce breakage prevention procedures.
- Possess knowledge of the revenue aspects of the operation.
- Ensure cost-effective operation of department.
- Minimize operating expenses without affecting product standards delivered to the guests.
- 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 level.
- Liaising with the Head Bartender and Procurement Manager in regards to the ordering of durables for the Bar Department
- Comply with Breakage Prevention Requirements and ensure procedures are followed at all times.

Safety Responsibilities

- Comply with the safety and pollution prevention regulations and operating procedures.
- Be in possession of valid STCW certificates.
- Possess familiarity with the vessel layout in terms of safety and security.
- Have a full understanding of ship rules and regulations (SMS).
- Ensure that all safety procedures are followed.
- Cooperate with the Staff Captain in adhering to the Ship's Safety Program.
- Follow the Ship Rules & Regulations.
- Maintain a safe and sanitary environment for all guests and crew members.
- Follow proper procedures and instructions at all times to prevent damage of any kind to ship or company property.
- Participate in safety drills as required.
- Be fully acquainted with Pest Management Program and responsible for its execution in assigned areas.

Resources

- Operating Manuals/SMS.
- Possess knowledge of the Human Resources Manual and Shipboard Training.
- Maintain a high level of crew morale within the administration dept. ensuring that all crew are treated in a fair and unbiased manner and the team works with a positive atmosphere.

Other Duties and Responsibilities

- Assist with loading or provisions whenever required and as directed.
- Liaise with the HOD regarding the ordering of beverages, consumables and durables for the Bar Department.
- Assist with off-loading of luggage if requested.
- Attend any stand-by for USPH purposes.
- Ensure confidentiality when handling sensitive information.
- Achieve the primary objectives of the position and comply with the above-mentioned accountabilities in a timely and efficient manner in accordance with ICS policies.

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- Project a favorable image of the company, promote its aims and objectives, and foster and enhance public recognition and acceptance of all its areas and endeavors.
- Comply with the safety and pollution prevention regulations and operating procedures at all times, participating in all relevant meetings and training sessions.
- Participate in all mandatory training without excuse.
- Perform all other duties as requested by shipboard management or shore side.
- Ensure the maintenance of all equipment in all food and beverage areas and proper reporting of repair requests in Issutrax

Qualifications

Knowledge, experience, skill, and/or ability

Required

- Proven leadership and communication skills.
- Fluent in written and spoken English.
- Communicate effectively with the senior management.
- Possess ability to lead and make decisions.
- Good administrative skills.
- Experienced in coaching subordinates.
- Must be cost and quality conscious.
- Adhere to specific scheduled work hours, yet be flexible if circumstances require it.
- Work with international team members.
- Perform assigned duties under pressure (time constraints).

Preferred

- Experience and/or training in the hospitality field.
- Fluency in additional language(s)
- Cruise Ship Experience.

Required computer skills

- Knowledge of Microsoft programs to include but not limited to, Outlook, Word, Excel, and Power Point
- Possess sufficient computer knowledge to use the company software.
- Familiar with relational database driven inventory control systems.
- Familiar with company proprietary and internal computer system, such as ICS, ABS, Micros and TAR.

Education/experience/certifications

- Elementary and middle school (8th grade) education or higher.
- Minimum of 5 years experience in an upscale/luxury beverage service environment
- STCW
- Equivalent combination of education and experience.

Other Skills:

- Knowledge of general office practices, procedures and equipment.
- Ability to prioritize tasks and work independently.

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- Strong organizational, interpersonal and communication skills.
- Ability to interact with senior-level management and owner representatives.
- Ability to multi-task and be a strong lounge server
- Strong oral and written communication skills
- Operational orientated with business awareness

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 (25 kilograms) without assistance.

Vision Requirements:

- 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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