



SEABOURN®

SBN - Bartender – Other

To provide exceptional service to each individual guest and to achieve the maximum revenue in the assigned outlet. Must supervise the entire assigned lounge and bar.

A Bartender plays an integral part in the overall guest satisfaction and experience provided by the set company standards. On a daily basis you will encounter certain situations, which you'll have to make the correct decisions. These may seem small to some but the impact is great. For example if you're late for your shift or don't offer guests a drink the impact would be letting the team, supervisors and company down. It might result in the guest having a negative experience and thus not promote Seabourn as a favorable holiday

Reporting relationships:

The Bartender reports directly to the Head Bartender supported by the Bar Rooms Manager. Position has up to 6 professional level reports – Bar waiter 6

Key Responsibilities

- Ensures the complete satisfaction of guests on board and follows company service procedures at all times.
- Ensure that voiding and charging procedures are done as per company guidelines.
- Ability to calculate figures.
- Supervise the assigned beverage outlets as a separate profit center, assuming responsibility for all revenues and expenses.
- Be fully responsible for the assigned bar stock, inventory and discrepancies. The
- Company holds the Bartender responsible.
- Ensure that no item or drink leaves the bar without charging. Ensure all administrative procedures relating to beverage control are followed.

- Maintain the Par level, ensure all products required for the operation of the bar are available at all times and reports any supply issues to the Beverage Management.
- Comply with the procedure for requisitioning supplies and beverages.
- Carry out inventories after each cruise under the guidance of the Controller/Beverage Manager.
- Ensure correct pouring at Company and guest-sponsored parties.
- Report for duty five minutes prior to schedule time to ensure proper bar set-up is done, all items and beverages are available.
- Brief bar waiters in case of special parties, daily cocktails or events.
- Ensure that bar waiters of the assigned bar report for duty punctually wearing the correct uniform and nametags at all times.
- Ensure atmosphere in the assigned bar is as per standard; music not too loud, lighting, set-up.
- Ensures that company alcohol policy is adhered to at all times.
- Ensures that company policy in regards to drinking age is followed and that the service of alcoholic beverages to obviously intoxicated guests is stopped in a tactful and appropriate manner.
- Will follow Seabourn Name Recognition program and write tests accordingly.
- The ability to follow mixology recipes and ensure that standards are maintained consistently.
- Mixology tasting is essential to controlling the quality of the products according to company policy.

Public Health:

- To be familiar with and execute the Seabourn HESS-MS appropriate to their position.
- Follows company guidelines regarding uniforms and personal hygiene.

Qualifications

Education:

Hotel School Diploma or similar preferred.

Experience:

Supervision experience required – at least in the past in charge of one bar. Strong interpersonal and leadership skills.

Knowledge, Skills & Abilities:

Extensive knowledge of varying brands and quality of liquors. Excellent knowledge of Mixology is a must.

Basic knowledge of new and old world wines and basic knowledge of cigar and cigar service. Basic understanding of all technical machines used within the beverage department such as draft beer machine, coffee machine, etc.

Physically fit and able to lift more than 20kg.

Basic knowledge of beverage handling procedures with regard to public health standards.

Cost awareness and full understanding of inventory control and inventory taking.

Ability to conduct spirit tasting and cocktail demonstration in public for passengers and staff. Ability to read, interpret and demonstrate the preparation of drink recipes.

Excellent open communication style with all levels of employees.

Physical Demands & Travel

Physical Demands:

For the safety of yourself and others on board certain physical abilities shall be maintained. Must be able to bend, climb, perform repetitive motion, and repetitively heavy lift.

Must maintain physical fitness to perform tasks associated with job.

Travel Requirements:

- Passport – valid for a minimum of 6 month
- Flag state issued seaman book
- General flag state or flag state approved marine fitness medical United States C1/D visa
- English Marlin test at minimal score of 80%
- Pre-employment medical examination

About Seabourn

At Seabourn, we are passionate about travel. We believe that traveling for pleasure has a redemptive power that enriches people's lives. And we believe that people should travel well.

Cruising on a Seabourn ship is unlike any other form of travel. The experience is luxurious, yet relaxed — elegant, yet casual — sumptuous, yet understated. Our intimate ships visit the most desirable destinations worldwide, sailing to the heart of landmark cities, as well as to hidden gems where larger vessels cannot follow.

Our ships attract interesting people, who seek to share experiences beyond the expected in places beyond the ordinary. Our acclaimed staff offers a unique style of heartfelt hospitality that is sincere, thoughtful and personal.