



RCL Cruises Ltd.

(manual section is applicable for above companies)

**JOB DESCRIPTION MANUAL -
HOTEL OPERATIONS CELEBRITY
Chapter 15 - Position Description
Shipboard - Beverage Operations**

Revision 32 : July/25/2011

15.02 Assistant Bar Manager

Position Title: Assistant Bar Manager

Reports To: Bar Manager

Direct Reports: Sommeliers, Head Bartenders, Bartenders, Bar Servers, Bar Utility,
Private Bar Attendant

Effective Date: April 2005

POSITION SUMMARY

Manages and supervises, in conjunction with the Bar Manager, the Bar Department and assists with the day-to-day operation of the department. Improves and maintains sales and profitability and reduces or eliminates guest's complaints. Ensures company standards are followed as per the Beverage Operations Manual.

ESSENTIAL DUTIES & RESPONSIBILITIES

To support Celebrity Cruises' mission of becoming "the world's ultimate premium cruise line with a taste of luxury," all duties and responsibilities are to be performed in accordance with Celebrity Cruises' Pillars of Safety, Service and Style, ISM/ISO and SQM standards, USPH guidelines, and environmental regulations.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

1. In accordance with Celebrity Cruises' Pillars of Safety, Service and Style, as well as through Celebrity Connections, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and crewmember areas.
2. Directs, coaches, supports, supervises and evaluates (in conjunction with the Bar Manager) the performance of all direct reports.

3. Assists the vessel with administrating the entire bar operations shipboard and at outer islands. Assists the Bar Manager with shoreside beverage administration. Assists the Bar Manager in all matters concerning beverage operations shipboard and shoreside.
4. Maintains control of consumption of beverage supplies, such as menus, tariffs, flyers, souvenir items, cash register tapes, bar checks, forms, etc. Oversees bar maintenance, supply of cash registers, blenders, and other related equipment.
5. Monitors personnel changes and ensures the smooth transition of staff.
6. Ensures that all bar service personnel adhere to the company's policies regarding uniforms, personal appearance and hygiene.
7. Knowledgeable about the functions of computer back-up systems.
8. Familiar with the checking of arriving bar merchandise on loading/storing days.
9. Has full knowledge of current USPH rules and regulations and maintains USPH standards at all times, ensuring that the bar personnel are trained accordingly.
10. Responsible for the beverage stocks, par levels maintenance, and ensures all ordering is completed on a weekly basis, according to business demands and ascertains that bars are well stocked.
11. Responsible for all bar equipment (soda machines, PO's, cash registers) and for reporting any malfunctions.
12. Takes an active part in all promotions, wine tastings, mixology classes and is aware of the need to increase sales and reduce costs where possible.
13. Stays aware of guests' needs and strives to eliminate complaints.
14. Ensures that snacks are served as per the company schedule.
15. Familiar with accounting procedures within the bars.
16. Ensures that all bar staff follow their work schedules and that their stations assigned by the Bar Manager are properly covered, tidy and clean.
17. Has a thorough understanding of Time and Attendance procedures, shipboard training, and is familiar with the contracts and work schedule hours/week and supporting documentation (Section 8.8. Human Resources Manual).
18. Must be available to work extra duties or longer hours if necessary.
19. Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and crewmembers with inquiries.
20. Attends meetings, training activities, courses and all other work-related activities as required.

21. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

FINANCIAL RESPONSIBILITIES

Financial responsibilities for budget, expenses and/or achievement of revenue targets.

- This position is responsible for cost containment through the proper use, handling and maintenance of records, reports, supplies and equipment.
- Ensures that all communication costs are kept under control
- Ensures that guests are charged for pertinent special requests and services.
- Identifies potential expense reductions through cost control. Analyzes operational problems and establishes controls. Reviews timesheets and forwards to the Food & Beverage Manager for approval. May prepare a variety of reports and letters utilizing personal computer system and equipment.
- Ensures that items are requisitioned in correct quantities, within acceptable timeframes and in accordance with established control procedures. Conducts workstation spot checks to ensure items are correctly stored to minimize deterioration and waste.

MOTIVATIONAL RESPONSIBILITIES

People management responsibilities to ensure optimal performance of the function.

- Monitors and manages the various assigned workstation functions. Monitors the assignment of duties and responsibilities to his/her staff. Observes and evaluates staff and work procedures to ensure quality standards and service are met. Makes recommendations regarding personnel actions such as new hire requests and discharges, to ensure adequate and continuous staffing. Inspects workstations, work areas, equipment, etc. to ensure efficient service and conformance to standards.
- Mentors, develops and provides on-the-job training to his/her staff to strengthen their current performance and preparation for future advancement.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- Minimum of five years beverage-related experience (shipboard experience preferred), or an equivalent combination of experience and education.
- Completion of high school or basic education equivalency required.
- Ability to analyze and interpret documents such as recipes and manuals.
- Ability to calculate figures and amounts such as discounts, interest, commissions, tips,

- proportions, percentages.
- Ability to solve practical problems and deal with a variety of variables. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following:

- Completion of a minimum of two contracts as Bartender/Head Bartender with a performance rating of satisfactory or above, along with demonstrated leadership skills.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- Ability to speak additional languages such as Spanish, French or German preferred.

Physical Requirements:

- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range 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 including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

Related Entries:

END OF SECTION