



Position Description

Position Title: Bar Server

Reports To: Assistant Bar Manager/Head Bartender/Bartenders

Direct Reports: N/A

POSITION SUMMARY

To promote and provide beverage services throughout the ship to the guests as well as improve and maintain sales. To keep workstations clean, orderly and properly set with clean ashtrays and table tents (is applicable).

ESSENTIAL DUTIES & RESPONSIBILITIES

To support Celebrity Cruises' mission of sustaining "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 Celebrity Family Member (CFM) areas.
2. Must appear for work in a properly clean uniform, and wearing their name tag.
3. At all times, adheres to the Master's rules and regulations.
4. Must report to his/her assigned station at least 10 minutes in advance.
5. Once assigned a workstation or section in a lounge the Bar Server must be present for the entire shift.
6. Check to see the station/tables are clean, orderly, and properly set with matches, clean ashtrays and table tents.
7. Greet guests and escort them to their seats when they enter the lounge or bar.
8. Suggest a drink and take the order.
9. Call the guests by their names at all times.
10. You will have sales targets to reach for each 12-week period. The Manager will explain the specific guidelines.
11. Always take a party's complete drink order in one trip (if it's possible).
12. Knows his/her bar menu well and be able to explain and suggest drinks to guests.
13. Place order at service bar and ensure that drinks are served in the proper glass with the proper garnish.
14. Ensures that the brand of liquor ordered is the brand served.
15. Be sure to always follow U.S.P.H. procedures.
16. Adheres to the drinking age policy, at all times (21 years old).

17. Works at special parties and cocktail parties, including canapés served in the lounge.
18. Knowledge of correct cocktail party procedures and cabin liquor set-ups.
19. Attends weekly bar staff meetings and training sessions as required.
20. Adheres to work schedule.
21. When serving highballs always use a shot glass and pour the liquor into the mix in front of the guest.
22. Presents each party with a separate check at the end of service.
23. Always carry a ballpoint pen for guests who wish to sign their checks and a penlight so guests can read checks in the dark.
24. Thank the guest when giving the copy of the check to the guest and always remember to say, “Good night/day, Mr./Mrs., Mrs. (Or Sir/Madam)” when guests leave the bar.
25. Return completed checks to assigned place.
26. Assist in bringing the stock up to the various bars.
27. Makes sure personal appearance, personal hygiene and uniform appearance are at all times in accordance with company policy.
28. Other duties may be assigned.
29. Must report any accident or dangerous occurrences to management.

FINANCIAL RESPONSIBILITIES

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

- This position is responsible for direct cost containment through the proper use of courtesy gestures, supplies and the reward of prizes.

MOTIVATIONAL RESPONSIBILITIES

People management responsibilities to ensure optimal performance of the function.

- This position does not have supervisory responsibilities.

QUALIFICATIONS

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

Hiring Requirements:

- Ability to communicate tactfully and effectively with guests, department heads and CFMs to foresee and resolve problems and negotiate resolutions.
- Completion of high school or GED required; university degree preferred, a minimum of one (1) year beverage related experience and/or training; or equivalent combination of education and experience.

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.

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 frequently 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.