



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**

**15.06 Bar Utility**

**Position Title:** Bar Utility

**Reports To:** Bartenders

**Direct Reports:** N/A

**Effective Date:** April 2005

**POSITION SUMMARY**

Assists the bartenders in keeping the bar and pantry clean and organized.

**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 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. Before the bar opens:
  - Delivers all requisitions for supplies from the Bartender to the Bar Manager's office.
  - Ensures adequate supply of appropriate dry snacks is brought up from storerooms to the pantry.
  - Ensures bar stock is in order.
  - Ensures that there is always an adequate supply of glassware.
  - Transport ice for bartenders and bar waiters in lexan box or ice chest with lid.

- Keep soap and rinse-aid stocked for glass washing machine.
  - Ensures that an adequate supply of hand soap and towels is available at the hand sinks.
  - Keep bars and bar pantries clean and orderly as per USPH regulations.
3. During the shift:
- Operates glass washing machine utilizing the proper racks for the intended glassware.
  - Checks for broken or chipped glasses and takes them out of circulation. Returns clean glasses to their appropriate places.
  - When picking up clean or dirty glasses does not put fingers inside or near the top of the glass.
  - Keeps dry snacks refilled; uses plastic gloves when refilling snack bowls.
  - Keeps ice bin replenished as needed.
  - Carefully avoids glass breakage near ice. If a glass does break near ice, the ice bin must be completely emptied, flushed out thoroughly, re-sanitized and refilled.
  - Keeps the bars cleaned during service, including the floors, according to USPH regulations.
  - Retrieves all Beverage Department glassware (except for wine and champagne glasses) from the main galley glass-washing area and stores them in the appropriate racks in the bars.
  - Assist with garbage disposal according to the weekly schedule.
4. End of the shift:
- Helps bartenders store leftovers in the refrigerator. Packs coolers with beer and soda for the next day's consumption.
  - Sweeps and mops the floors.
  - Ensures that the bar is spotlessly cleaned and sanitized according to USPH regulations.
  - While working in the bars, always observes how the bartenders prepare the drinks and tries to learn all about the bar operation for future promotion opportunities.
5. 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.
6. Attends meetings, training activities, courses and all other work-related activities as required.
7. 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.

## **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:**

- Minimum of one year beverage-related experience (shipboard experience preferred), or an equivalent combination of experience and education.
- Completion of high school, vocational 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 one contract in the Food and Beverage Operation with a performance rating of satisfactory or above.

### **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**