

# 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:** Bar Waiter/Waitress

**Department:** F & B

**Sub-Department:** Bar

**Reports To:** Bartender, Senior Bartender (R- Class) Head bartender, Head Sommelier, Executive cellar Master (O- Class) Food & Beverage Director

**Direct Reports:** N/A

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### Position Summary

The primary responsibility of the Bar Waiter/Waitress is to provide quality and luxurious service to the guests that consistently and effectively reflects the luxurious nature of the company. Suggesting and serving alcoholic and non-alcoholic beverages at various beverage outlets throughout the cruise ship - bars, lounges, cafe, night club, casino and open decks.

### Essential Duties and Responsibilities

#### Operational

- Ensure guest satisfaction measured by Guest Digital Survey
- Ensure that assigned area is properly stocked, set up, and open as scheduled.
- Report any issue that needs attention to the Head Bartender/Bartender.
- 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 Guest Recognition Program
- Prepare beverages according to guest preferences and in line with company policy and procedures.
- Possess full knowledge of standard cocktail recipes, garnishes and presentations.
- Be aware of all events and activities on the ship.
- Ensure compliance with the company alcohol policy.
- Ensure the logging of all fridge, freezer and dishwasher temperatures in beverage venues.
- Report maintenance issue promptly to the Head Bartender.
- Liaise with the Head Bartender and the Bartender to establish and maintain predetermined profit objectives without jeopardizing the standards of quality of beverages, service, and cleanliness.
- Be aware of targets, costs and monitoring procedures.
- Be motivated to up sell and generate revenue.
- Possess ability to promote, sell, up-sell and recommend bar events to the guests.
- Revenue generator- individual sales and beverage packages
- Provide ideas to maximize beverage revenues and minimize costs.

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- Assist with inventories and requisitions to restock bar items.
- Assist in the control of in-use stock inventory in all beverage outlets.
- 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.

**Training & Development**

- Attend all meetings, training activities or classes related to assigned position as required.

**Financial**

- Achieve departmental financial targets (revenue, costs).
- 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.
- Conduct inventory checks when required.
- 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 certificate.
- Possess familiarity with the vessel layout in terms of safety and security.
- Have a full understanding of ship rules and regulations (SMS).
- Participate in all required safety drills/training.
- 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.

**Resources**

- BOM (Bar Operations Manual).
- Training and Development Manual.
- 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.

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**Other Duties and Responsibilities**

- Assist with loading or provisions when required.
- 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.
- 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.

**Qualifications**

**Knowledge, experience, skill, and/or ability**

Required

- 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.

**Education/experience/certifications**

- Elementary and middle school (8th grade) education or higher.
- Minimum 1 year of experience in an upscale bar 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.

**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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