



(manual section is applicable for above companies)

JOB DESCRIPTION MANUAL HOTEL OPERATIONS - AZAMARA

Revision 13 : June/25/2015

Chapter 13 - Position Description Shipboard – Beverage Operations

13.04 Bar Server

Position Title: Bar Server

Reports To: Head Bartender/Bartenders

Direct Reports: N/A

Effective Date: April 2005

Revision Date: February 2011

POSITION SUMMARY

Promotes and provides beverage services throughout the ship to the guests. Improves and maintains sales. Responsible for keeping workstations clean, orderly and properly set with clean ashtrays and table tents (if applicable).

ESSENTIAL DUTIES & RESPONSIBILITIES

To support Azamara Club Cruises' mission of sustaining an upmarket cruise experience with a destination-driven brand image. All duties and responsibilities are to be performed in accordance with the AMAZE Standards, Safety is Everybody's Business, 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 Azamara Club Cruises' AMAZE Standards 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 crew areas.
2. Must appear for work in a properly cleaned uniform, and wearing a nametag.
3. Adheres to the Master's rules and regulations at all times.
4. Reports to his/her assigned station at least 10 minutes in advance of normal starting time.

5. Once assigned a workstation or section in a lounge the Bar Server must be present for the entire shift.
6. Checks to see that station/tables are clean, orderly, and properly set with clean ashtrays and table tents (Deck 9 smoking area only).
7. Greet guests by name and escorts them to their seats when they enter the lounge or bar.
8. Knows the bar menu well and is able to explain and suggest drinks to guests.
9. Places order at the service bar and ensure that drinks are served in the proper glass with the proper garnish.
10. Ensures that the brand of liquor ordered is the brand served.
11. Always delivers a party's complete drink order in one trip (when possible).
12. Presents each party with a separate check at the end of service.
13. Always carries a ballpoint pen for guests who wish to sign their checks and a penlight so guests can read checks in the dark.
14. Thanks the guest when giving the copy of the check to the guest and always remembers to say, "Good night/day, Mr./Mrs./Ms. (or Sir/Madam)" when guests leave the bar.
15. Returns completed checks to assigned place.
16. Assists in bringing the stock up to the various bars.
17. Has a sales target to reach for each 12-week period. The Bar Manager will explain the specific guidelines.
18. Has full knowledge of current USPH rules and regulations and maintains USPH standards at all times.
19. Adheres to the drinking age policy, at all times.
20. Works at special parties and cocktail parties, including canapés served in the lounge.
21. Is knowledgeable about correct cocktail party procedures and cabin liquor set-ups.
22. Attends weekly bar staff meetings and training sessions as required.
23. Adheres to his/her work schedule.
24. Ensures personal appearance, personal hygiene and uniform appearance are at all times in accordance with company policy.
25. Reports any accident or dangerous occurrences to management.
26. Confirms venue ambiance (lighting, temperature, music) according to Brand Standard

27. Greets and converses with guests to answer questions, provide information, promote drink specials and/or up-sell to premium brands. Suggests alternative drinks if drink request is not available in current inventory.
28. Actively follows ServSafe responsible service of alcoholic beverages.
29. Works independently and without immediate supervision. Promotes teamwork and provides on-the-job training to Bar Utility personnel to strengthen their current performance.
30. May perform Bar Server duties during special events and parties not located in the bars or lounges. May work in outside weather conditions and is occasionally exposed to wet and/or humid conditions.
31. At the beginning and ending of each shift, completes side duties that include preparing the areas for service and ensuring proper closing procedures.
32. Successfully passes ServSafe training within first 30 days of contract.
33. Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and crew with inquiries.
34. Attends meetings, training activities, courses and all other work-related activities as required.
35. 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 guests are charged for pertinent special requests and services.

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 a minimum of one contract as Bar Utility 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:**Related Chapters:**

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END OF SECTION