



(manual section is applicable for above companies)

HUMAN RESOURCES

Revision 97 : February/02/2014

Chapter 8 - .01 Beverage Operations

8.01.14 Barista

POSITION SUMMARY

Suggest and serve high quality Starbucks We Proudly Serve (WPS) and/or Starbucks Licensed products (including related ice cream and complimentary/retail pastries) while serving guests following the GOLD Anchor and Starbucks Standards. To further participate in the Beverage Operation team, adhere to all Royal Caribbean standards with passion and enthusiasm.

ESSENTIAL DUTIES AND RESPONSIBILITIES

All duties and responsibilities are to be performed in accordance with Royal Caribbean International's Gold Anchor Standards, SQM standards, USPH, HACCP guidelines, environmental, workplace safety policies and procedures, and Starbucks WPS rules and regulations. Each shipboard employee may be required to perform all functions in various food and beverage service venues throughout the ship.

For Starbucks Licensed Baristas (currently only Oasis class ships), Barista certification is required before working in the store. This certification expires after one week of absence and re-certification is required. Although Starbucks Licensed Barista's are mostly restricted to Starbucks, they may be required to work other venues as per business needs (Ice Cream Parlor, Park Café, Vitality, etc.).

In accordance with Royal Caribbean International's philosophy of *Anchored in Excellence*, 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.

1. Actively works as a Barista and exhibits high standards of service when engaging with guest and constantly investigates service standards improvements through talking with guests and reading all related comments and follow up.
2. Ensures the venue is set-up on time with adequate amount of all products is on-hand. Inspects workstations, work areas, equipment, etc. to ensure efficient service and conformance to standards.
3. Assist in training and monitoring new Baristas for proper skill and service. Participates in training for new recipes, promotions, techniques, equipment, etc. Provides on-the-job training to strengthen current performance and preparation for possible advancement to promotional positions. Monitors the daily workstation operation to ensure speed and efficiency.
4. Demonstrates the proper operation of all equipment. Test equipment to ensure accuracy of temperature gauges, heating or cooling elements etc. Reports all malfunctions and request necessary repairs.
5. Prepare all products consistently to a high standard and in accordance with Starbucks We Proudly Serve and/or Starbucks Licensed standards, regarding taste, consistency and attractive presentation. Test beverages being prepared by viewing, tasting, and smelling.
6. Reviews USPH procedures for sanitation and cleanliness and monitors workstations and adherence to those procedures at all times. Enforces and follows USPH cleaning procedures for work surfaces, all related equipment and utensils.
7. Enforces the storage or disposal of over production items according to Royal Caribbean International's brand standards and Starbucks We Proudly Serve and/or Starbucks License rules and regulations.
8. Answers inquiries pertaining to Starbucks We Proudly Server and/or Starbucks License general information. Responds to escalated guest complaints in a considerate, professional and positive manner by showing concern and listening actively. Takes ownership of guest concerns, by following-up and ensuring complaints are resolved to the guest's satisfaction.
9. Consistently serves all food related items in the venue to a high standard whether those products be complimentary or revenue generating.
10. Ensures a healthy and safe working environment at all times.
11. Attends meetings, training activities, courses and all other work-related activities as required.
12. 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.

QUALIFICATIONS

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

Hiring Requirements:

- Ability to read, interpret and demonstrate the preparation of drink recipes.
- Extensive knowledge of beverage handling procedures with regard to public health standards.
- Knowledge of principles and processes for providing customer and personal service including needs assessment, problem resolution and achievement of quality service standards.
- Ability to work positively and cooperatively in a diverse team environment to meet overall established timeframes for the entire bar service operation. Ability to communicate tactfully with all levels of management, coworkers and other shipboard employees to resolve problems and negotiate resolutions.
- A passion for coffee related products and hospitality overall is preferable.

Internal Candidate Requirements:

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

- Must have completed at least one contract in customer facing, revenue areas.
- Must have a passion for coffee beverages and past experience with coffee products is preferred.
- **Successfully completed Starbucks Barista certification (On Oasis class Starbucks License stores only).**

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, Portuguese, Italian, Mandarin or German preferred.

Physical Requirements:

While performing the duties of this job, the shipboard 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. Specific vision abilities required by this job include close vision, distant 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:

END OF SECTION