



(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

15.04 Bartender

Position Title: Bartender

Reports To: Head Bartender/Assistant Bar Manager

Direct Reports: Bar Server/Bar Utility

Effective Date: April 2005

POSITION SUMMARY

Provides efficient, fast, professional and courteous service to all guests, as well as demonstrating excellent salesmanship. The goal of this position is to help maintain a smooth operation of the bars on a day-to-day basis according to company policy.

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 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 crewmember areas.
2. Directs, coaches, supports, supervises and evaluates (in conjunction with the Assistant Bar Manager) the performance of all direct reports.
3. Before the bar opens:
 - Reports for duty at least one hour before the bar opens.

- Opens the liquor cabinets and all other locks and places bottles in position.
- When space allows, display bottles in speed rack in the following order from left to right: Scotch, Bourbon, Blend Gin, Rum, Vodka, Tequila, Triple Sec, Dry Vermouth, Sweet Vermouth, Roses Lime Juice, Mai Tai, Grenadine.
- Checks all juices and mixes to be sure nothing is spoiled. A small portion of the non-alcoholic mix or juice should be sampled to ensure that nothing tastes acidic or smells foul.
- Ensures that there is an adequate supply of mixes, canned sodas, syrups, garnishes and ice.
- Prepares a requisition for any supplies needed and forwards it in to the Bar Manager's office for signature.
- Keeps the entire bar area cleaned and sanitized.
- Sets up the bar counter with menus, napkins, straws, stirrers, matches and ashtrays.
- Soiled or torn menus are not to be used.

4. Provisioning:

- All bar staff must assist with loading and unloading provisions from the marshaling area. These provisions go to the stores and then from the stores to the bars (no slippers, sandals or clogs are to be worn).

5. Serving:

- Greets guests by name, with a smile and in a friendly manner, and the appropriate "Good Morning", "Good Afternoon", or "Good Evening" Sir or Madam.
- Guests are always served before staff members; ladies' orders are to be taken and served first.
- Always carries a lighter or matches to light guests' cigarettes.
- Ensures that the correct order is taken; if in doubt, asks again or repeats the order.
- Remembers what guests drink in order to ensure guest satisfaction.
- Serves non-alcoholic beverages and water in the same courteous manner as when serving alcoholic beverages.
- Does not hesitate to ask for identification (proof of age) when in doubt that a guest is not of drinking age.
- Always places napkins in front of the guest with the logo facing up.
- Fills orders using a shot glass for measurement. The proper pour level is in between the optical line and the top of the glass.
- All drinks are to be served in the appropriate glass and properly garnished (see cocktail listing).
- If a guest orders a specific brand, he/she must be served that brand. If we do not carry a brand requested an alternate brand is to be suggested.
- 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 bar clean at all times, including the ashtrays. When changing ashtrays, the following procedures are used:
 - Place one clean ashtray on top of the soiled one.
 - Remove both ashtrays.
 - Place a clean ashtray on the table.
- Offers snacks during cocktail hours and keeps snacks replenished when appropriate.
- Is in charge of the bar when management is not present.
- If something on a guest, apologizes immediately and offers them a clean bar side towel. Reports the incident to management so that a complimentary dry cleaning card can be

- provided.
- Rings the appropriate number for each drink served. Ensures that the check is correct before presenting it.
 - All lost and found items must be turned into the Front Office immediately.
 - Ensures personal appearance, personal hygiene and uniform appearance are at all times in accordance with company policy.
 - Has full knowledge of current USPH rules and regulations and maintains USPH standards at all times.
 - Create a fun and entertaining atmosphere for the guest.
 - Attends Bar Department weekly meetings and training sessions as required.
 - Mixes drinks, cocktails, and bar beverages as ordered and in compliance with company standards.
 - Is responsible for properly filling orders placed by bar waiters and cocktail waitresses and doing so in a prompt and efficient manner.
 - Assists in the training of new personnel and makes certain that new crewmembers are fully oriented to proper procedures and policies.
 - Responsible for controlling beverage costs in his/her area.
 - Reports any malfunctions of bar equipment.
 - Must be aware of the need to increase profits and reduce costs where possible.
 - Reports any accident or dangerous occurrences to management.
6. 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.
7. Attends meetings, training activities, courses and all other work-related activities as required.
8. 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 all communication costs are kept under control
- Ensures that guests are charged for pertinent special requests and services.
- Identifies potential expense reductions through cost control. Analyzes operational problems and establishes controls. Reviews timesheets and forwards to the Food & Beverage Manager for approval. May prepare a variety of reports and letters utilizing personal computer system and equipment.
- Ensures that items are requisitioned in correct quantities, within acceptable timeframes and in accordance with established control procedures. Conducts workstation spot

checks to ensure items are correctly stored to minimize deterioration and waste.

MOTIVATIONAL RESPONSIBILITIES

People management responsibilities to ensure optimal performance of the function.

- Monitors and manages the various assigned workstation functions. Monitors the assignment of duties and responsibilities to his/her staff. Observes and evaluates staff and work procedures to ensure quality standards and service are met. Makes recommendations regarding personnel actions such as new hire requests and discharges, to ensure adequate and continuous staffing. Inspects workstations, work areas, equipment, etc. to ensure efficient service and conformance to standards.
- Mentors, develops and provides on-the-job training to his/her staff to strengthen their current performance and preparation for future advancement.

QUALIFICATIONS

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

Hiring Requirements:

- Minimum of three years 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 two contracts as Bar Server 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:

END OF SECTION