



- Ensure that the Head Sommelier attends and shares any service-related issues from the restaurant management meeting.
- Oversee that the bar staff follows the Officers and crew VOM benefit grid, with regards to bar service and charges.
- Reward and discipline employees as needed.
- Ensure a smooth and professional operation on the open decks and around the pool, including but not limited to, setup/breakdown of the pool and upper outside decks.
- Ensure the Pool Deck set up, service and maintenance are as per standards.
- Train and monitor the Deck Steward Team to provide quality guest beverage service including sales of beverages.
- Confirm that entertainment (live music, events, and activities) is scheduled to satisfy guest attendance in lounges, in cooperation with the Cruise Director and Food and Beverage Director.
- Be fully acquainted with Ship Function Greed and TA functions and Dinner BBQ and Brunch Schedules for all Year.
- Organize manning and set up for cocktail parties and various bar events.
- Supervise and ensure that cocktail parties are efficiently operated.
- Coordinate with the galley team for timely delivery of canapés for prepaid cocktail parties.
- Be familiar with the Special diets program, gluten free options and Kosher program, all related the canape service in the bar venues.
- Possess knowledge of correct cocktail party pricing, cabin liquor setups, and keep aware of current shipboard signing privileges.
- Be fully acquainted with the Guest Special Request program, with regards to beverage items requested and their availability and on board usage.
- Ensure that all crew working in the beverage operation are aware of the company beverage control procedures.
- Complete procurement order (wines, beers, liquors, sodas and water).
- Promote various wines and bar events to maximize revenue and guests experience.
- Assist the Head Sommelier and Head Bartender in scheduling staff in appropriate locations.
- Oversees the tea time set up and operation.
- Responsible to attend Crew Welfare Meeting and of the beverage ordering for the Monthly Calendar Events
- Ensure the correct issuance of the Acknowledgment Letters for all Teams allocated.
- Introduce newly hired beverage team members to the beverage operation using the “buddy system” to ensure a smooth transition to life on board the vessel.
- Relate and reinforce the company “No Tolerance” Sexual Harassment Policy and enforce the policy when applicable.
- Enforce adherence to the drinking age policy, in all beverage venues.
- Ability to conduct training sessions with staff, covering all aspects of beverage service:
  - Product knowledge
  - Taking accurate orders
  - Practicing up-selling techniques
  - Correct glassware and mixology
  - Correct use of registers
  - Proper serving of drinks
- Possess knowledge of the entire wine operation and wine events:
  - Scheduling
  - Requisition
  - Inventory
  - Spoilage/breakage

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- Inter-bar transfers
- Left over wines
- Supervise that The "Study Room" Beverage Service Procedures ( EXP , SPL) are followed at all times.
- Oversee that The Culinary Centre concept has all the support required with regards to beverage requirements.
- Maintain sufficient inventory of bar support items to ensure an efficient bar operation.
- Estimate and order bar supplies, liquors, wines, or other beverages.
- Approve and oversee all bar requisitions, inventories, bar par levels, transfers, cocktail parties, time and locations, cost control, opening/closing bar hours, and working schedules.
- Provide all bar sales, cost reports and beverage analysis reports
- Possesses Micros/ POS knowledge.
- Monitors the slow moving items from bar venues or beverage stores and depletes accordingly.
- Ensure accurate ordering of wines in the ICS system, by the bar team and delivery and dispatch from the provision area.
- Assist together with the bar team, during loadings and beverage deliveries, while cross checking the delivery reports with the Procurement Manager.
- Lead Bar Orders reviews and Bar Equipment Orders with the ship management.
- Ensure that accurate monthly equipment inventories take place and oversee counts and recounts with Head Bartender and Head Sommelier.
- Comply with Breakage Prevention Requirements and ensure procedures are followed at all times.
- Ensuring accurate guest charges and other charges to various AC accounts.
- Fully accountable for delivering accurate custom declarations in all bar/ cellars area and liaises with Head Bartender and Head Sommelier in this regards.
- Supervise and lead weekly bar staff meetings.
- Attend and contribute to hotel services meetings.
- Ensure that all beverage personnel have clean and proper uniforms and name tags.
- Possess full knowledge of current Public Health rules and regulations and maintain Public Health standards at all times.
- Attending weekly scheduled Public Health Inspections and ensure follow up in his/hers area, with regards to any findings.
- Be fully acquainted with Pest Management Program and responsible for its execution in assigned areas.
- Ensuring the maintenance of all equipment in all food and beverage areas and proper reporting of repair requests in Issutrax.
- Coordinate with the Sanitation Officer the weekly crew bar cleaning.
- Ensure that the shore-side Human Resources Department is advised of position changes (promotions), payroll change, crew request, crew certification, emergency leave, and resignations, medical ashore/parole, missed ship and termination of employment.
- Oversee with the Chief Housekeeper the in suite, wine and beverage delivery procedures, in all Housekeeping areas
- Understanding of guest tier level and amenities, especially for Top Category suites .
- Supervise the Selling item inventory and spirit proof check procedures, as per company requirement.

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## Training & Development

- Attend all meetings, training activities or classes related to assigned position as required.
- Mentor, develop and provide on-the-job training to subordinates to strengthen current performance and in preparation for future advancement.
- Review and provide the final approval for all beverage team evaluations completed by the Head Sommelier and Head Bartender.
- Oversee and respond to any beverage team HR-related issues with the Food & Beverage Director.
- Evaluate staff according to company procedures.
- Ensure that all crewmembers follow the ship rules and regulations.
- Monitor the training and familiarization of new crewmembers to their new job and living environment.
- Ensure that all performance evaluations are completed according to company standards.
- Ability to conduct trainings with sommeliers in accordance with the wine training program in the bar operation manual.
- Ability to conduct trainings with the restaurant middle managers to support the wine service in the restaurants.
- Ability to conduct trainings with the butler team to ensure sufficient knowledge to provide up-scaled wine service in-suite.
- Oversee that Staff Training Matrix and monthly mandatory trainings-Standard trainings are conducted within the month: Workplace Fire Safety Awareness, Use of PPE, Safe Chemical Management, Safe usage of equipment, Proper usage of Safety Belts, Proper lifting techniques, Forklift and Pallet Jack Operations, Reporting accidents and illness.

## Financial

- The ability to generate revenue and reach set targets (wine and bar sales, wine and bar events).
- Set individual revenue targets for the middle managers and bar staff.
- Coach and guide the middle managers if targets are not reached, as well keeping them accountable.
- Responsible for controlling beverage, consumables, equipment and labor cost in assigned area according to the Corporate Office guidelines and budget.
- Work within set cost budget and par levels and adjust requisitions to avoid any possible over ordering.
- Monitor beverage consumption and poring to reduce waste and to avoid unnecessary financial exposure.
- Control overtime and apply TAR procedures accordingly (work within the set budget perimeters).
- Improve and maintain beverage sales and profitability.
- Maintain cost and par level of the wines and other beverages in the warehouse and bars/wine cellars.
- Analyze onboard sales to identify profitable events or merchandise.
- Possess knowledge of the revenue aspects of the operation.
- Ensure cost-effective operation of beverage department.
- Minimize operating expenses without affecting product standards delivered to the guests.
- Conduct inventory checks when required in all beverage areas.

## Safety Responsibilities

- 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.

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- 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.
- Follow the SMS policies, be acquainted with OPRP and areas of responsibility and the ISO 14001 requirements.

**Resources**

- Operating Manuals/SMS.
- 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.

**Other Duties and Responsibilities**

- Assist with loading or provisions when required.
- Assist procurement team in ordering of wines and beverages.
- Attend any stand-by for Public Health purposes.
- Ensure confidentiality when handling sensitive information.
- 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.
- Perform all other duties as requested by shipboard management or shore side.

**Qualifications**

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

Required

- Progressive beverage managerial experience, preferably in an upscale hotel or cruise ship, restaurant, or high volume food and beverage service facility.
- Knowledge of Vessel Sanitation Program regulations and procedures.
- Versed in budgeting and cost control, including but not limited to, the reading and interpreting of inventory reports, food cost reports and monthly financial statements.
- 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**

- Fluency in additional language(s)
- Cruise Ship Experience.

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**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.
- Familiar with relational database driven inventory control systems.
- Familiarity with company proprietary and internal computer system, such as: ICS, Silverware, Apollo Solution and TAR.

**Education/experience/certifications**

- High School education or international equivalent.
- Minimum of 5 years beverage-related management experience.
- Cellar Master background.
- Court of Master Sommelier Certificate or minimum certified level from an internationally recognized wine school.
- Public Health or HACCP certification.
- STCW.
- Equivalent combination of education and experience.

**Other Skills:**

- Knowledge of general office practices, procedures and equipment.
- Ability to prioritize tasks and work independently.
- Strong organizational, interpersonal and communication skills.
- Ability to interact with senior-level management and owner representatives.
- Good administrator and organizer.
- Operational orientated with business awareness.
- Ability to multi-task and be a strong lounge server.
- Strong oral and written communication skills.
- Immaculate presentation.

**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.

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- 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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