

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: Head Sommelier

Department: F & B

Sub-Department: Bar

Reports To: Executive Cellar Master (O- Class), F&B Director, Restaurant Manager (R- Class)

Direct Reports: Sommeliers, All Bar Staff

Position Summary

The primary responsibility of the Head Sommelier is to ensure the smooth running of the Sommelier operation. To take on overall responsibility for the operational management of all wines within the beverage operation, while also ensuring guests receive wine and beverage service befitting a six star company and effectively reflecting the luxurious nature of Oceania Cruises.

Essential Duties and Responsibilities

Operational

- Familiarize and train employees with beverage service guidelines and company policies.
- Plan, assign and direct work; appraising performance.
- Reward and discipline employees as needed.
- Address complaints and resolve problem.
- Monitor guest satisfaction measured by Guests Digital Surveys.
- Ensure that all wines are stored, presented and served to the required standard
- Ensure that all crew working in the Sommelier operation are aware of the company beverage control procedures.
- Handle guest issues, and take proactive measures to avoid issues.
- Possesses Micros/ POS knowledge.
- Monitors the slow moving items from bar venues or beverage stores and depletes accordingly.
- Liaise with the Executive Cellar Master (O- Class)/Food and Beverage Director, the schedule of wine events as per company guidelines and coordinate with the Chef all the food requirements
- Advise guests on wine selection in articulate, affable and friendly manner displaying professional salesmanship
- Have a comprehensive knowledge of all international wines, their characters and vintage merits with a detailed knowledge of the characteristics of all wines on the wine list.
- Have a comprehensive knowledge of after dinner drinks, i.e. Ports, Cognac, Armagnac's, Liqueurs, etc.
- Coordinate with the Restaurant Manager to anticipate and communicate any guest remarks regarding the beverage service in the restaurant.
- Time allowing- attend the Restaurant daily meeting and actively participate with regards to wine/ beverage updates.

Issued on: 03/02/2018	Page 1 of 6	Prepared by: BDM/TBM
Last reviewed on: 04/20/21		Approved by: DIRHR

- Coordinate with Executive Cellar Master (O- Class)/Food and Beverage Director for any beverage trainings required for the Bar Staff, Restaurant Middle Management Team and Butler Team.
- Attend and share any service-related issue at the restaurant management meeting to ensure prompt follow up on guest comments.
- Enforce adherence to the drinking age policy.
- Conduct training sessions with staff, covering all aspects of service:
 - Wine knowledge
 - Monitor that Guest Recognition Program is followed in all assigned locations.
 - 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
 - Inter-bar transfers
 - Left over wines
 - Beverage packages
 - Special promotions
- Present the standard wine seminars to the guests at any given time.
- Personally conduct the wine events.
- Ability to schedule and conduct additional seminars, based on itinerary, wine availability or guests' preferences.
 - All la reserve wine and bar events
- Maintain together with the Executive Cellar Master (O- Class) /Food and Beverage Director, that the wine list is in line with latest BOM requirements, vintages, pricings and availability.
- Provide wine tasting to team members and provide training on how to recommend and up-sell wines to guests to maximize revenue and profit.
- Share his/her wine knowledge and encourage your team to develop their wine knowledge further through regular training sessions.
- Actively participate in the generation of ideas to impact positively on wine sales revenue and to assist in the implementation of these ideas.
- Keeping self well aware and promoting all beverage premium events.
- 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.
- Maintain sufficient inventory of bar support items to ensure an efficient bar operation.
- Supervise daily sommelier meetings.
- Ensure that all sommeliers have clean and proper uniforms, and name tags.
- Compiling the sommelier team work schedule in line with ship activities and working hour's regulations.
- Generate new ideas and methods to increase wine revenues and improve wine service.
- Possess full knowledge of current Public Health rules and regulations and maintain Public Health standards at all times.

Issued on: 03/02/2018	Page 2 of 6	Prepared by: BDM/TBM
Last reviewed on: 04/20/21		Approved by: DIRHR

- Attending weekly scheduled Public Health Inspections and ensure follow up in his/hers area, with regards to any findings.
- Fully acquainted with Pest Management Program and responsible for its execution in assigned areas.
- Ensure the maintenance of all equipment in own areas and proper reporting of repair requests in Issutrax
- Ensure accurate ordering of beverages in the ICS system and delivery and dispatch from the provision area
- Actively attend Bar orders reviews and Bar Equipment orders with the ship management
- Inform the Executive Cellar Master (O- Class)/ F&B Director regarding personnel issues.
- Ensure accurate ordering of wines in the ICS system and delivery and dispatch from the provision area.
- Ensure that accurate monthly equipment inventories take place and oversee counts and recounts.
- Inspect all outlets at shift start and throughout the shift to ensure that all items are up to standard.
- Possess full knowledge and insure compliance with Standard Operating Procedures and specifications.
- Maintain personal demeanor to reflect the high standards of professionalism within the Oceania Cruises F & B organization.
- Report the closure times of all outlets and any issue that needs solving to the Direct HODs or division managers.

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.
- 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 food crewmembers to their new job and living environment
- Ensure that all performance evaluations are completed according to company standards.
- Train and monitor professional sommeliers.
- Conduct training with sommeliers in accordance with the wine training program in the bar operation manual.
- Conduct wine training with the restaurant middle managers to support the wine service in the restaurants.
- Conduct wine training with the butler team to ensure sufficient knowledge to provide up-scaled wine service in-suite.
- Responsible for future Sommelier training.

Financial

- Main revenue generator within the Bar department. Accountable for the financial results.
- Achieve departmental financial targets (revenue, costs, beverage packages sales, bar events sales).
- 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.
- Comply with Breakage Prevention Requirements and ensure procedures are followed at all times.
- 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 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 department.

Issued on: 03/02/2018	Page 3 of 6	Prepared by: BDM/TBM
Last reviewed on: 04/20/21		Approved by: DIRHR

- Minimize operating expenses without affecting product standards delivered to the guests.
- Fully accountable for delivering accurate custom declarations in all Cellars area
- Conduct inventory checks when required.

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.
- 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

- 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.
- 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

- Beverage managerial experience, preferably in an upscale hotel or cruise ship, restaurant, or high volume food 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, beverage cost reports and monthly financial statements.

Issued on: 03/02/2018	Page 4 of 6	Prepared by: BDM/TBM
Last reviewed on: 04/20/21		Approved by: DIRHR

- 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.

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.
- Familiarly with the concept of 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 Sommelier-related experience.
- Court of Master Sommeliers certificate or similar diploma.
- Public Health or HACCP certification.
- STCW preferred.
- 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.

Issued on: 03/02/2018	Page 5 of 6	Prepared by: BDM/TBM
Last reviewed on: 04/20/21		Approved by: DIRHR

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.

Issued on: 03/02/2018	Page 6 of 6	Prepared by: BDM/TBM
Last reviewed on: 04/20/21		Approved by: DIRHR