

P O S I T I O N D E S C R I P T I O N

Position Title: Head Bartender

Department: **Sub-Department:**

Reports To: Assistant Bar Manager, Bar Manager

Direct Reports: All Bar Staff

Position Summary

The Head Bartender is responsible for providing guests with courteous and professional service in order to increase revenue for the company using up-selling techniques, and meet and exceed sales targets

Essential Duties and Responsibilities

Operational

- Possess total knowledge of the Beverage Operations Manual.
- Supervise the bars and lounges assigned by the Bar Manager and fully ensure that company standards are met.
- Work directly with the bar staff using a hands-on management approach, by helping the Bartenders during busy hours, as well as replacing them during meal hours as necessary.
- Ensure that the designated area is staffed with enough bar servers.
- Ensures that cocktail recipes are followed according to company standards.
- Help the Bartenders and Bar Waiters increase sales.
- Ensure that all bar staff are familiar with the Infogenesis/POS system onboard.
- Conduct training for new bar staff.
- Improve and standardize bar service.
- Conduct all necessary training, utilizing on the job training, as instructed by the Bar Manager, to develop each individual to the required level of service standards.
- Ensure that all bar Staff work according to the established schedules and stations.
- Move staff from one lounge to another according to sales and guest movement.
- Monitor bar staff working hours, releasing the bar staff whenever deemed necessary by sales and guest movement.
- Ensure that bar par levels are maintained.
- Make constant spot checks and instruct bartenders on how to correctly fill requisitions in order to maintain stock.
- Perform bar inventories and random par level spot checks whenever instructed by the Bar Manager.
- Check and sign all bar requisitions and check mark all the empty bottles.
- Ensure that bar displays and set ups are arranged according to standards.
- Ensure proper placement of menus on tables whenever bars and lounges are open.
- Ensure that all staff follows the correct uniform attire and procedures.
- Maintain professional appearance to meet the following standards:

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- Clean and ironed uniforms.
- Nametag visible at all times.
- Showers at least twice a day
- For males:
 - Hair must be well-groomed and above the collar.
 - Facial hair is not allowed in the Bar.
 - Sideburns should not be lower than the ear lobe.
 - No earrings are allowed for male employees.
 - Personal jewelry should be kept to a minimum.
 - All shoes are to be enclosed at the toe and heel.
- For females:
 - Hair must be kept away from the face.
 - Ladies should wear a dark-colored scrunch to tie back hair.
 - Makeup should be tasteful and minimal.
 - Personal jewelry should be kept to a minimum.
 - Ladies may wear small earrings and one ring per hand.
 - All shoes are to be enclosed at the toe and heel.
 - Ladies heels are to be no higher than 1 inch
- Resolve guest complaints, and notify bar manager of any issues.
- Understand, apply and conform to all Shipsan and USPH standards and regulations.
- Inspect all designated bars before closing and ensure that they are ready for any announced or unannounced Shipsan/USPH-type inspection.
- Report all equipment malfunctions to the Bar Manager.

Training & Development

- Attend all meetings, training activities or classes related to assigned position as required.

Financial

- N/A

Safety Responsibilities

- 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.
- Know and comply with Shipsan, the European sanitation program, and United States Public Health Rules and Regulations pertaining to assigned working area.
- Participate in safety drills as required.
- Comply with Marella Cruises' Safety and Pollution Prevention Program
- Comply with Marella Cruises' Operating Procedures Resources.

Other Duties and Responsibilities

- As assigned

Qualifications

Knowledge, experience, skill, and/or ability

Required

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- Fluent in written and spoken English,
- Must be able to communicate effectively with the senior management.
- Ability to lead and make decisions.
- Good administrative skills.
- Experienced in coaching subordinates.
- Must be cost and quality conscious.
- Must 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)

Required computer skills

- Knowledge of Microsoft programs to include but not limited to, Outlook, Word, Excel, and Power Point

Education/experience/certifications

- High School education or better.
- Minimum of three years beverage-related experience, preferably on Cruise ships.
- 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.

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.
- While performing the duties of this job the employee is regularly required to
Stand

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- 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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