

Carnival UK Job Description

Bar Waiter

The contents of this job description must be used in association with the KSB for this role. The job description summarises the key responsibilities for the role (Technical, Business and People) and the KSB provides the detail for the Knowledge, Skills and Behaviours required to carry out the role competently. This job description gives an overview of the role and as such you will be required to undertake any other duties as requested. You may also need to refer to company regulations which will also form an additional part of your job description.

Related Roles: Wine Steward	Department: Bar Services
Reporting to: Assistant Manager Bars / Bar Supervisor	Location: Fleet based across CUK vessels
Leadership Responsibility: None	Budget Responsibility: Awareness of budgets, cash profit and onboard bar costs
Titles of Direct Reports: None	Revenue Responsibility: Maximise bar cash profit through revenue and cost management, meeting and exceeding set targets
Size of Department: up to 120	

Standard Role Summary:

Provide a smooth and efficient bar / wine service within an allocated area. Serve passengers and/or crew members and provide a professional bar service, enhancing the passenger / crew experience, fully adhering to company service standards.

Primary Responsibility of the Role:

Serve drinks to passengers / crew complying fully with the Responsible Service of Alcohol policies and procedures, including informing the Bar Supervisor / Bar Services Manager when a passenger has consumed excessive alcohol. Actively generate bar cash profit by promoting set campaigns, increasing cash profit generating opportunities and working to exceed targets. Correctly enter passengers billing into the relevant system in a timely manner. Assist with controlling bar budget costs by ensuring that all products, equipment and cleaning materials are used in a cost effective and efficient manner.

Follow all working and cleaning routines and rotas and ensure the appearance and condition of all items including glasses, equipment and bottles meet the required standards. Keep the outlet neat and tidy at all times. Set up and clear down the area prior to and after service periods. Use and maintain all bar equipment correctly, reporting any repairs required promptly.

Carry out duties at outside catering events as and when required. Meet and greet the passengers and assist with baggage services on embarkation / disembarkation days, safely moving passenger luggage.

Key Responsibilities & Duties:

Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements
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	<p>WSET Level 1 in Wines and Spirits / recognised bar qualification or equivalent preferred or relevant industry experience</p> <p>Level 2 Award in Food Safety or equivalent</p> <p>Experience of working within a 4 / 5 star high volume bar establishment with international clientele preferred</p> <p>Previous bar experience highly desirable</p> <p>Previous experience of serving customers within a bar environment desirable</p> <p>Good command of written and spoken English</p>
Certificates	Valid ENG1 medical certificate or equivalent for the duration of each voyage

HESS (Health, Environment, Safety and Security)

Knowledge/Skill	Summary of Responsibilities
Health and Safety	<p>Lead by example by taking care of the health and safety of self and others</p> <p>Report all accidents, 'near miss' incidents and work related ill health conditions to manager/supervisor/team leader and to the safety department.</p> <p>Follow safety rules and procedures</p> <p>Use work equipment, personal protective equipment, substances, and safety devices correctly</p> <p>Take part in safety training & risk assessments and suggest ways of reducing risks</p> <p>Carry out duties in a safe manner in accordance with corporate policies and procedures</p>
Public Health	<p>Fully comply with personal hygiene standards as stated in company and public health policies and procedures</p> <p>Demonstrate at all times excellent hand washing techniques and coughs and sneezes etiquette</p> <p>Follow the company instructions regarding immediate reporting of ill health symptoms (i.e.) diarrhoea, vomiting, fever, and any other symptoms as appropriate</p>
Environment	<p>Understand own environmental responsibilities and act accordingly</p> <p>Apply practical measures to reduce water and electricity consumption</p> <p>Apply waste segregation diligently both in work area and when off duty</p> <p>Follow the correct method of disposal of surplus or spent chemicals used</p> <p>Work in a way that avoids environmental incidents and report situations where environmental integrity may be breached</p> <p>Handle materials carefully to minimise spillages during work routines and safely dispose of contaminated material generated during work routine</p>
Emergency Duties	<p>Understand own emergency duties and routines onboard ship</p> <p>Take an active part in the ship's team response to an incident</p> <p>Ensure familiar with ship's emergency alarms and routines</p> <p>Ensure familiar in the use of all fire fighting appliances located within area of responsibility</p> <p>Ensure familiar in the use of the ship's life saving appliances and equipment including lifeboats and liferafts</p> <p>Participate fully in all relevant drills and training</p> <p>Know how to raise the alarm when necessary</p> <p>Able to identify escape routes and emergency exits</p> <p>Understand the function and operation of fire screen / splash tight and watertight doors</p> <p>Take part in passenger clearance from public areas, ensuring passengers have responded correctly and the area is clear and equipment secure</p> <p>As a Stairway Guide carry out crowd control of stairways ensuring the safe movement of passengers, directing them to the relevant muster station</p> <p>Once all passengers are mustered become part of a muster station</p> <p>Guide, direct and lead passengers to the lifeboat and disembark with them in the event of the need to abandon ship</p> <p>Undertake other emergency duties / routines within the ERP as directed</p> <p>Undertake any other emergency duties required that are specific to vessel</p> <p>Follow all emergency procedures as directed</p>
Safeguarding	<p>Aware of CUK safeguarding children policies and procedures</p> <p>Report any concerns of a safeguarding nature to the Designated Safeguarding Person (DSP)</p>
Security	<p>Understand the security levels as defined by ISPS and own responsibilities</p> <p>Follow the correct security procedures when embarking and disembarking from the ship</p> <p>Report suspicious activities, packages and / or security incidents following the correct procedure</p>

Technical

Knowledge/Skill	Summary of Responsibilities
Quality Standards	Follow the correct quality service standards relating to the bar services department
Customer Service	Respond calmly and quickly to requests from passengers or crew members Deliver customer service within the agreed time-scales and to the quality required, ensuring passenger satisfaction Immediately respond to complaints and customer service issues, or report them to line manager, to ensure a speedy resolution Behave in a polite and friendly manner with passengers and crew members at all times and in all areas of the ship
Revenue Generation	Understand revenue target for own area and proactively work to achieve set targets Use specialist knowledge to help inform passengers on products and positively influence revenue generation
Food Hygiene	Follow the correct policies and procedures regarding food and bar hygiene at all times Ensure all food and bar preparation equipment and spaces are sanitised and clean at all times in accordance with company policy Highlight issues immediately in order to minimise any impact on passenger health
Beverages	Describe the main cocktails on the menu, offering alternatives and / or suggesting options Serve a multitude of drinks including beers, wines and spirits, correctly following company standards
Bar Service	Serve drinks correctly to passengers including garnishes where required Converse with passengers politely answering questions regarding the price and content of drinks
Responsible Serving of Alcohol (RSA) for Passengers	Follow the RSA policies and procedures correctly and consistently Refer potential issues to the Bar Supervisor / Bar Services Manager
Selling (General)	Work to achieve successful bar sales, increasing cash profit generation within the department

Business

Knowledge/Skill	Summary of Responsibilities
Audit & Compliance	Complete full and accurate records to ensure compliance for both internal and external audits

CUK Behaviours (Refer to the skills profile for detailed CUK Behaviours)

Self-Awareness	When undertaking role thinks about how they communicate and behave and is a role model for others
Thinking Ahead	When undertaking role thinks about more than just the task in hand, proactively works to anticipate the needs of the department and plans ahead
Being Part of a Team	Works well with others to ensure an efficient and effective service is provided
Open and Honest Communication	Communicates effectively with passengers, crew and officers ensuring a positive working environment
Customer Centred	Understands how their role can impact the passenger experience and works with the wider bar operations to provide a customer focused service, to meet and exceed customer satisfaction scores Deals with feedback positively and strives to deliver a consistently high service
Acting Safely	Takes responsibility for health and safety of self and others and always considers safety in their everyday tasks and activities

Person Specification

	Passionate about the industry, keen to improve knowledge and progress
	Knowledge of a wide range of items service within bar services
	Enjoys delivering a great service to customers and continually looks to improve
	Ability to identify and close sales opportunities
	Attentive to the passengers needs, works to provide an anticipative service
	Works well as part of a team building a positive working environment
	Learns quickly from experience and shares experience with others
	Works well with a wide variety of people, regardless of status, background or gender
	Organised, structured and focused on the detail in their approach to work
	Good attention to detail, ensures the passengers are served correctly enhancing the passenger experience

	Calm under pressure, taking a logical approach to problem solving and involving and communicating to relevant stakeholders throughout
	Communicates effectively, keeping others informed of progress and highlighting any issues
	Socially confident and adopts a professional manner, comfortable making conversation with passengers
	Takes responsibility for own learning and is proactive in increasing own knowledge and skills
	Loyal to the Carnival UK brand and compliant with company policies and procedures

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