

# Carnival UK Job Description

## Sommelier (Cunard)

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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.

<b>Reporting to:</b> Chief Sommelier	<b>Department:</b> Bar Services
<b>Leadership Responsibility:</b> None	<b>Location:</b> Fleet based across CUK vessels
<b>Titles of Direct Reports:</b> None	<b>Budget Responsibility:</b> Awareness of budgets and onboard bar costs
<b>Size of Department:</b> up to 30	<b>Revenue Responsibility:</b> Maximise bar cash profit through revenue and cost management, meeting and exceeding set targets

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### Standard Role Summary:

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

### Primary Responsibility of the Role:

Serve wine and beverages to passengers, officers and crew complying fully with the Responsible Service of Alcohol policies and procedures, informing the Chief Sommelier when a passenger has consumed excessive alcohol. Confidently and professionally engage with passengers providing information and answering wine questions. Actively generate wine sales and cash profit by promoting set promotions and consulting on fine wine selection including how to pair wine with food. Increase cash profit generating opportunities and work to exceed targets. Correctly enter passenger billing into the relevant system in a timely 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.

Assist with controlling budget costs by ensuring that all products, equipment and cleaning materials are used in a cost effective and efficient manner. Assist the Chief Sommelier with wine talks, tasting sessions and presentations for passengers. Prepare pre-orders of wine and ensure they are on the tables in preparation for the service period.

Keep the work stations neat and tidy at all times. Set up and clear down the area prior to and after service periods. Use and maintain all equipment correctly, following standard operating procedures and report 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.

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### Key Responsibilities & Duties:

#### Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements

	WSET Level 3 in Wines and Spirits / recognised Wine qualification or equivalent preferred or relevant industry experience Level 2 Award in Food Safety or equivalent Previous sommelier experience desirable Good command of written and spoken English
<b>Certificates</b>	Valid ENG1 medical certificate or equivalent for the duration of each voyage

**HESS** (Health, Environment, Safety and Security)

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

**Technical**

<b>Knowledge/Skill</b>	<b>Summary of Responsibilities</b>
<b>Quality Standards</b>	Follow the correct quality service standards relating to the bar services department

<b>Customer Service</b>	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
<b>Revenue Generation</b>	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
<b>Food Hygiene</b>	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
<b>Beverages</b>	Present wine list to the tables and suggest alternatives should the passengers not wish to drink wine Recommend and suggest after dinner drinks Serve drinks correctly to passengers, ensuring the wine is served at the right temperature following service standards
<b>Bar Service</b>	Provide an attentive service to passengers, refilling glasses and offering a second bottle where appropriate Confirm passenger satisfaction, proactively dealing with any issues Engage with passengers politely answering questions regarding wine helping them to make informed choices Ensure any pre-orders or pre-opened bottles of wine are presented on the table before the passenger arrival
<b>Responsible Serving of Alcohol (RSA) for Passengers</b>	Follow the RSA policies and procedures correctly and consistently Refer potential issues to the supervisor / Manager on duty
<b>Cleaning</b>	Ensure crockery and glasses are presentable and stored in the correct manner minimising breakages Maintain and look after equipment, following the standard operating procedures
<b>Selling (General)</b>	Promote and maximise wine sales, increasing cash profit generation within the department

## **Business**

<b>Knowledge/Skill</b>	<b>Summary of Responsibilities</b>
<b>IT Skills</b>	Competent in the use of most MS Office Software
<b>Audit &amp; Compliance</b>	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)

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

## **Person Specification**

	Passionate and knowledgeable about wines and spirits, understands the difference between the main grapes and able to describe different wines
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	Passionate about delivering a great service to customers and continually looks to improve
	Demonstrates drive and enthusiasm to improve knowledge and progress
	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
	High 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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