

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

Position Title: Wine Steward/Stewardess

Department: **Sub-Department:**

Reports To: Head Wine Steward, Asst Bar Manager, Bar Manager, Restaurant Manager and Head Waiters

Direct Reports: N/A

Position Summary

The Wine Steward assists the Head Wine Steward in providing guests with courteous and professional service, and a variety of quality wines and wine services consistent with company standards, while meeting sales targets set by the company, and increasing revenue.

Essential Duties and Responsibilities

Operational

- Assist with the operation of the department, achieve and exceed departmental financial targets, (revenue, costs,) and assure guest satisfaction.
- Increase revenue for the company by applying up-selling techniques.
- Ensure that work area is properly stocked and set up as scheduled.
- Ensure professional beverage services in the restaurants.
- Oversee service in a section of the main dining room or an alternative dining location.
- Assist assigned personal with wine service in alternative dining locations.
- Assist the Head Wine Steward in preparing the restaurant for service every morning, afternoon or evening as required, to ensure guest satisfaction.
- Possess comprehensive knowledge of the wine and bar list in order to assist guests with their choices.
- Provide suitable recommendations and apply up-selling techniques.
- Monitor all events and activities on the ship that are related to wine service.
- Provide input to the Head Wine Steward when scheduling events.
- Assist the Head Wine Steward with the setting up of wine tastings and any other relevant activities.
- Resolve any passenger issues.
- Report guest problems or complaints immediately any to the Head Wine Steward.
- Ensure compliance with company procedures, stock control and accurate charging to accounts.
- Utilize every opportunity to tastefully up sell wines or different packages.
- Assist the Head Wine Steward with the inventory of glasses, utensils, and bottles, ensuring all glasses and utensils are in perfect condition.
- Receive requisitions and organize the wine cellar with stock.
- 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 and in accordance with company policies.

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- Project a favorable image of the company, promote its goals and objectives, and foster and enhance public recognition and acceptance of all its areas.
- Observe and enforce uniform standards according to company policies and procedures.
- Work within set cost budget and par levels, and adjust requisitions to avoid any possible over ordering.
- Promote, set up and organize wine events.
- Know about bar set ups, cocktail presentations and standard cocktail recipes and garnishes.
- Adhere to the drinking age policy for vessel.
- Attend weekly bar staff meetings and training sessions, as required.
- Perform other duties as requested by supervisors, such as escorting guests on embarkation and, and pier duties.
- Guarantee safety, hygiene and sanitation practices are present at all times, maintaining cleanliness of all areas according to Public Health and company standards.
- Conduct general cleaning and maintenance according to Shipsan, the European sanitation program and U.S.P.H. standards.
- Assist management with coaching and introduction of new personnel.
- Maintain professional appearance to meet the following standards:
 - 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.

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

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- Comply with Marella Cruises' Operating Procedures Resources.

Other Duties and Responsibilities

- As assigned

Qualifications

Knowledge, experience, skill, and/or ability

Required

- 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
- FBS/ICS Apollo Inventory system

Education/experience/certifications

- Basic school education.
- Minimum two years extensive experience in wine service.
- Completed Sommelier trainings or certificates.
- Ability to correctly pronounce wine regions, varieties and descriptions.
- Ability to deal with guests from different nationalities

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.

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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.

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