

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

**Position Title:** Bartender

**Department:** **Sub-Department:**

**Reports To:** Assistant Bar Manager   Bar Manager

**Direct Reports:** Bar Waiter

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### Position Summary

The Bartender is responsible for providing the 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

- Mix drinks, cocktails and bar beverages as ordered and in compliance with company standards.
- Fill orders placed by bar waiters/waitresses in a prompt and efficient manner.
- Maintain clean and orderly lounges/bars.
- Responsible for beverage costs and stock in assigned area.
- Conduct end of cruise inventories, checking par levels with the Assistant Bar Manager. Conduct spot checks throughout all bars at any given time.
- Prepare requisitions for supplies based on set par level, using the empty-for-full replacement system.
- Ensure proper rotation of stock (First In – First Out).
- Ensure that the bar has a copy of the daily Cruise News.
- Know the daily specials and special promotions.
- Know menu for assigned bar, and explain and suggest drinks to guests.
- Provide personalized service, remembering guest names and preferences.
- Adhere to the drinking age policy for vessel.
- Transport stock to various bars when necessary.
- Assist in the Stores during loading.
- Attend weekly bar staff meetings and training sessions, as required.
- Work at special parties and private functions.
- Conduct general cleaning and maintenance according to Shipsan, the European sanitation program and USPH standards.
- Handle all ship equipment with care and reports any faulty/broken equipment.
- Project a favorable image of Marella Cruises.
- 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

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- 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

#### **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

- 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.

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- Perform assigned duties under pressure (time constraints).

Preferred

- Fluency in additional language(s)

**Required computer skills**

- N/A

**Education/experience/certifications**

- High School education or better.
- Minimum of five three years beverage-related service experience..
- 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
  - 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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