



## **JOB DESCRIPTION - BARTENDER**

<b>Title:</b>	Bartender
<b>Rating:</b>	Crew
<b>Department:</b>	Bar Department
<b>Reports to:</b>	Bar Manager Asst. Bar Manager
<b>Direct Subordinates:</b>	Asst Bartender / Bar Steward/ess
<b>Cabin:</b>	Shared

### **1. EXPERIENCE/SKILLS/CHARACTER**

- Must have experience as Bartender, worked on other cruise ships
- Must have a good command of the English and German languages
- Must be clean, smart and well presentable
- Must be numerate, honest and trustworthy

### **2. DUTIES & RESPONSIBILITIES**

To provide efficient, expedient and courteous service to the passengers leading to total passenger satisfaction.

To control the bar stock in order to avoid losses and maintain the profitability margin targeted by the company.

Is responsible for the proper functioning of the bar. Takes and prepares beverage orders and serve them when necessary.

To be familiar with names and purposes of all beverage items in stock. To know the Bar List completely. To know how to prepare international cocktails, long drinks and mixers. To be creative in participating in bar competitions and promotions.

To make sure that all drinks are according to list specifications, properly presented, be of the correct hot/cold/iced temperatures before being served.

To be courteous, warm, smiling while dealing with passengers. Be efficient fast and serve with confidence and flair.

To set up the bar, side stations, side tables and displays; following the instructions of his/her Superior and according to company standards.

Is responsible for the cleanliness, maintenance and upkeep of all equipment, furniture, bar counter line (surrounding areas) and hotel /Ship property that he/she is working with.

To clean and polish all glasses, and other items needed before putting them into use. To be responsible minded for the breakage and loss of such items.



## CRUISE & FERRY SERVICES GROUP

To respect his/her Superiors, address him/her with due titles, accept requests without questioning, co-operate unselfishly. To respect his/her junior staff, treat them professionally.

To obtain the signature of the passenger or officer on all passenger/officer checks accompanied with full name written in block letters and Cabin number.

To prepare requisition, get the approval from the Bar Manager and collect delivery of items needed for the bar.

To listen to passenger complaints. Rectify wrong doings and demands. Inform his/her immediate Superior of the situation if serious or unable to deal with and report to the Bar Manager.

To be aware of the bar security and know how to deal with drunken guests as per company/Ship guidelines.

To be responsible for all shortages, the upkeep of bar stock. To adhere to the portioning standard of drinks, pouring brands policy and presentation standards of drinks according to the bar manual.

To be present during inventory taking as required by the Bar Manager / Food & Beverage Manager.

To understand and carry out USPH regulations.

To perform all assigned duties efficiently, technically correct, follow the company policy, Ship's rules and regulations, orders of Superiors, adhere to procedures of the training manual and achieving a high standard leading to total passenger and Company satisfaction.

To be aware and follow security/fire/safety procedures, according to the Ship's rules and regulations.

To attend regular departmental meeting and training when requested.

To be always clean and properly dressed while on duty. To have at all times short and clean fingernails. To have a trimmed and clean hair style and be aware of personal hygiene at all times.

To perform any other duties set by Company policy, Management or his/her direct Supervisor and not included in the above job description.

**I have read and discussed the above and I fully understand the description of my job.**

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**Bartender**