

		Job Description	Effective: 03/01/2013
POSITION TITLE	Assistant Beverage Manager	POSITION GRADE	2.5 Stripes
MANAGER'S TITLE	Beverage Manager	DEPARTMENT/DIV	Food & Beverage

POSITION SUMMARY

Assists the Beverage Manager in the operation and supervision of all public bars, lounges, crew bar and beverage service in the restaurants and decks.

Assists in the direction, supervision, performance, training and evaluation of all positions within the beverage department.

In order to consistently exceed guest expectations and provide the highest levels of product and services, additional duties and responsibilities may be assigned as needed.

ESSENTIAL FUNCTIONS

- Responsible for assisting in ensuring that the beverage sales forecasted for bars, lounges and restaurants on the ship are met and exceeded; Including Buffet, Atrium Café, Main Dining Room and all Mess areas.
- Responsible for assisting in achieving the guest satisfaction targets established for the ship in beverage service and product quality.
- Strives to meet the target cost of sales for the operation as determined by the company budgets.
- Ensures that all company beverage service standards and sequences of service are being followed and adhered to by the staff.
- Ensures that the department is in compliance with all company policies, rules and regulations.
- Resolves in a satisfactory and proactive manner all service and product deficiencies and follows up on guest comments and/or concerns.
- Ensures that the staff and the operation follow and are compliant with all Public Health rules and regulations.
- Maintains and safeguards records, reports and other documents pertinent to the staff and the operation as dictated by policy and as direct by the Company.
- Participates in planning and managing the continuous training of all the staff involved in beverage sales using only company approved training materials.
- Issues and follows up on maintenance requests and ensures that all equipment and furniture is in proper condition and meets the safety standards.
- Controls and documents breakages, abuse of equipment and negligent behavior when it comes to the improper use of Company property and assets.
- Assists in managing and achieving the budgets that are determined for the beverage organization when it comes to all departmental expenses, salaries and manning.
- Performs other related duties as assigned or as directed. The omission of specific duties does not preclude the supervisor from assigning duties that are logically

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related to the position.

- Must be familiar with the Safety and Environmental Protection Policy and the SEMS, and carry out the policies and procedures appropriate for his/her position.

DIMENSIONS

- Must be able to manage, organize, direct and supervise up to 25 bars and lounges with different beverage concepts during a scheduled shift.
- Needs to help coordinate and direct a management team comprised of Head Bartenders, Head Wine Stewards and a Head Deck Steward.
- Must be able to manage a brigade comprised of 20 to 180 service personnel.
- Needs to be able to help to achieve revenues as budgeted on a yearly basis in excess of \$3.000.000.00 up to \$10.000.000.00, depending on the guest capacity of the ship.
- Needs to assist in the management and administration an operating budget of over \$2.000.000.00 annually that includes cost of sales, wages, overtime, travel, uniforms and operating equipment accounts.

NATURE AND SCOPE

- Monitors and adjusts the schedules for the staff, in close coordination with the Beverage Manager, in order to meet demand and guest service expectations while strictly complying with the contractual obligations contained in the different collective bargain agreements.
- Helps to ensure that all beverage stocks in the bars, lockers and pantries are used, stored, inventoried and accounted for following company policies and guidelines.
- Assists to ensure the proper accounting and recording of all beverage transactions while monitoring on a daily basis that the standard pouring measures are being followed in the preparation and service of all beverage products.
- Responsible for ensuring that company standards of service for beverage and wine are being followed and that the standard drink recipes are adhered to.
- Assists in the implementation, monitoring and follow up of beverage promotions as determined by the Corporate Restaurant & Beverage Operations as provides regular feedback on effectiveness to the Beverage Manager.
- Helps to oversee and organize all cocktail parties and other related events on board whether they are sponsored by the company, hosted by guests or other entities.
- Ensures on a daily basis that only authorized beverages are being used for company-hosted parties and functions in accordance with established guidelines and policies. In addition ensures that there is proper accounting and recording of the consumption registered for each of these events.
- Assists in planning and overseeing deck services with a major focus on promptness, cleanliness and set up and breakdown processes.
- Promotes cost awareness by monitoring budget reports, controlling breakage and

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<p>spoilage and avoiding waste and theft.</p> <ul style="list-style-type: none"> • Monitors and ensures that internal requisitions from the different outlets are given to the appropriate storekeeper and ensures the transfer of documents to the Inventory Accountant for processing on a daily basis with the correct standard item numbers and quantities as per company item list. • Helps to conduct regular inventories and par spot-checks to monitor items received, consumed, issued, transferred or broken/spoiled and informs the Inventory Accountant of any variances registered or identified. • Assists in maintaining inventory levels within the budgeted values as determined by company guidelines. • Assists in preparing accurate orders for futures needs ensuring that all items on the bar menus and wine list are in stores and available at all times to our guests. • Monitors and ensures the security and safety of inventories in the storerooms, bars and pantries. • Ensures that storerooms, pantries and bars are clean and organized and inventories labeled when required. • Helps to inform Beverage and Restaurant Teams of what items are temporarily out of stock and when they are due back on board. • Recommends status changes for the staff to the Bar Manager based on performance, knowledge and abilities. • Counsels, coaches and initiates performance improvement measures for all the staff in accordance with policies. • Helps to maintain an open door policy with the staff and assists in resolving in a fair and just manner the concerns of the Beverage Team therefore helping to maintain the high morale and motivation of the brigade. • Communicates daily with the other in the bar management team about operational issues. • Helps to meet the deadlines for all the reports and operational analysis that are required on board and by the Corporate Restaurant & Beverage Operations. • Helps to determine bar and lounge hours of operations and recommends any necessary changes based on observations made by demand and traffic patterns on the part of guests. • Helps to ensure that all the beverage information being featured in printed matters, Freestyle Daily and on TV information channel is proper and correct. • Ensures that the entire Team follows company guidelines and policies regarding grooming, uniforms and personal hygiene. • Attends regularly the Beverage Department meeting as well as any other as required by shipboard management. • Maintains a high and visible profile on the day-to-day operations by being on the floor during his or her shift and checks on a daily basis, at least twice, every bar, lounge and deck on the ship. • Helps to maintain and update sales records and reports as required by company policy. • Double checks that pricing updates and changes as determined by the company are reflected on the menus printed on board and on the point of sale database. • Helps to oversee the crew bar/crew shop operation on board the ship in accordance 		
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to company policies and in coordination with the crew welfare committee.

- Proves ability to assume the responsibilities of the Bar Manager during absences or vacation.
- Ensures that the staff is following company guidelines in regards of uniforms, grooming and personal hygiene.
- The incumbent must be able to work in a multi-cultural environment; also, must be able to adjust to changes in schedules, assignments and deadlines.

QUALIFICATIONS, EDUCATION AND ATTRIBUTES

QUALIFICATIONS

- Minimum requirement of two years experience as a Bar Manager for a 250+ room multi-outlet food and beverage operation; OR Assistant Bar Manager for a 400+ room multi-outlet food and beverage operation; OR previous shipboard experience in the same position.
- Minimum of one year managerial experience in handling multiple bars and lounges with different themes and menus is required.
- Proven ability to manage and direct a large multinational and/or multicultural bar brigade is required
- Minimum of one year experience with a responsibility of meeting and exceeding revenue targets, industry service standards and guest satisfaction results is required.
- Extensive knowledge of beverage and wine products is required.
- Intermediate to Advanced ability to read, write and effectively communicate in English is required; and other languages are preferred.
- Intermediate to Advanced Typing and Computer software Skills using the following programs are required : Microsoft Word & Excel, PowerPoint, Outlook, IBM AS400, Fidelio, Micros.

EDUCATION

- Highschool diploma or foreign equivalent is required.
- Hospitality School degree, Bachelors degree or foreign equivalent in a hospitality-related field is preferred.
- Courses in safety, environmental, public health and sanitation regulations and procedures from a recognized educational institution are required.
- Proof of continuing education translated in certificates or letters of participation in professional beverage courses and seminars is required.

ATTRIBUTES

- Proactive, Team Player, Problem Solver
- Passionate about hospitality and customer service driven

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<ul style="list-style-type: none"> • Must have a professional appearance and good hygiene • Respect for all co-workers and guests • Pride in your work by creating positive energy, excitement and fun • Able to work 7 days a week • Demonstrate positive behaviors; smiling, being polite and courteous • Able to develop a camaraderie with team members • Ability to live in close quarters, share limited space with other cabin-mates 		

PHYSICAL REQUIREMENTS

- While performing the essential functions of this job, all team members are required to stand; walk long distances on the ship; use hands to touch, handle or feel; reach with hands and arms; talk, hear, taste and smell. All vessel positions require repetitive motion of bending, climbing, going up and down stairs and lifting more than 25 pounds. This job requires specific vision abilities to include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- All team members must be physically able to participate in emergency life saving procedures and drills. All vessel positions require full use and range of arms and legs as well as full visual, verbal and hearing abilities to receive and give instructions in the event of an emergency including the lowering of lifeboats.
- Work within different temperature changes—indoors to outdoors.
- Able to pass basic safety course.
- This is a minimal description of duties. Other work requirements may be necessary and assigned as business or maritime law dictates.