

Job Title: Bartender

POSITION SUMMARY / ESSENTIAL FUNCTIONS

The **Bartender** is responsible for providing beverage service in accordance with the Company standards while also incorporating excellent sales techniques to generate revenue for the Bar Department. Responsible for the immediate supervision of the Bar Waiters and other personnel assigned to their particular bar area.

- Maintains inventory levels, cleanliness and organization for assigned bar.
- Must be able to work in a public bar and lounge, service bar and crew bar.
- Responsible for assisting with achieving the departmental guest satisfaction targets for the bar department. These targets include Bar and Lounge Service and Bar and Lounge Drink Quality.
- Responsible for assisting with achieving the departmental revenue targets for the Bar Department as established by the Corporate Office.
- Responsible for assisting with achieving the department cost of sales targets for the Bar Department as established by the Corporate Office.
- Ensures that back bar set up and beverage displays in assigned area are according to Company guidelines.
- Ensures that the Company policy regarding drink age is always followed.
- Responsible for preparing drinks according to the standard recipes.
- Ensures that work area is kept neat, clean and organized at all times and all pertinent USPH regulations, SEMS regulations, CPH regulations and UPKH regulations are upheld in assigned bar area.
- Responsible for properly accounting for food and/or beverage sales in the POS terminal.
- Conducts inventory at the end of each voyage for assigned bar area. Responsible for overages and shortages of product.
- 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 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.

QUALIFICATIONS / REQUIREMENTS

- Minimum one year of experience as a Bartender for a large cruise ship or high-volume luxury hotel or resort is required.
- Minimum one year of experience working in a high-volume bar operation is required.
- Minimum one year of experience with maintaining bar inventories is required.
- Basic to Intermediate knowledge of point of sales systems 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: Microsoft Word & Excel, PowerPoint, Outlook, IBM AS400, Fidelio, Micros.

EDUCATION

- High school diploma or foreign equivalent is required.
- Completion of an accredited Bartender Certification Program from a recognized educational institution is required.

ATTRIBUTES

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

THE NORWEGIAN FAMILY OF BRANDS

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The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.