



(manual section is applicable for above companies)

HUMAN RESOURCES **Revision 63 : August/09/2011**
Chapter 8 - .01 Beverage Operations
8.01.02 Assistant Beverage Manager

Position Description

Position Title: **Assistant Beverage Manager**
Revised Date: 09/13/2007

POSITION SUMMARY

Assist the Beverage Manager to oversee the entire shipboard beverage operation. Directs the bar function and associated activities throughout the vessel by performing the duties described below either personally or through subordinate supervisors.

ESSENTIAL DUTIES AND RESPONSIBILITIES

All duties and responsibilities are to be performed in accordance with Royal Caribbean International’s Gold Anchor Standards, SQM standards, USPH and HACCP guidelines, ServeSafe, environmental, and workplace safety policies and procedures. Each shipboard employee may be required to perform all functions in various food and beverage service venues throughout the ship.

In accordance with Royal Caribbean International’s philosophy of *Anchored in Excellence* , each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.

1. Assists the Beverage Manager with managing a staff of up to 140 employees.
2. Assist the Beverage Manager with the financial aspects of the bar operation, including the successful identification of expense reduction through cost control. Ensure the continuous and accurate participation of the bar service operation. Records production and operational data on specified forms. Prepares a variety of reports and letters utilizing personal computer system and equipment.
3. Maintains bar cost at reasonable levels without affecting quality and standards.

Reviews and approves the requisitions from the various workstations. Requires the items be requisitioned in correct quantities, within acceptable timeframes and in accordance with established control procedures. Conducts workstation spot checks to ensure items are correctly stored to minimize deterioration and waste.

4. Assists the Beverage Manager with the preparation of all payroll responsibilities, this includes but is not limited to: Kronos information for all employees, beverage gratuity work book, party payment, art auction, sign off information and all other payroll responsibilities.
5. On a regular basis, meets with the Beverage Manager and supervisors team, to review the requirements of the activities and timeframes for bar service. Reviews schedules to estimate bar and time requirements to ensure speed and efficiency.
6. Maintains a high degree of “floor presence” to observe the bar operations and to minimize security and fraud issues. Monitors the bar staff to ensure procedures and services are performed in accordance with Royal Caribbean International’s Gold Anchor Standards and Showtenders. Oversees the point of sale functions to ensure the posting and reconciliation processes are conducted according to established procedures. Supervises and is responsible for the adherence to the drinking age policy.
7. Monitors and manages the various workstation functions. Monitors the assignment of duties and responsibilities to employees. Observes and evaluates employees and work procedures to ensure quality standards and service is met. Reviews personnel actions such as new hire requests and discharges, to ensure proper staffing.
8. Monitors bar items are prepared and presented according to Gold Anchor Standards. Monitors set-up is performed on time and adequate supplies are prepared. Inspects workstations, work areas, equipment, etc. to ensure efficient service and conformance to standards.
9. Assists the Beverage Manager with training and monitors all levels of bar team members for proper skill and service. Conducts training for ServeSafe Alcohol Awareness, Showtender standards, new recipes, techniques, equipment, etc. Provides on-the-job training to strengthen their current performance and preparation for possible advancement to promotional positions. Monitors the daily workstation operation to ensure speed and efficiency.
10. Demonstrates the proper operation of all equipment to staff according to proper procedures. Tests equipment to ensure accuracy of temperature gauges, heating or cooling elements etc. Reports all malfunctions and requests necessary repairs.
11. Shipboard hotel management has the responsibility to create and maintain safe working conditions throughout the Hotel Department. Hotel management must ensure that all Company-established safety programs are followed and that all Hotel Officers and Crew are continuously trained in their job-specific safety procedures.

12. Is responsible for the direct supervision of Group Amenity reports relating to the bar operation and insures all related activities are efficiently staffed, supervised and operated Coordinates with the Galley, timely delivery of canapés served for pre-paid cocktail parties, including canapés served in the Champagne Bar. Has knowledge of correct cocktail party pricing, stateroom liquor set-ups.
13. Ensures the workstation teams prepare bar items consistently of high standards and in accordance with Royal Caribbean International's Gold Anchor Standards and Showtenders, regarding taste, consistency and attractive presentation. Monitors and tests beverages being prepared by viewing, tasting, and smelling. Monitors staff to ensure beverage items, portions, and garnishments are utilized in accordance with Royal Caribbean International's Gold Anchor Standards.
14. Monitors the assembly of the workstation for the next shift. This includes the cleaning and preparing storage areas and refrigerators. Enforces the storage or disposal of over production items according to Royal Caribbean International's Gold Anchor Standards.
15. Monitors at all times USPH procedures for sanitation and cleanliness and monitors workstations and staff for adherence to those procedures. Enforces and follows USPH cleaning procedures for work surfaces, all related equipment and utensils.
16. Works with all bar personnel in a cooperative, productive and effective manner. Assists the Beverage Manager by providing timely performance appraisals for new hires on 30, 60 and 90 days of employment and for all other employees in a proper time frame, effective coaching and guidance for all employees, enforces disciplinary action with all proper documentation.
17. Ensures a member of the beverage team is assigned to introduce new hires of the beverage team to the bar operations utilizing the "buddy system "to ensure a smooth transition to onboard life on the vessel.
18. Answers inquiries pertaining to bar services and general information. Responds to escalated guest complaints in a considerate, professional and positive manner by showing concern and listening actively. Takes ownership of guest concerns, by following-up and ensuring complaints are resolved to the guest's satisfaction.
19. Attends meetings, training activities, courses and all other work-related activities as required.
20. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- Bachelor's degree in Hospitality Management, Business Administration or related field from an accredited college, university or the international equivalent is preferred.
- Ability to pass ISF Marlins Test Level 2
- Successfully completes Royal Caribbean International's Alcohol Awareness Training Tests (ServeSafe) with a passing score, within 30 days of contract.
- Three to five years managerial experience in a multi unit bar operations with 4 or 5 star hotels, multi unit beverage establishments or high volume food service facilities.
- Experience of supervising a minimum of a group of 30 employees
- Extensive knowledge of beverage brands and quality of liquors, wine and beers.
- Ability to read, interpret and demonstrate the preparation of drink recipes
- Extensive knowledge of beverage handling procedures with regard to public health standards.
- Demonstrated aptitude for the financial aspects of a bar operation, including the successful identification of expense reduction through cost control.
- Demonstrated aptitude for the management schedules within assigned area, as it relates to and supports the business needs of the vessel.
- Knowledge of principles and processes for providing customer and personal service including needs assessment, problem resolution and achievement of quality service standards.
- Knowledge of policies and practices involved in the human resources function.
- Ability to manage the international staff in a positive and productive manner by motivating, developing and managing employees as they work.
- Ability to train, guide, coach employees for succession planning.
- Ability to utilize and administer the disciplinary action process through coaching and counseling to improve performance or terminate employment.
- Ability to work positively and cooperatively in a diverse team environment
- Ability to meet overall established timeframes for the entire bar service operation.
- Ability to communicate tactfully with department heads, coworkers and other shipboard employees to resolve problems and negotiate resolutions.
- Working knowledge of computers, internet access, and the ability to navigate within a variety software packages such as Excel, Word, and PowerPoint.

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following:

- Ability to attend and complete, with a passing score, Servesafe and onboard USPH training.
- One to three years experience internally as a Bar Supervisor or Head Bartender with a performance rating of satisfactory or above.
- Meets the minimum requirements of the educational level.
- Experience in supervising 20 employees
- Understand Financial Management including Cost Control, Profit and Loss, Budgets, etc.
- Completion of one full contract, with a performance rating of satisfactory or above.
- No written warnings on file within the past 12 months.
- Must successfully complete the process for Shipboard Job Applications.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- Ability to speak additional languages such as Spanish, French or German preferred.
- Pass ISF Marlins Test Level 2

Physical Requirements:

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; talk and hear; and taste and smell. In the event of an emergency, the employee may be required to sit, stoop, kneel or crawl. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.

All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use/range of motion of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an

emergency requiring the lowering of a life boat. The employee must occasionally lift and/or move up to 50 pounds.

Related Entries:

END OF SECTION