



(manual section is applicable for above companies)

HUMAN RESOURCES**Revision 63 : August/09/2011****Chapter 8 - .01 Beverage Operations****8.01.06 Bar Server**

<h2>Position Description</h2>

Position Title: Bar Server

Revised Date: 09/13/2007

<h2>POSITION SUMMARY</h2>

Suggests, serves and sells beverages to guests seated at tables or standing in bars, cocktail lounges or for special events throughout the vessel by performing the following essential duties and responsibilities.

<h2>ESSENTIAL DUTIES AND RESPONSIBILITIES</h2>
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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. Reports to assigned workstation assignment on time and properly groomed and dressed according to Royal Caribbean International's Gold Anchor Standards. This includes a clean uniform, nametag and any other uniform related item.
2. Confirms venue ambiance (lighting, temperature, music) according to Gold Anchor Standards.
3. Greets and converses with guests to answer questions, provide information, promote drink specials and/or up-sell to premium brands. Suggests alternative

- drinks if drink request is not available in current inventory.
4. Is aware of food allergies and is able to recommend alternatives when needed.
 5. Takes all beverage orders and relays it to Bartender. Asks for appropriate identification to determine minimum drinking age.
 6. Actively follows ServSafe responsible service of alcoholic beverages.
 7. Collects order from Bartender and reviews to ensure drink order is correct and is served in appropriate glass and adds appropriate garnish. Discusses discrepancies with Bartender to complete the order. Places glasses on tray, and serves to guests with cocktail napkins, according to Gold Anchor Standards.
 8. Accurately computes bill and presents for payment. Collects charge card for drinks served and inputs accurate data in the point-of-sale system. Calculates tips, discounts, percentages and refunds as needed. Presents statement to guest for signature and collects payment.
 9. Takes orders for and serves light meals and hors d'oeuvres.
 10. Ensures stations and/or tables are clean, orderly and properly set with matches, clean ashtrays and beverage menus, etc. Removes empty or dirty glasses and bottles and returns them to the bar or galley.
 11. Works independently and without immediate supervision. Promotes teamwork and provides on-the-job training to Bar Utility personnel to strengthen their current performance.
 12. May perform Bar Server duties during special events and parties not located in the bars or lounges. May work in outside weather conditions and is occasionally exposed to wet and/or humid conditions.
 13. Provides assistance for the set up, service and break down for private functions and weddings.
 14. At the beginning and ending of each shift, completes side duties that include preparing the areas for service and ensuring proper closing procedures.
 15. Assists in the restocking of the bar locations and provision areas
 16. Attends additional trainings for specialty locations such as Ben & Jerry, Café Latte-tudes, Boleros and works the area per the schedule.
 17. Attends meetings, training activities, courses and all other work-related activities as required.
 18. Successfully passes ServSafe training within first 30 days of contract.
 19. 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:

- 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.
- Two to three years previous bar server experience, preferably in a 4 or 5 star restaurant, lounge, hotel or cruise ship.
- Ability to work independently to, quickly and accurately, take and serve drink orders.
- Basic knowledge of liquor, beer, wine brands and quality
- Experience working with cash registers and/or related computerized systems.
- Ability to perform basic math functions with regard to calculating tips, discounts and percentages.
- Ability to up-sell and promote drinks and specials.
- Ability to apply customer service skills, according to Royal Caribbean International's Gold Anchor Standards, when interacting with guests and coworkers.
- Ability to provide on-the-job training to Bar Utility personnel.
- Completion of high school or basic education equivalency preferred.

Language Requirements:

- Ability to speak English clearly.
- Must pass ISF Marlins Test to a minimum category 2 level.
- Ability to speak additional languages such as Spanish, French or German preferred.

Physical Requirements:

While performing the duties of this job, the shipboard employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range 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 including the lowering of lifeboats. Ability to lift and/or move up to 50

pounds.

Related Entries:

END OF SECTION