

(manual section is applicable for above companies)

HUMAN RESOURCES **Revision 169 : February/25/2020**
Chapter 8 - .01 Beverage Operations
8.01.05 Bartender

Position Description

Position Title: **Bartender**

POSITION SUMMARY

Bartenders are assigned to work primarily in designated “*Assistance bar venue(s)*” and can also be scheduled to support the beverage operation in “*Primary bar venue(s)*”.

Bartenders actively engage with guests and crew to suggest, prepare and serve both alcoholic and non-alcoholic beverages in their assigned venue by performing the following essential duties and responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

All duties and responsibilities are to be performed in accordance with Royal Caribbean International’s The Royal Way, 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.

- Reports to assigned workstation assignments on time, properly groomed and dressed according to Royal Caribbean International’s The Royal Way. This includes a clean uniform, nametag and any other uniform related item.

- Assigned venue according to individual's performance history and ability enhance the venue's unique concept, atmosphere, success and profitability.

- Ability to speak additional languages such as Spanish, French, German, Italian, or Portuguese are preferred in some venues.

- Promotes teamwork within venue to enhance sales performance and guest satisfaction.

- Provide fast efficient and professional service and mixology to guests and crew in all assigned venues including service bar areas.

- Provide mixology and service for the Bar Servers as they would guests.

- Provides on-the-job training to Bar Servers and/or Bar Utility personnel to strengthen their current performance.

- Arranges bottles and glasses as instructed to create an attractive merchandising display. Maintains an awareness of inventory stock and location to enhance work performance.

- Confirms venue ambiance (lighting, temperature, music) according to The Royal Way.

- Greets and engage with guests to answer questions and provide operational information.

- Actively promote and sell beverage packages.

- Provide beverage service to *package guests* according to company standards.

- Sell and/or up-sell guests to premium brands.

- Execute other beverage promotions according to execution guide instructions

- Suggests alternative drinks if drink request is not available in current inventory.

- Replenishes bar snacks such as chips, nuts, etc.

- Maintains, secures and cleans bar area. 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 kitchen.

- Works independently and without immediate supervision.

- Maintains accurate par levels and rotates stock according to management standards.

- Maintains inventory of liquor, mixers and other items utilized in the bar. Orders or requisitions liquors and supplies.

- Conducts inventory counts as scheduled and unscheduled ensuring bar is closed before beginning task.

- Maintains an awareness of drink trends and makes recommendations to management regarding product trends.

- May perform **Bartender** duties during special events and parties not located in the bars or lounges.
- May work in outside weather conditions and is occasionally exposed to wind, sun heat and/or humid conditions.
- Attends meetings, training activities, courses and all other work-related activities as required.
- Is aware of food allergies and is able to recommend alternatives when needed.
- Asks for appropriate identification to determine minimum drinking age.
- Actively follows ServSafe responsible service of alcoholic beverages.
- 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. (Unless transaction is a *package - zero value check*)
- Takes orders for and serves light meals and hors d'oeuvres according to venue requirements.
- May perform 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.
- Provides assistance for the set-up, service and break down for private functions and weddings.
- At the beginning and ending of each shift, completes side duties that include preparing the areas for service and ensuring proper closing procedures.
- Employee must occasionally perform wheelchair duties, housekeeping support duties & other assigned non- revenue related tasks.
- Assists in the restocking of the bar locations and provision areas
- Attends meetings, training activities, courses and all other work-related activities as required.
- Successfully passes ServSafe training within first 30 days of contract.
- 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:

- High school education or vocational; a minimum of two (2) years beverage-related experience and/or training; or equivalent combination of education and experience.

- Ability to effectively present information and respond to questions from employees and customers.

- Ability to communicate and explain the terms and conditions of the beverage offerings to guests in a professional and positive manner.

- One to two years previous **bartending** experience, preferably in a 4 or 5 star restaurant, lounge, etc.

- Ability to work independently and to quickly and accurately mix drinks according to mixology standards.

- Working knowledge of varying brands and quality of liquors and beers.

- Knowledge of varying brands and quality of wines.

- Working knowledge of public health standards.

- Working knowledge of cash registers and/or related computerized systems.

- Ability to perform basic math functions with regard to calculating tips, discounts and percentages.

- Working knowledge of inventory control methods and standards.
- Ability to up-sell and promote drinks and specials. Ability to entertain guests with tricks and juggling is a plus.
- Ability to apply customer service skills according to Royal Caribbean International's The Royal Way when interacting with guests and coworkers.
- Ability to provide on-the-job training to Bar Servers and Bar Utility personnel.
- Completion of high school or basic education equivalency preferred.
- Actively follows ServSafe responsible service of alcoholic beverages.
- Successfully passes ServSafe training within the first 30 days of contract.

Language Requirements

Ability to speak and read English - analyze and interpret procedure manuals and memos, technical procedures or governmental regulations.

Certain "*Primary bar venues*" such as Boleros may require staff to demonstrate a more specific language skill set, including at least English + one of the below languages

- *Spanish*
- *Portuguese*
- *Italian*

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.
- The employee must occasionally work in an environment where guests are permitted to smoke cigarettes and cigars.
- The employee must occasionally perform wheelchair duties, housekeeping support duties & other assigned non- revenue related tasks.
- The employee must be able to perform regular shifts in outdoor environments such as ship open deck areas and private island destinations.

Related Entries:

Related Chapters:

END OF SECTION