

BAR WAITER JOB DESCRIPTION

POSITION SUMMARY:

The primary responsibility of the Bar Waiter/Waitress is to provide quality and luxurious service to the guests that consistently and effectively reflects the luxurious nature of the company. Suggesting and serving alcoholic and non-alcoholic beverages at various beverage outlets throughout the cruise ship bars, lounges, cafe, night club, casino and open decks.

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. Employees may be required to perform any other job-related duties assigned by their supervisor or management. All duties and responsibilities are to be performed in accordance with the Company's Safety, Quality and Environmental standards.

RESPONSIBILITIES:

- Ensure guest satisfaction measured by Guest Digital Survey
- Ensure that assigned area is properly stocked, set up, and open as scheduled.
- Report any issue that needs attention to the Head Bartender/Bartender.
- Have a comprehensive knowledge of overall beverages and good understanding of wines.
- Monitoring guest flow in public areas to ensure that beverage services and canapé service are attended to for all guests.
- Meeting, greeting and providing world class and consistent service for a seamless guest experience while addressing guests as per Guest Recognition Program.
- Prepare beverages according to guest preferences and in line with company policy and procedures.
- Possess full knowledge of standard cocktail recipes, garnishes and presentations.

Calle Porta 170 Of. 609 Miraflores - Lima - Perú. Telef.: (+51) 959 959 634

- Be aware of all events and activities on the ship.
- Ensure compliance with the company alcohol policy.
- Ensure the logging of all fridge, freezer and dishwasher temperatures in beverage venues.
- Report maintenance issue promptly to the Head Bartender.
- Liaise with the Head Bartender and the Bartender to establish and maintain predetermined profit objectives without jeopardizing the standards of quality of beverages, service, and cleanliness.
- Be aware of targets, costs and monitoring procedures.
- Be motivated to up sell and generate revenue.
- Possess ability to promote, sell, up-sell and recommend bar events to the guests.
- Revenue generator- individual sales and bar events sales.
- Provide ideas to maximize beverage revenues and minimize costs.
- Assist with inventories and requisitions to restock bar items.
- Assist in the control of in-use stock inventory in all beverage outlets.
- Keep supervisor fully informed of all relevant matters.
- Observe and enforce grooming and uniform standards according to company policies and procedures.
- Possess job and product knowledge, including knowledge of cocktail recipes, wine lists and bar set-ups.
- Possess full knowledge of current Public Health rules and regulations and maintain Public Health standards at all times.
- Ensure that the assigned location is up to Public Health standards.

Calle Porta 170 Of. 609 Miraflores - Lima - Perú. Telef.: (+51) 959 959 634

REQUIREMENTS:

- Elementary and middle school (8th grade) or higher.
- Minimum 1 year of experience in an upscale bar environment.
- STCW certificate.
- Equivalent combination of education and experience.
- Ability to effectively deal with internal and external guests, some of whom will require high levels of discretion, patience, tact and diplomacy.
- Knowledge of principles for providing exemplary customer service including problem resolution and achievement of quality service standards.
- Must enjoy working with the public in a busy, active and sometimes noisy environment.
- Be able to work with international team members.

LANGUAGE REQUIREMENTS:

- Excellent ability to speak English clearly, distinctly and cordially.
- Excellent ability to understand, read and write English in order to interpret written procedures, policies and manuals. 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.

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.

Calle Porta 170 Of. 609 Miraflores - Lima - Perú. Telef.: (+51) 959 959 634

- Extensive travel from ship to ship with varying accommodations and resting opportunities require good health. Active management of health through diet and exercise is a key for prolonged success in the position.
- All shipboard employees must be physically able to participate in emergency lifesaving 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. The employee must have the ability to lift and/or move up to 55 pounds.

LEADS WITH PASSION, DRIVE AND ENERGY

- Promotes team unity at all levels within the Team and collaborates well with shipboard and shore side management.
- Shows motivation to learn and grow in the department.

ACTS WITH INTEGRITY

- Creates a climate of trust, mutual respect, and a professional image according to company standards. Be groomed meticulously and ready for guest service.
- Maintains guests' and employee confidence and protects the organization's reputation by keeping guest and company information confidential. Enhances department and company reputation by accepting ownership and accomplishing a diversity of requests while exploring opportunities to add value to job accomplishments.

BENEFITS:

- Contract with an average length of 6 - 8 months.
- Free food & shared accommodation (2 people per cabin).
- Crew areas activities on board (gym, crew bar, shore excursions, social activities, crew events, etc.)

Calle Porta 170 Of. 609 Miraflores - Lima - Perú. Telef.: (+51) 959 959 634

- Joining tickets: are not covered for new crew members.
- Repatriation tickets: are provided by the company.
- Visa expenses reimbursed on board.
- Medical exam can be reimbursed depending of the company.
- Earn recognition and career advancement opportunities.



OCEAN
RECRUITMENT

Calle Porta 170 Of. 609 Miraflores - Lima - Perú. Telef.: (+51) 959 959 634