

## SOMMELIER JOB DESCRIPTION

### POSITION SUMMARY:

Promotes and provides an excellent wine service to our guests. Improves and maintains wine sales.

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:

- Provides wine service to guests in the restaurant and buffet restaurant. In some cases, will be responsible for providing bar services other than wine.
- Works in a station designated by the Head Sommelier and approved by their Manager. Follows the daily schedule, which is assigned by their supervisors.
- In addition to serving wine, their duties include the re-stocking of the wine cellar on a daily basis, and once a week may be requested to work during the loading of wines onto to the ship.
- Should be knowledgeable about the wine list and able to discuss and suggest wines to guests who ask for advice. The knowledge of how to pair wine with food is imperative.
- Applies salesmanship techniques in order to achieve maximum sales, which will result in higher personal compensation.
- Must be able to reach reasonable and attainable sales targets set by the company. This requires self-confidence and commitment to the sales goals.

---

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

- Reports all guests' queries, discrepancies or suggestions to their immediate supervisor.
- Duties include the cleaning and sanitizing of their working area and working utensils following the United States Public Health rules and regulations and all times.
- Must be available to work extra duties or longer hours if necessary.
- Other duties related to the Bar Department may be assigned from time to time.
- Is aware of, and/or acquires the necessary knowledge to comply with the ship' s standard operation, in order to assist guests and crewmembers with inquiries.
- Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

#### REQUIREMENTS:

- Completion of high school or basic education.
- Minimum of 5 years' beverage-related experience (shipboard experience preferred), or an equivalent combination of experience and education.
- 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.
- Ability to calculate figures and amounts such as discounts, interest, commissions, tips, proportions, percentages.

#### 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

---

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

instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.

- Ability to analyze and interpret documents such as recipes and manuals.

#### 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.
- 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. Ensures personal appearance, personal hygiene and uniform appearance are at all times in accordance with the company policy.

---

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

- Attends meetings, training activities, courses and all other work-related activities as required.
- 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.)
- 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.