



(manual section is applicable for above companies)

HUMAN RESOURCES**Revision 63 : August/09/2011****Chapter 8 - .01 Beverage Operations****8.01.05 Bartender**

Position Description

Position Title: Bartender

Revised Date: 01/26/2006

POSITION SUMMARY

Mixes and serves alcoholic and nonalcoholic beverage to guests in various bars, lounges and service areas throughout the vessel by performing the following essential duties and responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES
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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, 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. Each bar shipboard employee reports to their workstation assignment on time and properly groomed and dressed according to Royal Caribbean International's Gold Anchor Standards.
2. Converses with guests to answer questions, provide information, promote drink specials and/or up-sell to premium brands. Makes suggestions for alternatives if drink request is not available in current inventory.
3. Takes orders from guests or Bar Servers. Asks for appropriate identification to determine minimum drinking age.

4. Prepares all beverages according to Royal Caribbean International's Gold Anchor Standards for mixology including recipes, garnishments, serving practices, etc. Mixes ingredients such as liquor, soda, water, sugar and bitters to prepare cocktails and other drinks. Utilizes a jigger for proper measurement and serves drinks in appropriate glass with garnishment.
5. Serves wine and draught or bottled beer in the appropriate glass or fashion.
6. 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. Maintains accurate accounting records.
7. Arranges bottles and glasses to create an attractive display. Maintains an awareness of inventory stock and location to enhance work performance.
8. Slices and pits fruit for garnishing drinks.
9. Replenishes bar snacks such as chips, pretzels, nuts, etc.
10. 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. Practices napkin folding techniques and mechanics.
11. Works independently and without immediate supervision. Promotes teamwork and provides on-the-job training to Bar Servers and/or Bar Utility personnel to strengthen their current performance.
12. 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.
13. Maintains an awareness of drink trends and makes recommendations to management to introduce new drinks.
14. While scheduled to work in the English Pub, makes an attempt to converse with guests to emphasize the English Pub atmosphere.
15. While scheduled to work in the Golf Bar, makes an attempt to converse with guests regarding the sport of golf, personalities, events, championships, etc. To emphasize the Golf Bar atmosphere. Maintains the golf atmosphere by ensuring golf-related broadcasts are shown on the television sets located in the bar.
16. While scheduled to work in the Sports Bar, makes an attempt to converse with guests regarding various domestic and international sports, athletes, events, championships, etc. to emphasize the Sports Bar atmosphere.
17. 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 wet and/or humid conditions.

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

- Two to three 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 preferred.
- 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 Gold Anchor Standards 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.

Additional Hiring Requirements for Specialty Bars:

English Pub

- Previous bartending experience in an authentic English Pub is preferred.
- Ability and willingness to create and emphasize an English Pub atmosphere.

- Knowledge of later, bitter, beer and other English beverages.

Golf Bar

- Knowledge of the game of golf, lifestyles of golfers and golf personalities.
- Ability and willingness to converse with guests to create and emphasize the Golf Bar atmosphere.

Sports Bar

- Previous bartending experience in a sports bar is preferred.
- Knowledge of various domestic and international sports such as American football, basketball, baseball and international soccer and cricket.
- Ability and willingness to converse with guests to create and emphasize the Sports Bar atmosphere.

Internal Candidate Requirements:

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

Completion of one full contract with a performance rating of satisfactory or above.

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.

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