

HOTEL OPERATIONS

FB.06.02.05

Bar Utility - Job Description

**Effective:
06/13/2003**

POSITION TITLE

Bar Utility

POSITION GRADE

MANAGER'S TITLE

Bar Manager/Assistant
Bar Manager/Head
Bartender/Bartender

DEPARTMENT

Bar

BASIC PURPOSE

- Assists the bartenders in the day-to-day operation of the public bars and lounges. Ensures that the assigned outlet is prepared and stocked to meet the daily business demands.

POSITION RESPONSIBILITIES

- Ensures that the bar or lounge has always clean and sanitized glassware, utensils and other equipment needed.
- Follows the company food and beverage standards.
- Provides prompt, attentive and courteous assistance and help to the bartenders and bar waiters.
- Assists the bartenders behind the bar when help is required or asked.
- Ensures that all products are stored correctly and at the proper temperatures.
- Helps to ensure that all beverage stocks in the bars and in lockers or pantries are used, stored and accounted for following company policies and guidelines
- Assists the bartender with the ordering and storing of all supplies and sundries.
- Ensures that the assigned bar pantries and other work areas are maintained cleaned and organized.
- Ensures that the dishwashers in the assigned work areas are run and maintained properly with regard to the wash and rinse temperatures and that the proper chemicals are being used.
- Strives to minimize breakage and wastage and follows proper procedures when disposing of garbage.
- Communicates any problems, challenges, complaints or service difficulties, in a timely manner, to the immediate supervisor.
- Assists in ensuring that all food and service being provided in the bars and public lounges and/or other outlets is done according to company standards and during the times determined by on board management.
- Helps to set up special events and functions as instructed by management on the

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ship.

- Assists with and performs other support tasks as determined on the ship by management.
- Responsible for the proper use and maintenance of all equipment and for the cleanliness of the assigned workstations according to schedules.
- Ensures that all pertinent SEMS, USPH, CPH and UKPH rules and regulations standards are being upheld in his area of responsibility.
- Ensures that all dispensing equipment is well stocked, cleaned and prepared to meet the daily demands.
- Reports in a timely fashion all needed repairs and malfunctions in order that corrective is taken.
- Follows company guidelines regarding uniforms and personal hygiene.
- Must be familiar with the Safety and Environmental Protection Policy and the SEMS, and carry out the policies and procedures appropriate for his/her position.

OTHER POSSIBLE RESPONSIBILITIES

- Meet & Greet Guest upon embarkation.
- Escort guest to the stateroom.
- Assist with guest personal belongings or luggage.
- Deliver various amenities to stateroom.
- Assist with private parties and functions.
- Assist with any guest requests within the role of the job and possibility of meeting the need.
- Swiping guest cards at gangway.
- Unpack boxes/stocking area.
- Other jobs as assigned.

DIMENSIONS

- Able to lift at least 25 lbs.
- Climb on step stool or ladder in order to complete elements of job or facilitate maintenance issues.
- Bend, lean and stoop without hindrance.
- Fine motor skills.
- Use stairs often.
- Work within different temperature changes—indoors to outdoors.
- Able to pass basic safety course.
- All in here mentioned is a minimal description of duties. Other work requirements may be necessary and assigned as business or maritime law dictates.

KNOWLEDGE AND EXPERIENCE

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- Command of the English language combined with verbal skills.
- Ability to understand and follow verbal and written instructions and see to completion tasks that are assigned.
- Ability to lift and transport heavy equipment, i.e. chairs, tables, racks and boxes.
- Ability and willingness to learn new skills.
- Shipboard or shore-side experience in working in a service oriented environment.
- Working experience in a support function that involved cleaning and organizing.

EDUCATION REQUIREMENTS

- Elementary School diploma or equivalent degree.
- Practical knowledge of food and beverage operations and service.
- Knowledge of public health and sanitation regulations and procedures.

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