

WINE STEWARD

JOB DESCRIPTION



KEY ACCOUNTABILITIES

- The Wine Steward has to provide professional, courteous and speedy service, perfect wine knowledge and good salesmanship.

REPORTS TO

- She/he reports to the Bar Manager in the respective bar where she/he is assigned. Her/his Department Bar Manager and ultimately the Hotel Manager.

SUBORDINATE PERSONNEL

- None

AREAS OF RESPONSIBILITY

- She/he is responsible for the table set up and mise en place at Her/his respective working area.
- She/he is responsible for the beverage service at his/her assigned area.
- She/he is responsible for the proper handling of working material.
- She/he is responsible for cleaning and maintenance procedures.
- She/he is responsible for any side jobs assigned to him/her

GENERAL DUTIES

- She/he will be knowledgeable of all wines on the wine list.
- To take wine orders and serve wine and champagne to the passengers.
- During lunch service she/he should take as many wine orders as possible for the evening service to be able to give better and faster service.
- At dinner timer she/he will make Her/his mise en place by having all the bottles of white wine ordered previously in the wine buckets with ice near the passengers tables.
- She/he will also have numerous of ice buckets near your station.
- As soon as the passengers are seated she/he will approach the table and ask if they would like to see the wine list.
- She/he will serve the wine always in a professional way.
- She/he will always make sure to refill the glasses, never letting the passengers serve himself, especially the white wine.

- All the wines ordered at lunch time for dinner must be set ready on ice in the bucket near the passengers table.
- She/he approaches passengers in a friendly manner and shows a helpful attitude at all times. Always have a smile and be courteous and pleasant.
- Have a clean neat personal appearance and pay special attention to grooming, hygiene care and a clean and proper uniform. Your Superior will check your appearance, uniform, name tag etc. before service begins.
- She/he is aware that smoking is not permitted while on duty.
- She/he is punctual when reporting on duty and checks work schedules to determine where and when She/he will work.
- Complete honesty is required at all times. No Barkeeper is to give or no Bar/Wine Waiter/Waitress is to receive a drink from the bar without the drink being properly rung on the cash-register.
- She/he is expected to have a complete knowledge of all wines listed on the List.
- Prior to service, she/he cleans all tables, cleans and brushes chairs and sofas, cleans and distributes ashtrays etc. and prepares mise en place for service.
- She/he is familiar with the proper glasses.
- She/he always presents the correct bar cheque when collecting for drinks, separate bar cheques are to be made for each party, do not combine drinks for two parties on one bar cheque.
- She/he assists her/his colleagues in their sections if they need help and is co-operative with them.
- She/he performs a high standard of service in the Bars and Dining room Department which complies with the service guidelines and standards set by the Company.
- She/he considers him/herself as a sales person and recommends drinks, coffees etc. to the passengers and pays special attention if passengers require another drink.
- She/he passes on any complaints from passengers immediately to his/her Supervisor.
- If she/he is free at his/her station, when passengers are entering a Lounge, escort them to their table.
- Even when it is not your assigned station, greet them politely, take the order and pass it to the proper Bar Waiter/Waitress. She/he will then do the same for you.
- As our Company grows, so will our need for loyal, skilled management and, therefore, Bar personnel have every opportunity of promotion to higher positions.

SPECIAL DUTIES ON OUTSIDE DECKS

- She/he cleans ash-trays, places deck chairs in an orderly position and keeps decks clean and tidy at all times.
- She/he places umbrellas where appropriate and by passenger request.
- She/he arranges mise en place with sufficient towels and returns used towels to the laundry.

CLEANING AND MAINTENANCE

- She/he is responsible for the proper cleaning and sanitary matters of the Bar according to US Public Health requirements. Her/his Superior will inspect periodically if these requirements are fulfilled.
- She/he maintains special care with the handling of working material and equipment.
- She/he reports any necessary repairs to the Maitre d' or to the Bar Manager and follows up on repair requests.

APPEARANCE/PERSONAL HYGIENE

- The appearance of the entire personnel on board the ship reflects the reputation and image of the Company, therefore a great deal of emphasis is placed on a professional appearance.
- The Company expects you to maintain the highest standard of personal appearance and hygiene at all times.
- If in passenger areas full uniform is to be worn: hat, scarf, jacket, name tag, pants and proper shoes.
- Have a clean neat personal appearance.
- Special attention to grooming, hygiene care and clean and proper uniforms and shoes.
- Hair must be well groomed, neat and not extend over the shirt collar and always be kept clean.
- A moustache is acceptable if kept neatly trimmed.
- Big earrings and big necklaces are not to be worn on duty and more than one moderate size ring is not acceptable.
- Smoking is not permitted while on duty.