

BAR MANAGER

JOB DESCRIPTION



KEY ACCOUNTABILITIES

- She/he is responsible for the service at the bars and for the area outside the respective Bars. In the absence of the Bar Manager is the Assistant Bar Manager takes over Her/his responsibilities

REPORTS TO

- The Bar Manager reports directly to the F&B Manager. .

SUBORDINATE PERSONNEL

- Assistant Bar Manager
- Barkeeper
- Bar Waiters/Waitresses
- Bar boy

AREAS OF RESPONSIBILITY

- She/he is responsible for the bar service and beverage sales in and outside the respective Bar.
- She/he is responsible for the bar stock of beverages.
- She/he follows the Inventory Control Procedures.
- She/he registers and controls all beverage sales on the passenger's accounts.
- She/he follows beverage requisition procedures.
- She/he is responsible for reporting and following up on maintenance and repairs and for the cleanliness of the bar she/he is assigned to.
- She/he is responsible for the training and supervision of the bar staff assigned to him/her.

OVERALL BAR SERVICE

- All bars must be clean, orderly and properly prepared prior to bar opening.
- She/he is responsible for maintaining all bars, lounges and pantries and for an efficient service to the passengers.
- She/he always presents a clean Bar List to the passengers and has sufficient Bar Lists on stock.
- She/he has a complete knowledge of all drinks listed.

- She/he is aware that it is against Company Rules to work without a shot glass.
- The proper glass and garnitures must be used for each drink.
- She/he ensures that the brand ordered by the passenger is served.
- She/he passes on any complaints from passengers to the F&B Mgr or to the Hotel Director.
- She/he keeps a log book in each bar to note the daily opening and closing hours and any incidents out of the ordinary and also any complaints.
- As our Company grows, so will our need for loyal, skilled management and, therefore, bar personnel have every opportunity of promotion to higher positions?

STAFF TRAINING AND CONTROL

- She/he trains and supervises Her/his staff on a permanent basis in order that they perform their duties in a proper manner.
- She/he must introduce new crew members to their working areas and to the rules and regulations on board.
- She/he establishes Work Schedules for his/her staff and plans their duties accordingly for the approval of the F&B Manager.
- She/he establishes a good working spirit and is co-operative with all other departments.

INVENTORY/STOCK CONTROL

- She/he is fully responsible for maintaining the indicated beverage stock at all times.
- She/he follows the established routines for requisitioning of stores and ensures that Customs requirements are fulfilled during sealing of stores while in Port.
- Inventory controls will be carried out without any prior notice.
- She/he uses the correct measures for all drinks.
- She/he ensures that all goods are safe, and securely stored, to prevent damages.

ACCOUNTING CONTROL AND PROCEDURES

- She/he is responsible for following the accounting procedures for passenger accounts which will be finally handled through the F&B Controller or Chief Purser.
- She/he is responsible for the proper handling of the cash-register and the registration of all beverages sold.
- Complete honesty is required at all times. No Barkeeper is to give any drink from the Bar without the drink being properly registered on the Bar cheque.
- The Bar cheque should be presented to each party after completing service.

CLEANING AND MAINTENANCE

- She/he is responsible for the proper cleaning and sanitary matters of all bars.
- She/he ensures that everybody fulfils those requirements according the USPH standard.
- She/he handles all working material and equipment correctly and keeps it well cleaned.
- She/he reports any necessary repairs to the F&B Manager and follows up on repairs.
- She/he follows the US Public Health requirements and is familiar with their sanitation procedures.

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.
- Approach passengers in a friendly manner, show a helpful attitude at all times, always have a smile and be courteous and pleasant.
- Have a neat, clean personal appearance and pay special attention to grooming and hygiene care. Wear clean uniform and shoes, always use a deodorant, cologne and mouth wash.
- Be punctual when reporting for duty and follow the work schedules.
- Be aware that smoking is not permitted while on duty.
- 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.