



## **Bar Waiter – Explora Journeys**

### **JOB PURPOSE**

- The Bar Waiter/Waitress is responsible for serving beverages in an assigned bar profitably & efficiently, in full compliance with company sanitation standards, and providing an enjoyable environment for Guests. The Bar Waiter/Waitress is to provide and maintain quality service through creative and energetic salesmanship to achieve the maximum revenue for the company.

### **KEY ACCOUNTABILITIES**

- Provides courteous, quick, and professional service with a smile at all times suggesting and serving alcoholic and non-alcoholic beverages at various beverage outlets throughout the cruise ship.
- Takes the orders from the guests, relays them to the Bartender and then makes sure that the beverages are served in a proper glassware with a proper garnish.
- Suggests drinks to guests applying up selling and suggestive selling techniques thus increasing beverage products revenue for the company.
- Ensures all bar tables and chairs are clean before and after Guests arrive and leave.
- Knows all bars, mixed drinks and other bar items specified in the bar list.

### **QUALIFICATIONS (skills, competencies, experience)**

- Fluent English. Ability to communicate effectively in German.
- High School Graduate.
- Previous experience in a similar position in an International Cruise Company, or in a busy 5-start hotel/resort with an international bar list.
- Proven ability to work under pressure and keep a harmonious and productive team environment.
- Demonstrated understanding and practical knowledge of
- Food Safety as defined in Company sanitation standards.
- Sound knowledge of electronic cash transacting, and computerised bar systems.
- Demonstrated skills in one-on-one communications with Guests.
- Tactful and diplomatic in crisis and problem handling.

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