



Standard Procedures Manual ©

BAR DEPARTMENT BARTENDER

**POSITION
DESCRIPTION
50103**

Prepared by MSC Corporate Beverage Dept Bogovic, Balestrino, Chankova	Revised by P&P Director Monica Panero	Verified Conformity by Quality & Compliance Manager Sandra Matic	Approved by VP Global F&B Ops Jacques Van Staden	Authorized by President & MD, CM UK Emilio La Scala	For use on MSC Cruise Fleet	Original File 27 April 2010	Last Revision 6 April 2020	Revision No 4	Page 1 of 4
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POSITION NO.	50103
Title	BAR TENDER
Department	F&B Department
Main Function	<ol style="list-style-type: none"> 1. Safe, profitable and efficient supervision of an assigned bar area. 2. Food safety, Sanitation & Cleanliness of assigned bar and lounge area.
<i>Reports to</i>	Assistant Bar Manager/Head Bar Tender > Bar Manager
<i>Reporting to Position</i>	<ol style="list-style-type: none"> 1. Assistant Bar Tender 2. Bar Utilities, Bar-boys 3. Bar Wait staff (waiters & waitresses)
<i>Replacement</i>	Assistant Bar Tender
<i>Uniform</i>	As per SP Manual (Chapter Uniform)
POSITION BASICS	<ol style="list-style-type: none"> 1. The Bartender is responsible to supervise an assigned bar profitably, in full compliance with company food safety & sanitation standards, and to provide an enjoyable environment for Guests. 2. He (or she) is to provide and maintain quality service through cost control and creative, energetic salesmanship, maintaining good work harmony between all personnel in the assigned area.
REQUIREMENTS <i>Certificates & VISA</i>	<p>BST, STCW 95 and all other certification in force at the time of your contract Visas and entry documentation for countries and regions in which the ship will operate. Food safety Proficiency certificate issued by recognized Authority (HACCP, Shipsan, VSP, etc). Food Handlers certificated required Proven in compliance with MSC Standard Procedures, MSC Food safety & Sanitation Standards and major international Food safety & sanitation regulations.</p>
<i>Health</i>	Validated current documentation certifying the health and fitness of the applicant meets fundamental requirements of seagoing personnel on basis of assigned office and verifying all sanitary precautions have been taken against diseases that may be endemic to the cruising area.
<i>Safety & Discipline</i>	<p><i>The applicant is required to:</i> Know, understand, and implement the Mission Statement of the Company. Read, understand and comply with the Crew regulations and all requirements relating to the position. Take part as required in all emergency drills and emergency duties. Wear the prescribed uniform and name badge.</p>
<i>Language</i>	<ol style="list-style-type: none"> 1. Fluent in oral and written English (working & Safety language of the Company) 2. Ability to speak, read and write in Italian is a mayor benefit and may be a requirement. 3. Ability to speak, read and write in any mayor other languages (German, Spanish, Portuguese, French, Russian, Chinese etc.) is considered a mayor advantage that could eventually influence the selection for some positions.
<i>Experience</i>	Proven profitable Bar Management skills on a Cruise Ship, or supported evidence of similar skills in a multinational hotel or similar environment ashore.

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Educational preference

Required for the position

1. Certified in Food Safety/HACCP
2. High school graduate.
3. A certificate, diploma or document to certify he/she has a full and professional knowledge, clear and demonstrated understanding and practical knowledge of bar system, operations and bar beverages.
4. Demonstrated understanding and practical knowledge of Food Safety as defined in Company manuals
5. A clear knowledge of electronic cash transacting, and Fidelio system.
6. Above average skills in tactful, diplomatic crisis and problem handling.
7. Friendly, honest and clear communications with Guests.
8. Proven ability to work in a harmonious productive team environment.
9. Proven ability to manage area in compliance with HACCP, ISO 22000, SHIPSAN, VSP, Anvisa and MSC Food safety system requirements.
10. Food safety Proficiency certificate issued by recognized Authority (HACCP, Shipsan, VSP, etc)

RESPONSABILITIES

You are responsible to:

1. Ensure the Food safety compliance in the assigned Bar
2. Ensure that information for the consumer is available (i.e Allergens, Gluten free)
3. Read and comply with the MSC Standard Procedures Manual©.
4. Provide courteous, friendly, quick, and professional service at all times and to all customers, satisfying their needs in such a way that they will want to return to the bar.
5. Take all steps to ensure Guests are not kept waiting unreasonably for service in the assigned bar and lounge.
6. Generate maximum sales and profits by creative work procedures, which include (but are not limited to) Happy Hour, Daily Specials, Cocktail demonstrations, Wine Tasting Drinks to support the theme of the day or the location of the ship etc. – all of which are advised by the Bar Manager within the policies of the Company.
7. Know immediately every recipe and every drink on the MSC bar list, and how to prepare them quickly and attractively according to specifications.
8. Train and supervise the work operations of the Assistant Bar Tender, Bar boy (where applicable), and Waiting personnel in the assigned bar area.
9. Apply all bar-related food safety, sanitation and HACCP procedures and compliance.
10. Make daily self-inspection checks to ensure the bar and the bar pantry meets all sanitation requirements compliant with Company sanitation protocols.
11. Comply with standards procedures relating to cleanliness, set-ups, furniture, canapés, menus, room and door signs.
12. Maintain a clean, sanitized bar that is stocked to standards of par at all times, reporting any missing or excess items to the Bar Manager.
13. Report any Guest requests for drinks not available on board to allow the Bar Manager to provide these drinks where required and possible.
14. Accept responsibility for the complete beverage stock in the assigned bar.
15. Accept responsibility for all lost sales in the assigned bar.
16. Constantly check the assigned bar and lounge areas for cleanliness and furniture repairs or replacements, advising the Bar Manager if something needs attention.
17. Ensure the freshness and quality of all juices and pre-mixes and taste them before use.
18. Rotate perishable beverages and beer, using the FIFO method.

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19. Always use assigned measures and correct glasses when preparing beverages.
20. Ensure that sugar-free drinks as well as fruit juices are available in the designated bars.
21. Attend all management and training meetings as required and advised by the Bar Manager.
22. Report to the Bar Manager all breakage, spoilage, or loss (due to negligence, rough seas or theft).
23. Record all sales on the Fidelio or other cashless register and properly maintain all checks (Guests, Staff, Officers and System Accounts).
24. Ensure that any 'no-sales' recorded are posted on a bar check and authorized by the Bar Manager or Assistant Bar Manager.
25. Make all Beverage Requisitions as specified in the beverage manual.
26. Keep one copy of the Beverage Requisition for daily records.
27. Take part in a cruise-by-cruise physical inventory at an assigned bar.
28. Always display signs indicating the company under-age drinking limits, and advise the Bar Manager or Assistant if under-age minors are suspected drinking alcohol.
29. Ensure the assigned bar is properly secured before leaving at night, but never close bars before advertised closing times unless advised by the duty Purser.
30. When handling Potentially Hazardous foods/ high risk foods (Milk, Melons etc.), always use the HACCP 4-hour time control with appropriate labels.
31. Always ensure a calibrated food thermometer is in the bar working area.
32. Maintain the bar coffee machine, glassware, drinkware and silverware in a cleaned, sanitized condition.
33. Make random spot checks of food contact surfaces for traces of contamination, and send any unclean items to be re-washed.
34. Never automatically place peanuts (or snack containing nuts) on bar or tables. (Company allergen advisory applies). Nuts are to be provided /when available) either on request or if offered by the Bar Tender or bar personnel.
35. Ensure all non-smoking signs are positioned on tables in designated non-smoking areas.
36. Supervise and take part in any special pre-arrival cleaning and sanitation duties as assigned by the Bar Manager.

Governing Status

Refer to SOP 06.11.00 Crew Privileges

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