
Position Description

Position Title: **Bar Supervisor (VY, FR class)**

Revised Date: 02/27/2002

POSITION SUMMARY

Supervises and coordinates the activities of teams engaged in preparing and serving beverages in a variety of bar and lounge venues onboard the vessel.

ESSENTIAL DUTIES AND RESPONSIBILITIES

All duties and responsibilities are to be performed in accordance with Royal Caribbean International's Gold Anchor Standards, SQM standards, USPH and HACCP guidelines, environmental, and workplace safety policies and procedures. Each shipboard employee may be required to perform all functions in various food and beverage service venues throughout the ship.

In accordance with Royal Caribbean International's philosophy of *Anchored in Excellence*, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.

- I. Supervises the financial aspects of the assigned bars and lounges, including the successful identification of expense reduction through cost control. Ensures the continuous and accurate participation of the service operation. Records production and operational data on specified forms. Analyzes operational problems such as over production, wastage, theft, and establishes controls. Reviews the overtime requests against production levels to determine appropriate needs and approves amounts accordingly. Reviews timesheets and forwards to Beverage Manager for final approval. Prepares a variety of reports and letters utilizing personal computer system and equipment.
- II. On a daily basis, meets with the Beverage Manager, to review the requirements of the day's activities and timeframes for bar service. Reviews schedules to estimate bar and time requirements to ensure speed and efficiency. Meets with subordinate staff to review guest comments to implement revisions and improvements.
- III. Reviews requisitions from the assigned bar and lounges and forwards to Beverage Manager for final approval. Requires the items be requisitioned in correct quantities, within acceptable timeframes and in accordance with established control procedures. Conducts workstation spot checks to ensure items are correctly stored to minimize deterioration and waste. May participate in monitoring the loading of provisions at the docks.
- IV. Maintains a high degree of "floor presence" to observe the assigned bar operations and to minimize security and fraud issues. Reviews the bar staff to ensure procedures and services are performed in accordance with Royal Caribbean International's brand standards. Monitors the point of sale functions to ensure the posting and reconciliation processes are conducted according to established procedures.
- V. Monitors and supervises the various assigned workstation functions. Monitors the assignment of duties and responsibilities to employees. Observes and evaluates employees and work procedures to ensure quality standards and service is met. Makes recommendations personnel actions such as new hire requests and discharges, to ensure proper staffing. Monitors beverage items to ensure preparation and presentation according to brand standards. Ensures assigned bars and lounges are set-up on time and adequate amounts of beverages are on-hand. Inspects workstations, work areas, equipment, etc. to ensure efficient service and

conformance to standards.

- VI. Trains and monitors all levels of Bartenders, Servers and Utility positions for proper skill and service. Conducts training for new recipes, techniques, equipment, etc. Provides on-the-job training to strengthen their current performance and preparation for possible advancement to promotional positions. Monitors the daily workstation operation to ensure speed and efficiency. Reviews work schedules and time records.
- VII. Demonstrates the proper operation of all equipment to staff according to proper procedures. Tests equipment to ensure accuracy of temperature gauges, heating or cooling elements etc. Reports all malfunctions and requests necessary repairs.
- VIII. Ensures the workstation teams prepare bar items consistently of high standards and in accordance with Royal Caribbean International's brand standards, regarding taste, consistency and attractive presentation. Tests beverages being prepared by viewing, tasting, and smelling. Reviews staff to ensure beverage items, portions, and garnishments are utilized in accordance with Royal Caribbean International's brand standards. Conducts meetings with workstation heads to review work processes, issues and quality improvements.
- IX. Reviews at all times USPH procedures for sanitation and cleanliness and monitors workstations and staff for adherence to those procedures. Enforces and follows USPH cleaning procedures for work surfaces, all related equipment and utensils.
- X. Supervises the assembly of the workstation for the next shift. This includes the cleaning and preparing storage areas and refrigerators. Enforces the storage or disposal of over production items according to Royal Caribbean International's brand standards.
- XI. Meets with the Beverage Manager to plan menu requirements, serving arrangements, guest comments and other related details.
- XII. Works with all bar personnel in a cooperative, productive and effective manner.
- XIII. Answers inquiries pertaining to bar services and general information. Responds to escalated guest complaints in a considerate, professional and positive manner by showing concern and listening actively. Takes ownership of guest concerns, by following-up and ensuring complaints are resolved to the guest's satisfaction.
- XIV. Recommends measures to improve work procedures and employee performance to increase quality of services and job safety.
- XV. Attends meetings, training activities, courses and all other work-related activities as required.
- XVI. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to

perform any other job-related duties assigned by their supervisor or management.

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| QUALIFICATIONS |
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Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- Two years supervisory experience in bar operations with 4 or 5 star hotels, restaurants or high volume food service facilities.
- Extensive knowledge of varying brands and quality of liquors, wine and beers.
- Ability to read, interpret and demonstrate the preparation of drink recipes
- Extensive knowledge of beverage handling procedures with regard to public health standards.
- Demonstrated aptitude for the financial aspects of a bar operation, including the successful identification of expense reduction through cost control. Demonstrated aptitude for the management of headcount within assigned area, as it relates to and supports the business needs of the vessel.
- Knowledge of principles and processes for providing customer and personal service including needs assessment, problem resolution and achievement of quality service standards.
- Knowledge of policies and practices involved in the human resources function. Ability to manage the international staff in a positive and productive manner by motivating, developing and managing employees as they work. Ability to utilize and administer the disciplinary action process through coaching and counseling to improve performance or terminate employment.
- Ability to work positively and cooperatively in a diverse team environment to meet overall established timeframes for the entire bar service operation. Ability to communicate tactfully with department heads, coworkers and other shipboard employees to resolve problems and negotiate resolutions.
- Working knowledge of computers, internet access, and the ability to navigate within a variety software packages such as Excel, Word, and PowerPoint.
- Bachelor's degree in hospitality management, business administration or related field from an accredited college or university or the international equivalent preferred.

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following:

- Ability to attend and complete, with a passing score, onboard USPH training.
- One to three years experience internally as a Head Bartender or previous relevant experience with a performance rating of satisfactory or above.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English in order to understand and interpret written

procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.

- Ability to speak additional languages such as Spanish, French or German preferred.

Physical Requirements:

While performing the duties of this job, the shipboard employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.