

## Position Description

Position Title:	Bar Manager	
Reports To:	Food and Beverage Manager	
Direct Reports:	Assistant Bar Managers Head Bartender Head Sommelier	Bartenders Sommeliers

### Position Summary

Ensures the smooth running of the department on a day-to-day basis according to company policies as described in the Beverage Operations Manual. Improves and maintains sales and profitability and reduces/eliminates guest complaints. The Bar Manager coordinates activities of Celebrity Family Members engaged in selling alcoholic beverages for consumption on board by performing the following duties personally or through supervisors reporting to him/her. Manages from three to five subordinates (Assistant Bar Manager, Head Bartender, Head Sommelier and Bartenders) who supervise a total of 40 to 85 employees. Responsible for the overall direction, coordination and evaluation of these units.

### Essential Duties & Responsibilities

To support Celebrity Cruises' mission of becoming "the world's ultimate premium cruise line with a taste of luxury," all duties and responsibilities are to be performed in accordance with Celebrity Cruises' Pillars of Safety, Service and Style, ISM/ISO standards, USPH guidelines, and environmental regulations.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

1. In accordance with Celebrity Cruises' Pillars of Safety, Service and Style, as well as through Celebrity Connections, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and Celebrity Family Member (CFM) areas.
2. Directs, coaches, supports, supervises and evaluates (in conjunction with the Food & Beverage Manager) the performance of all direct reports.
3. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include familiarizing and training employees; planning, assigning and directing work; appraisal performance; rewarding and disciplining employees; addressing complaints and resolving problems.
4. Stays aware of guests' needs and strives to eliminate complaints.
5. Ensures timely handling and resolving of guest complaints regarding the bar area and beverage service and assists guests who have complaints that affect any other departments on the vessel.

6. Supervises and is responsible for the adherence to the drinking age policy.
7. Continuously conducts training sessions with his/her staff covering all aspects of service: warmly greeting guests by their names, properly taking their orders, practicing up-selling techniques, utilizing correct glassware and mixology, practicing correct use of registers, and properly serving requested drinks.
8. Introduces newly hired bar staff to the bar operations using the “buddy system” to ensure a smooth transition to on board life on the vessel. Relates and reinforces our company’s “Zero Tolerance” Sexual Harassment Policy and enforces the policy when applicable.
9. Ensures that all company-established safety programs are followed and that all CFMs are continuously trained in their job-specific safety procedures.
10. Responsible for the upkeep and maintenance of all ships’ bars, lounges, service bars and bar storage areas. Directly supervises the cleanliness and appearance of all lounges and bar pantries.
11. Inspects all bar areas and observes workers and patrons to ensure compliance with occupational health and safety standards, company policies, and local liquor regulations.
12. Maintains sufficient inventory of bar support items such as glassware, bar checks, snacks, napkins, etc., to ensure an efficient bar operation according to the company’s standards.
13. Estimates and orders bar supplies, liquors, wines, or other beverages as needed. Approves and oversees all bar requisitions, inventories, bar par levels, transfers, cocktail parties, time and locations, cost control, opening/closing bar hours, and working schedules.
14. Provides all bar sales and cost reports including bar par levels, bar schedules, wine inventory settlements, bar waiter’s target and sales reports, wine, mineral water and coffee sales reports, bar personnel evaluation reports, product mix reports and beverage analysis reports
15. Has excellent knowledge of preparation, garnishing and glassware for all beverages served according to company standards. This includes knowledge of cocktail lists, champagne bar and wine menus.
16. Ensures proper supervision of the CFM bar, staff bar, CFM shop’s cash register and performs regular spot checks to ensure conformance to company policies.
17. Organizes staffing for cocktail parties and supervises and ensures that the cocktail party is efficiently operated. Coordinates with the galley the timely delivery of canapés served for pre-paid cocktail parties. Has knowledge of correct cocktail party pricing, cabin liquor set-ups, and is knowledgeable about current shipboard signing privileges.
18. Supervises weekly bar staff meetings, attends and contributes to all Food and Beverage meetings, and follows up on pending issues in a timely manner.
19. Responsible for setting work schedules in order to have coverage in all bar areas of the ship during planned activities.
20. Ensures that all bar personnel have clean and proper uniforms, and name tags at all times.
21. Generates new ideas and methods to increase bar revenues and improve bar service.

22. Has full knowledge of current USPH rules and regulations and maintains USPH standards at all times.
23. Continually adheres to the Master's rules and regulations.
24. Ensures personal appearance, personal hygiene and uniform appearance are at all times in accordance with company policy.
25. Reduces costs where possible and ensures that control procedures are maintained and performs up to the required standards.
26. Ensures that entertainment (live music, events, and activities) is scheduled to satisfy guests' attendance in lounges.
27. Has a thorough understanding of Time and Attendance procedures, shipboard training, and is familiar with the contracts and work schedule hours/week and supporting documentation (Section 8.8. Human Resources Manual).
28. Conduct "Welcome on Board Meeting" for all new sign-on CFMs together with the Food & Beverage Manager and Hotel Director.
29. Advises the Food & Beverage Manager and shore side management of position changes (promotions), payroll change, CFM requests, CFM certifications, emergency leaves, resignations, medical ashore / parole, missed ship and terminations of employment.
30. Oversees the Private bar operation of the Housekeeping Department. Ensures that all Private bar items are up to date and procedures are followed according to company standards.
31. Oversees the collection of duty free liquor from ashore. Maintains its proper storage and distribution.
32. Oversees the Blue Card Policy.
33. Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and CFMs with inquiries.
34. Attends meetings, training activities, courses and all other work-related activities as required.
35. 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.

<h2 style="margin: 0;">Financial Responsibilities</h2>
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*Financial responsibilities for budget, expenses and/or achievement of revenue targets.*

- This position is responsible for cost containment through the proper use, handling and maintenance of records, reports, supplies and equipment.
- Ensures that all communication costs are kept under control
- Ensures that guests are charged for pertinent special requests and services.

- Identifies potential expense reductions through cost control. Analyzes operational problems and establishes controls. Reviews timesheets and forwards to the Food & Beverage Manager for approval. May prepare a variety of reports and letters utilizing personal computer system and equipment.
- Ensures that items are 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.

## Motivational Responsibilities

*People management responsibilities to ensure optimal performance of the function.*

- Monitors and manages the various assigned workstation functions. Monitors the assignment of duties and responsibilities to his/her staff. Observes and evaluates staff and work procedures to ensure quality standards and service are met. Makes recommendations regarding personnel actions such as new hire requests and discharges, to ensure adequate and continuous staffing. Inspects workstations, work areas, equipment, etc. to ensure efficient service and conformance to standards.
- Mentors, develops and provides on-the-job training to his/her staff to strengthen their current performance and preparation for future advancement.

## Qualifications

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

### **Hiring Requirements:**

- Minimum of five years beverage-related experience (shipboard experience preferred), or an equivalent combination of experience and education.
- Completion of high school or basic education equivalency required.
- Ability to analyze and interpret documents such as recipes and manuals.
- Ability to calculate figures and amounts such as discounts, interest, commissions, tips, proportions, percentages.
- Ability to solve practical problems and deal with a variety of variables. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

### **Internal Candidate Requirements:**

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

- Completion of a minimum of two contracts as Assistant Bar Manager with a performance rating of satisfactory or above, along with demonstrated leadership skills.

### **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 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. The employee must occasionally lift and/or move up to 50 pounds. 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.

Prepared by: Gerry Logan	Date: <b>2nd Draft 04/22/04</b>
Approved by: Othmar Hehli	Effective Date: