



PURPOSE OF POSITION

To ensure a friendly and professional service at the bar, lounge and the sundeck to the fullest satisfaction of our guests and in accordance with Viking Standards and Operating Procedures.

YOUR RESPONSIBILITIES

This document is not a definite overview of the expected responsibilities, tasks and duties. Items can be added in the future accordingly. The holder of this statement can be asked to take on other tasks in addition of the ones stated on the paper.

- Supervision and support of a professional welcoming and sales orientated service in bar, lounge and on the sundeck
- Operation of bar procedures according to company PSO standards
- Organization, management, motivation and training of the bar team
- Organization and execution of F&B related ship functions and special events
- Preparing and serving drinks in accordance with company standards
- Preparation and set up of Café Lunch in the lounge in co-operation with the Executive Chef and Maître D'Hotel / F&B Manager
- Ensuring highest level of cleanliness within bar, pantry, lounge, sundeck in accordance with HACCP standards
- Cost control for bar in accordance with the budget
- Establishing of weekly stock order in cooperation with Maître d'Hotel
- Conduction of stock and inventory according to company procedures
- Daily consumption report
- Preparation of opening and closing ships at start and end of season
- Correct storage of stock; establishing of par levels
- Active participation on onboard training programs
- Luggage duty on embarkation and disembarkation day, and participation in loadings
- Ability to effectively deal with internal & external customers, some of whom will require high levels of patience, tact and diplomacy to defuse anger, collect accurate information and resolve conflicts
- Correct use of wait order system (WOS) on the MXP as per company instructions



TEAMWORK

- Outstanding flexibility: must be able to work alone, in different shifts (day time or night time) as scheduled by the management, under pressure and reflect at all times, even under difficult conditions, a positive can-do attitude and the best image of Viking

PRODUCT KNOWLEDGE

- Be fully proficient and knowledgeable about the F&B beverage offer incl. the wine -and whisky menu
- Become knowledgeable about all itinerary-related ports of call and shore excursions
- Full knowledge of the daily program
- Ensure all onboard Infotainment system in the lounge areas are fully functioning at all times

KPI PERFORMANCE

- Positively contribute in achieving / succeeding the KPI goals (quality and financial) for the Bar Team, as well as for the entire Food and Beverage Department
- Strong motivation to achieve the company goals and objectives

SECURITY

- Full knowledge about safety & security procedures
- Participations in all training concerning safety & security, fire prevention, evacuation exercises as required by the company
- Is able to raise the internal alarms correctly, especially during the night time



YOUR PROFILE

- High school diploma required, and degree with hospitality focus preferred
- Minimum of 2 years previous experience required in an upscale cruise line or hotel of comparable size in the similar position in the scope of the bar operation
- Fluent in English - must be able to address any kind of information in an adequate manner with excellent oral English communication skills
- Must be able to deal correctly with confidential information and must be discrete
- Must be well groomed and maintain impeccable hygiene standards
- Extensive walking required and ability to stand on feet for a long time
- Hours may vary based upon organizational needs and operational demands
- Guest focused, service oriented, positive personality and professional appearance
- Flexible and stress resistant, team player, shows commitment
- Relative accounting and administration skills is a plus

GUIDELINES AND REGULATIONS

- Implement PSO policies, procedures, standards, as laid out by the management
- Ensure appropriate appearance and clothing according to the updated grooming standards
- The company reserves the right to change/extend this job description if necessary at any point of time during her/his employment

Supervisor:	Maître D'Hotel
Gives instructions to:	Bar Waiter
Receives instructions from:	Maître D'Hotel, Food & Beverage Manager, Hotel Manager, Corporate Operation Manager, Corporate Chef