



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.

- Operation of bar procedures according to company PSO standards (e.g. menus, decoration, appearance)
- 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, and the Bar 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
- Correct handling of all products, materials and equipment (glasses, cutleries, and stock items etc.)
- Assistance and rotation in the restaurant to work as Chef de Rang, as required by the operational needs and upon instructions from the supervisors
- 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
- Participate in the departmental "Daily Reunion"
- 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

BAR WAITER



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

- 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

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

Position: Bar Waiter

Supervisor: Bar Chef

Gives instructions to: -

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