

DISCOVERY CRUISES
Position Description

Position:	Discovery Food and Beverage Bartender /Crew Member
Reports to:	Captain / General Managers
Shifts:	Full and Part time / Seasonal May thru October / Weekends and Holidays / Hours revolve around cruise schedules.
Wages:	Hourly – Wage based on experience. Minimum starting \$15.00 per hour
Experience:	Some food and beverage experience preferred but will train right person
Uniforms:	Required and provided
Drug Testing:	Pre-employment and random required
Age Requirement:	21 Years of age plus

GENERAL STATEMENT OF DUTIES:

This position will require dual responsibilities. The primary responsibility of this crewmember will be to tend to and service the beverage and snack bars on the vessel. As this most likely will not always be a full-time endeavor based on demand before, during and after cruises, this person will also be available to handle basic crew duties. The crewmember is the most important person on the team. They are responsible for the safety and well-being of our guests and that is our number one priority. This individual will have a “can do” attitude and should not be afraid to take ownership of responsibilities assigned to them. As a new start-up company, this position will require an individual to accept change, be willing to learn duties above and beyond this job description, if necessary, and be a quick, innovative thinker, ready to take on unexpected challenges. The desire to be part of a team and be highly motivated to succeed is most necessary to allow Discovery Cruises the growth it will be striving for. To maintain professional and personal etiquette is vital to allow Discovery Cruises the opportunity for an outstanding reputation.

JOB RESPONSIBILITIES:

This job description is to be used as a guideline only. Duties are not completely limited as defined in this document.

- Consistently follow the customer service, personnel and operations policies as designed by Discovery Cruises.
- Consistently follow all safety procedures, maritime rules/regulations and food and beverage licensing requirements as outlined by Discovery Cruises, the United States Coast Guard and the Michigan Liquor Control Commission and Health Departments.
- Participate in an ongoing basis in safety/emergency training and drills for U.S.C.G. requirements and inspections.

- Assist with preparation of the Discovery for operations each day. This may consist of loading of necessary equipment, basic cleaning and miscellaneous duties as confirmed by the Captain.
- Review cruise manifests for knowledge of public tour and private charter cruises of the day.
- Assist guests upon arrival to include greetings, manifest check in and assistance with safe boarding.
- Assist Captain with departure and arrival from dock and safety presentation to guests.
- Service and manage all aspects of the food and beverage bars during cruises.
- Responsible for efficient operations and security of POS systems and cash drawers.
- Responsible for food and beverage inventory par levels, orders and sales reports.
- Responsible for cleaning and sanitizing procedures for food and beverage bars.
- Assist with crew food and beverage training.
- Responsible for food and beverage up-selling, specials, and new innovative ideas for profit.
- During the cruises, visit with guests to ensure they are comfortable, answer any questions they may have about the vessel or the Traverse City area. Provide attentiveness to the guest and outstanding customer service at all times.
- Review event orders from sales and events staff for private charter or theme cruises and assist with event set up to include table and chairs, linens, centerpieces, buffet tables, props, dance floors, audio/visual, portable bars, band and DJ requirements.
- Assist vendors and caterers in set up requirements for charter and special themed cruises.
- Return vessel set up to public tour configuration after private charter cruises.
- Attend and participate in any training, operational and/or departmental meetings as requested.
- Obtain CPR and First Aid certification. Training provided by company.
- Complete TIPS Training for alcoholic beverage service. Online training provided.
- Complete ServSafe certification for food service. Online training provided.

SKILLS AND TRAITS:

- Must be comfortable and personable in dealing with people. Able to maintain positive relations and work effectively with other team members, government officials, vendors and the general public.
- Requires excellent verbal communication and excellent customer service skills.
- Good personal appearance.
- The ability to work well under pressure and use good judgment when required to make quick decisions.
- **BE ON TIME AND RELIABLE.** Your place of employment leaves the dock with or without you on a specific schedule and you are needed no less than critically as a team member and for the safe operation of the vessel.
- Must be able to offer opinions and suggestions for the better of the company.
- Must be focused, alert and pro-active at all times.
- Must have the desire to learn the relevant maritime laws and U.S.C.G. rules and regulations governing the operations of passenger vessels.
- Should be in good physical condition.
- Must not be affected by motion sickness.
- Knowledge of Traverse City area and local attractions/dining/recreation.