

DISCOVERY CRUISES

Position Description

Position:	Snack Bar and Beverage Bar Tender
Reports to:	Captain / General Managers
Shifts:	Part time and On-Call / Seasonal May thru October / Hours revolve around public and private cruise schedules
Wages:	Starting \$15.00 per hour plus tips
Experience:	Food and Beverage experience required
Uniforms:	Required and provided
Age Requirement:	21 years of age plus

GENERAL STATEMENT OF DUTIES:

This position is available for an experienced bartender who lives in the Traverse City area who is looking for some part time or on call work with a flexible and very accommodating schedule. Hours will be based on cruise schedules each week and how many of those cruises the employee would like to work. Great position for some extra hours for someone that already has a full or part time job.

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 outlines by Discovery Cruises, the United States Coast Guard and the Michigan Liquor Control Commission and Health Departments.
- Greet guests upon arrival to the vessel.
- Service and manage all aspects of the food and beverage bars before, during and after each cruise you are scheduled for.
- Responsible for efficient operations and security of POS systems and cash drawers during your shift.
- Responsible for cleaning and sanitizing bars before, during and after each cruise you are scheduled for.
- Assist with general crew food and beverage training during shifts.

- Assist with food and beverage up-selling, specials, and new innovative ideas for profit for Discovery Cruises.
- Provide some table service during the cruise when bar service at counter is not in high demand.
- During 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 guests and outstanding customer service at all times.
- Complete or be currently certified in TIPS Training for alcoholic beverage service. Online training provided if needed.
- 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, vendors and the general public.
- Requires good verbal communication and customer service skills.
- Good personal appearance.
- The ability to be on time. This place of employment leaves the dock with or without you on a specific schedule.
- Must be able to offer opinions and suggestions for the better of the company.
- Must not be affected by motion sickness.
- Knowledge of the Traverse City area and local attractions/dining/recreation helpful.