

Bar Attendant Lounges

Gather Resources Madagascar

Description

The Bar Attendant Lounges provides speedy, courteous, and professional service to all Guests, upholding the highest standards of hospitality and beverage production. Through efficient and refined service, the Bar Attendant enhances guest satisfaction while actively promoting beverage sales to optimize onboard revenue, in strict compliance with Company procedures and safety regulations.

Qualifications

Fluent in English and French communication skills at minimum B2 level written and spoken, both with guests and team. Additional another European language (Italian, German, Spanish) at B1 is an asset; Previous experience in a similar position, at least 1 year, in an International Cruise Company or in resort with an international bar list;

Demonstrated understanding and practical knowledge of Food Safety regulations, HACCP hygiene standards – (certificate required);

Familiarity with beverage preparation, service standards, and guest interaction;

Ability to work under pressure and keep a harmonious and productive team environment;

Knowledge of basic mixology and beverage production; Strong guest-service orientation with a pleasant personality; Demonstrated skills in one-on-one communications with Guests (spoken and written); Teamwork and communication skills to support colleagues during peak service hours; Demonstrate high levels of hospitality and customer service with a smile at all times.

Proficiency in Microsoft Office (Word, Excel, Outlook). Sound knowledge of accounting and computerized dining systems/software are a plus.

Responsibilities

Assures excellent table service while actively promoting new sales, thereby increasing bar revenue and enhancing guest satisfaction, in full accordance with procedures outlined in the Bar Manual;

Cleans and sets up the assigned lounge bar with the appropriate materials, strictly adhering to sanitation rules, to ensure the area is spotless and fully prepared for the commencement of service;

During the shift, supports lounge operations by maintaining the bar setup, preparing snacks, and performing continuous cleaning, thereby ensuring uninterrupted service delivery;

At the end of the shift, thoroughly cleans the lounge bar and assists in storing materials and products, ensuring the bar area remains spotless, orderly, and fully prepared for the following day's service;

Reports guest complaints to the superior whenever unable to resolve them directly, ensuring a fast and effective solution;

Takes active part in a work environment that support a successful safety culture;

Supports an effective health and safety culture proactively informing Guest on any infringement or missing application of procedures and reporting to the Head of Department the critical situation;

Supports the new organization of the onboard activity performing tasks enhancing health standards;

Work closely with bartenders, barboys, and supervisors to ensure smooth lounge operations;

Maintains a high responsible approach applying social distancing rules also during non-working activities.