

# Bartender Job Description

Revised 2024

## OVERVIEW

Six Watermark vessels have full service bars which require an onboard Bartender. Every vessel is different, and with our wide array of cruises, there are many types of bar selections that Watermark can offer. Bartenders must become familiar with the company policies, Watermark brochure, the following job requirements, and the various beverage services Watermark provides the guest.



## KNOWLEDGE OF THE WATERMARK BEVERAGE SERVICE

Every bar is equipped with a Point of Sale System (POS) which includes cash drawer and receipt printer and credit card processing device. A starting bank will be supplied at the start of the day by the Vessel Operations Manager on duty.

## SOME OF THE BARTENDER'S RESPONSIBILITIES

1. Check in with the Captain during the pre-cruise meeting to learn the details of the day. If a tour, you will want to know the size of any scheduled groups, and if it is a charter you will need to read the cruise orders for the event. Only the products available in the offered package should be showing. Any other product should be stowed out of the customers sight. Consult the pre-cruise check off sheet for vessel-specific set up details.
2. Check the bar thoroughly to be sure you have enough of the product and supplies. If you are missing anything, check in the vessel's hold and storage area for back up. If there is not enough backup for the day, inform the Director of Inventory or the Director of Vessel Operations immediately. Items in the holds cannot be accessed once passengers are aboard.
3. During many cruises the bar is the busiest place on the vessel, and being neat, organized, and ready for anything is essential to operating quickly and efficiently. The Bartender may not solicit a Crew member to assist behind the bar, no matter how long the line is, unless pre-approved by the Captain or Operations Manager on duty. If the bar is busy, that means that there are many passengers on the vessel, and the Crew must give full attention to monitoring the decks and preserving a safe atmosphere onboard.

## WHY RESPONSIBLE ALCOHOL SERVICE IS IMPORTANT

1. Our safety and the safety of every guest onboard.
2. Intoxicated guests make bad choices, have impaired judgment, slowed reactions, and loss of coordination.
3. It's our responsibility to this community!



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