

## **Job Description**

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|-------------------|---------------------|
| <b>Position</b>   | Sommelier           |
| <b>Department</b> | Hotel               |
| <b>Section</b>    | Food and Beverage   |
| <b>Reports to</b> | Head Sommelier      |
| <i>Supervises</i> | <i>Wine Steward</i> |

### **Primary Objective of the Position**

- ✓ To ensure guests satisfaction by assisting the Head Sommelier in delivering quality and variety of wines and wine services, consistently and effectively reflecting the luxurious nature of Regent Seven Seas Cruises.

### **Key Performance Indicators**

- Guest satisfaction measured by Guests comment cards in regards to his – her own area of responsibility,
- Full compliance with USPH regulations,
- Achievement of departmental financial targets (revenue, costs),
- True ambassador of Regent Seven Seas Cruises and Service Anchors.

### **Areas of Accountability**

*To provide guests with quality and variety of wine and wine services by:*

- Ensuring that own area is properly stocked and set up as scheduled,
- Ensuring effective beverage services in the restaurants, being fully responsible for the service in a section of the main dining room or an alternative dining location,
- Supervising Wine Waiters with wine service in alternative dining locations,
- Assisting the Head Sommelier with opening wine bottles and preparing the restaurant for service every morning,
- Knowing the full wine list in order to assist guests with their choices, being able to make recommendations to guests for a better choice,
- Being aware of all events and activities on the ship at all times,
- Making suggestions to the Head Sommelier when creating and updating the wine list and definitions for menus,
- Assisting, if requested by the Head Sommelier, with the setting up of wine tasting and any other relevant activity,
- Resolving any passenger queries or questions, reporting immediately any guests' dissatisfaction to the Head Sommelier, so he-she can action with effective discretionary guest recovery.

*To ensure full compliance with USPH regulations by:*

- Ensuring the maintenance of all utensils and equipment in own area,
- Ensuring the highest cleaning standards of the wine cellar buckets and stands in all outlets.

*To assist with effective operation of the department and achieving and exceed departmental financial targets (revenue, costs) by:*

- Keeping self aware of targets, costs and monitoring procedures,
- Providing ideas to maximize beverage revenues and minimize costs,
- Ensuring compliance with company procedures, good stock control and accurate charging to accounts,

- Seeking every opportunity to up sale wines, without being pushy,
- Assisting the Head Sommelier with the inventory of glasses, utensils and bottles, ensuring all glasses and utensils are in pristine condition at all times,
- Receiving requisitions and organizing the wine cellar with stock.

To assist with loading and off loading of luggage and provisions if requested.

**General Accountabilities**

- To keep supervisor promptly and fully informed of all relevant matters,
- To ensure confidentiality when handling sensitive information,
- To achieve the primary objectives of the position and comply with the above mentioned accountabilities in a timely and efficient manner in accordance with Regent Seven Seas Cruises policies,
- To project a favorable image of Regent Seven Seas Cruises, to promote its aims and objectives and foster and enhance public recognition and acceptance of all its areas and endeavor,
- To act and promote Regent Seven Seas Cruises values – Service Anchors:
  - O**wnership                   takes full responsibility for the quality of his – her work
  - P**ersonalized Service   makes every crew and guest interaction unique and memorable, exceeding expectations
  - E**xpertise                   exhibits knowledge and expertise
  - N**atural Approach       effortlessly provides attentive, sincere and caring service for crew and guests in a comfortable atmosphere.
- To comply with the safety and pollution prevention regulations and operating procedures at all times, participating in all relevant meetings and training sessions,
- To participate in all mandatory training without excuse,
- To observe and enforce uniform standards according to Regent Seven Seas Cruises policies and procedures,
- To efficiently perform all other duties as requested by shipboard management or shoreside.