



# Infinity Brazil

## SOMMELIER

### **Position Summary:**

The primary responsibility of the Sommelier is to provide quality and luxurious service to the guests that consistently and effectively reflects the luxurious nature of the company.

### **Principal Duties and Responsibilities:**

Knowing the full wine list in order to assist guests with their choices, being able to make recommendations to guests for a better choice, up selling, suggesting and recommending.

Achievement of departmental financial targets (revenue, costs).

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 assigned personal with wine service in alternative dining locations.

Assisting the Head Sommelier with preparing the restaurant for service every morning, afternoon as required to ensured guest satisfaction.

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 take action with effective discretionary guest recovery.

Ensuring compliance with company procedures, good stock control and accurate charging to accounts.

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.

Knowledgeable about bar set ups, cocktail presentations and standard cocktail recipes/garnishes.

Guaranteeing safety, hygiene and sanitation practices are present at all times, maintaining cleanliness of all areas up to USPH and company standards, policies and procedures.

Other duties as assigned by his/her supervisor.

### **Experience**

- Minimum recent 2 years experience as a Sommelier in a Cruise ship or in a 4/5 star hotel/resort or restaurant
- Passionate about people and able to handle guest complaints with a smile!
- Strong English written & verbal skills

\*this job description is to be considered as a general reference of duties and responsibilities for the position as it might change according to ship and cruise line.

Effective: Jan/2020

