



## Beverage

### Sales & Service

A glass or cup is offered with any canned or bottled beverage.

All canned or bottled beverages served with a glass or cup are opened and poured for guests.

All interaction between bar staff and guests involve warm, friendly and gracious service.

Bar staff are available during events and functions to assist and serve guests.

Bar staff are available to serve guests when the venue is open.

Bar staff are upbeat, friendly and knowledgeable.

Bar staff do not handle the rim of glassware, unwrapped straws or garnishes when serving guests.

Bar staff follow up with guests after providing service to ensure satisfaction.

Bar staff greet guests promptly as they enter or are seated in a venue.

Bar staff greet guests warmly and introduce themselves by name if a previous introduction has not taken place unless an exception is noted.

**EXCEPTION:** Introductions by name are not required in the main theater, at casino tables or slots, in the disco or in any situation where a large number of guests are waiting to be served.

Bar staff identify beverages by name when serving guests.

Bar staff inquire about or suggest a specific brand when no particular brand is requested.

Bar staff pro-actively approach guests to offer service.

Bar staff thank guests as they exit a venue and invite them to return.

Bar staff use guest names when known.

Beverage service is prompt throughout the guest's visit to any particular venue.

Beverages are replaced without question if the guest suggests that the beverage has not been delivered as ordered.

Beverages are served as described or as pictured in menus.

Beverages are served as ordered.

Beverages are served using glassware as outlined in beverage guidelines.

Beverages may be purchased by guests or visitors using a valid credit card upon request in any venue.

Beverages offered from a tray are handed to guests rather than taken by guests directly from the tray.

Beverages served indoors are presented with a branded napkin.

Guest checks are accurate and are presented to the guest who provided a SeaPass card.

Guest checks are presented in a check holder with a branded pen unless the venue is equipped with electronic signature capabilities.

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### Venue

Ash trays are available in smoking areas and are not full or overflowing.

Bar menus are available on counters and at cocktail tables in each venue.

Bar menus are clean, in good condition and neatly presented.

Bars, surrounding areas and cocktail tables are clean and well presented.

Cocktail tables are cleared and cleaned promptly.

Remote beverage service areas are clean and well presented.

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### Information & Pricing

Bar staff collecting beverage at the gangway or in the terminal are friendly and informative about the process.

Beverage prices are consistent across all venues.

Prices for pre-mixed beverages served from trays are clearly displayed.