



**JOINERS**  
**SERVICE & BEVERAGE**  
- BEVERAGE KNOWLEDGE

### WINE SERVICE

Wine service is an important part of the dining experience and a professional, skillful approach is required by the staff. The beverage operations in all food areas are the responsibility of the Head Waiters under the supervision of the Maitre d' Hotel and Sommelier.

In order to generate sales, wine, beverages and mineral water must always be offered to passengers prior to filling the glasses with regular ice water. With the integration of food and wine service, these are the guidelines to follow:

- Dining Room Staff must introduce themselves as per standard dining room procedures.
- The wine and beverage order must be taken prior to the food order, unless passenger indicates/wishes otherwise.
- Wine and beverages should be served before or at the latest with the appetizers.
- It is important for the Waiters to understand that it is their prime responsibility to make the sale and take the beverage orders.
- It is the Service Staff's responsibility to collect the beverage orders from the dining room bar/wine pantry and to deliver them promptly to each waiter.
- Each passenger should be approached for lunch or dinner, assuming that wine or beverages will be ordered for that particular meal.
- It is the Service Staff's responsibility to ensure all ice buckets are filled prior to the start of service and replenished between sittings.
- Wine glasses are to be included in the standard set up of the table for dinner.

### SERVING WINES AND CHAMPAGNES

Wine/beverages are served by the Waiter or Junior Waiter from the right side of the passenger (where possible); naming the beverage to confirm it is the correct one.

While presenting the bottle of wine/champagne with the label facing the host, the Waiter will name the wine/champagne to confirm that it is the correct one. Only after the host approves for the wine/champagne to be opened will the Waiter proceed.

# BEVERAGE KNOWLEDGE

## ONBOARD BEVERAGE PROMOTIONS

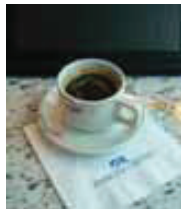
After reading the various promotions you will be familiar with our featured beverages;

- **BUCKETS OF BEER** (\$17): five beers for the price of four. Becks or Dos Equis, Miller Lite, Coors Light
- **COFFEE CARD PROGRAM** (\$24): 15 shots of espresso (mocha, cappuccino, latte, etc.)
- **SODA FOUNTAIN PROMOTION** (\$4.25 per day): unlimited Coca-Cola, Diet Coke, Sprite, tonic or Soda water drinks
- **SIGNATURE COLLECTION** (\$6.95 per drink): featured cocktails
- **TROPICAL DRINK PROMOTION** (\$7.50): only on Embarkation day for the sail away party
- **UKP**: \$9.00 per day +15%



## COFFEE BEVERAGES

**ESPRESSO:** Rich flavor, lingering aroma and caramel-like sweetness. A properly made fresh shot of espresso forms three layers: the Aromatic Crema, the Body, and the dark intense heart. Espresso can be enjoyed alone or as the base of other coffee beverages. A "solo" is a single shot of espresso, while a "Doppio" is a double or two shots of espresso.



**CAPPUCCINO:** a classic European Coffee drink, and is a sensory delight. Consists of:

- A shot of fresh Espresso
- Steamed milk
- Creamy Foam

Cappuccino is made with less milk and more foam than a latte. Cappuccino offers a strong espresso flavor, topped with chocolate powder. A Wet Cappuccino has more milk and less foam, and a Dry Cappuccino is made with foamed milk and little or no steamed milk.



**CAFÉ LATTE:** Made in a similar way to cappuccino, but has more milk.

To layer a Café Latte:

- Pour steamed milk into glass.
- Pour espresso slowly over the back of a spoon through the milk.
- Top off with foamed milk.



**CAFÉ MOCHA:** Richly intense combination of flavors. Café Mocha should be served layered and well-presented. To layer:

- Pour chocolate syrup in bottom of the glass.
- Slowly pour steamed milk over the back of a spoon over the chocolate.
- Pour espresso slowly over the back of a spoon through milk.
- Top with foamed milk.



**FRAPPUCCINO:** A creamy blend of espresso, milk and other flavors, which can be customized to taste. May be served hot or ice.



**AMERICANO:** A shot of Espresso topped with hot water.

**CAFÉ BREVE:** Made in the same way as cappuccino, latte or mocha, but substitutes milk for half & half.

### TEA SERVICE

The following standard tea service procedures will be followed by all Service Staff when servicing orders for tea in the buffet and officer mess.

1. When tea is requested, the Service staff is to offer a choice from Lipton's Premium English Breakfast, Earl Grey, Darjeeling, Chamomile, China Black, Orange Gardens, Mint Soother or Lemon Lane tea, and to inquire whether milk or lemon is preferred.
2. The required tea bag will be placed in a china tea/coffee pot with the string and tag wrapped once around the handle and then boiling water is added. A cup, saucer, and teaspoon will be arranged with the right hand side of the saucer parallel to the handle of the cup. The tea pot will need to be placed on a side plate.
3. The cup and saucer with a spoon will be placed directly in front of the passenger with the handle of the cup facing to the right hand side. The teapot will be placed directly behind the cup and saucer with the handle again facing the right hand side.
4. If milk is required, full fat milk will be served in a milk jug and placed to the right of the teapot on the table with the handle facing the right hand side of the passenger.
5. If lemon is required, two half moon slices of lemon are to be cut to a thickness of approximately 1/4 inch are to be placed on the saucer on the opposite side to the teaspoon one slice overlapping the other, rind facing out.
6. The sugar dispenser containing regular, brown, Equal and Sweet n' Low sachets will be placed on the table to the right of the tea/coffee pot.

### RESPONSIBLE SERVICE OF ALCOHOL

It is the beverage server's responsibility to ensure that the legal minimum drinking age of 21 years old is adhered to at all times by passengers and fellow crew.

For all beverage transactions, the following steps must be complied with at all times. Any beverage server found to be in breach of the following items, may be liable to disciplinary action, which may include dismissal.

When taking an order, the passengers ID card must be collected and swiped through the POS when placing the order at the bar. No order should be executed without swiping the passenger ID card.

When taking an order, the passengers ID card must be visually checked to ensure that the letter 'A' appears in the bottom right corner of the card. The server must also check that the card matches the gender of the passenger. If there is any doubt that the bearer of the card is not the actual owner of the card, secondary ID must be requested.

## BEVERAGE KNOWLEDGE

In any circumstance where the beverage server still has doubt about a passenger's age the beverage server should always ask for secondary identification. Acceptable IDs are a driver's license, passport, military ID cards. No other forms of ID should be accepted.

Should a beverage server suspect that a passenger of legal drinking age is attempting to purchase an alcoholic beverage for an underage passenger, the server must request the ID of both parties involved.

It is against company regulations to serve a person who is intoxicated. Whenever serving liquor to consenting adults, it is the beverage servers' responsibility to look for signs of intoxication. Such signs are, but not limited to: crude behavior, loud and boisterous behavior, spilling of drinks, dozing while sitting at bar or table, swaying, complaining about the strength of the drink, slurred speech.

When refusing alcohol service, obtain agreement from your supervisor or notify security before refusing service, time and circumstances permitting.

- If for some reason you cannot contact your supervisor immediately, ensure they are contacted as soon as possible afterwards.
- Notify the Bartenders/Bar Supervisors in all other locations.
- Be polite and avoid arguments.
- If appropriate, offer non-alcoholic beverages.
- Never call the passenger a "drunk."
- Warn them politely if their behavior is inappropriate.
- Never raise your voice. Never be persuaded to give them "one last drink" after you have stated they have had enough.

Once a passenger has been refused alcohol service, it is the responsibility of the supervisor who received the report to ensure the incident is recorded. The incident must be recorded in the Service Refusal log book kept in each bar as well as relayed to the First Purser Admin or Night Manager who will create a focus file on the incident. The First Purser Administration or Night Manager must also make the necessary notations in the passenger's folio to ensure no further alcoholic beverages can be purchased on that particular cruise ID card.

Whenever a passenger has been refused alcohol service, the name and folio details of the passenger has to be circulated to all bars and all bartenders to ensure the person is not served alcohol in a different location. It is the responsibility of the Supervisor that received the initial report to ensure that the personal details are circulated.

Legal drinking age requirements are as follows:

**SHIPS OPERATED BY PRINCESS = 21 YEARS OF AGE.**



**JOINERS**  
**SERVICE & BEVERAGE**  
- ADVANCED BEVERAGE  
KNOWLEDGE

## PRINCESS CRUISES BAR PRODUCTS

The following information is a guide to the various spirits, liqueurs, beers and wines by the glass served onboard our vessels. You should be aware of the beverages being served. With this information, you will be comfortable recommending products and up-selling premium liquors to our passengers.

**WHISKY AND WHISKEY:** Whiskey is the usual American spelling, especially for beverages made in the U.S and Ireland, while Whisky is the spelling for Canadian and Scotch beverages.

- Scotch Whisky (blended)
- Dewars
- J&B Rare
- Johnnie Walker (Red, Black and Blue)
- Chivas Regal
- Chivas Royal
- Glenfiddich

The most popular brands of Canadian Blended Whisky are Crown Royal, Canadian Club and Seagram's V.O.

**BOURBON:** Darker than scotch.

- Jack Daniels
- Jim Beam
- Wild Turkey
- Southern Comfort

**VODKA:** Clear spirit sold either plain or flavored.

- Absolut
- Absolut Citron
- Absolut Kurant
- Absolut Raspberry
- Absolut Vanilla
- Sky
- Stolichnaya
- Grey Goose

**GIN:** Flavored from juniper berries. English gins are generally more flavorful and considered superior to American gins.

- Beefeater
- Tanqueray
- Bombay Sapphire

# ADVANCED BEVERAGE KNOWLEDGE

**RUM:** Made from sugar cane juice or molasses. Popular types include:

- Bacardi (151 and Limon)
- Myer's Dark Rum
- Captain Morgan's Spiced Rum
- Cruzan Coconut Rum

**TEQUILA:** Made from the blue agave plant, which flourishes in Mexico.

- Cuervo (1800 Gold and Gold)
- Patron (Citronge and Silver)

**COGNAC/BRANDY:** Best aged up to 50 years.

- Courvoisier (V.S.O.P. and Napoleon)
- Remy Martin (V.S.O.P. and X.O.)

**PORT/SHERRY:** Port is a natural, rich, fortified wine made from grapes grown in Portugal. Sherry is a blended fortified wine produced in Spain.

- Sandeman's (Ruby Port and 20 Year Old Tawny Port)
- Tio Pepe Sherry
- Harvey's Bristol Cream Sherry
- Dry Sack Sherry

**APERITIFS:** Commonly known as pre-dinner drinks, made in Italy and France.

- Campari
- Pernod
- Pimms No 1
- Fernet Branca
- Dry Vermouth
- Sweet Vermouth
- Bianco Vermouth

**LIQUEURS:** Sweet in flavor; four different kinds - fruits, nuts, dairy, herbs. Liqueurs can be served over ice, in a shooter, or combined with other spirits. Liqueurs are commonly drunk after the meal.

- Amaretto
- Brogans Irish Cream
- B & B
- Blackberry Brandy
- Blue Curacao
- Cherry Brandy
- Crème de Banana
- Crème de Cacao (white and dark)
- Chambord
- Crème de Cassis
- Crème de Menthe (white and green)
- Cointreau
- Drambuie
- Frangelico
- Grand Marnier
- Jagermeister
- Kahlua



- Melon Liqueur
- Peach Schnapps
- Peppermint Schnapps
- Sambuca
- Triple Sec

**BEERS:** Domestic Beers – made in the United States

- Budweiser
- Bud Light
- Miller Genuine Draft/Miller Light
- Coors/Coors Light
- Michelob

**IMPORT BEERS:** made in other countries and delivered to the United States

- Grolsch
- Dos Equis
- Bass Ale
- Guinness Stout
- Fosters
- Becks
- Stella Artois



# JOINERS SERVICE & BEVERAGE

- BEVERAGE/ COCKTAIL  
ABBREVIATIONS

# BEVERAGE/ COCKTAIL ABBREVIATIONS

Liqueur of the Day	LOD
Orange Juice	OJ
Pineapple Juice	PJ
Grapefruit Juice	GJ
Tomato Juice	TJ
Cranberry Juice	CRAN J
Coke	CK
Diet Coke	DT/CK
Tonic	T
Soda	S
Ginger Ale	GA
Sprite	SPR
Diet Sprite	D/SPR
Water	W

## MIXED DRINKS

MIXED DRINK	ABBREVIATION
Vodka Tonic	V/T
Scotch & Water	SC/W
Gin & Orange	G/OJ
Bacardi Coke	BAC/CK
Bourbon & Soda	BOUR/S
Canadian Club & Ginger Ale	CC/GA
Dark Rum & Coke	MYERS/CK
Vodka & Sprite	V/7
Gin & Tonic	G/T
Vodka & Diet Coke	V/DT/CK
Martini	TINI
Vodka Martini	V/TINI

## MIXED COCKTAILS

MIXED COCKTAILS	ABBREVIATION
Brandy Alexander	ALEX
Daiquiri	DAQ
Banana Daiquiri	BAN DAQ
Strawberry Daiquiri	STR DAQ
Grasshopper	GRASS
Gimlet (Gin)	GIM
Gimlet (Vodka)	V/GIM
Manhattan	MAN
Old Fashioned	O/FASH
Margarita	RITA
Screwdriver	SCREW
Tom Collins	T/COLL
Whiskey Sour	W/SOUR
Fuzzy Navel	FUZZY
Love Boat	LOVE
Berried Treasure	B/TRES
Banana Fo Fana	FO/FANA
Amaretto Rose	AMO/ROSE
Long Island Iced Tea	LIIT
Electric Lemonade	ELEC/LEM
Pina Colada	PINA
Chocolate Banana	CHOC/BAN
Rum Punch	R/PUNCH
Bloody Mary	B/M
Bloody Caeser	CAESER
Greyhound	GREY
Black Russian	B/RUSS
White Russian	WHT/RUSS
Singapore Sling	SLING
Tequila Sunrise	TEQ SUN
Virgin Pina Colada	V/PINA

## COMMON COCKTAIL ABBREVIATIONS

Abbreviations should always be used. If in doubt, write the whole order out. Speed with abbreviation usage is important, but being able to understand and read abbreviations is vital. The following abbreviations must be known and learned by all members of the bar personnel.

ITEM/DESCRIPTION	ABBREVIATION	ITEM/DESCRIPTION	ABBREVIATION
Scotch Whisky (House)	SC	Bombay	BOMB
Dewars	DEW	White Rum	W/RUM
Cutty Sark	CUTTY	Bacardi	BAC
J & B	JB	Myers's Dark Rum	MYERS
Chivas Regal	CHIV	Tequila	TEQ
Johnnie Walker Red	JWRL	Brandy (House)	BR
Johnnie Walker Black	JWBL	Napoleon Brandy	NAP
Glenfiddich	GLEN	Courvoisier V.S.O.P.	COUR VSOP
Jameson	JAMES	Remy Martin	REMY
Royal Salute	ROY SAL	Remy Martin X.O.	XO
Jim Beam	BEAM	Dry Vermouth	DRY VERM
Bourbon (House)	BOUR	Sweet Vermouth	SWT VERM
Jack Daniels	JD	Dubonnet	DUB
Wild Turkey	TURK	Campari	CAMP
Crown Royal	CROWN	Amaretto	AMO
Southern Comfort	SO CO	Bailey's Irish Cream	BAIL
Canadian Club	CC	Cointreau	COIN
Seagrams V.O.	VO	Creme De Menthe Green	CDMG
Seagrams 7	7	Creme De Menthe White	CDMW
Vodka (House)	V	Drambuie	DRAM
Smirnoff	SMIRN	Frangelico	FRAN
Stolichnaya	STOLI	Grand Marnier	G/MARN
Absolut	ABS	Kahlua	KAH
Grey Goose	Grey.g	Tia Maria	TIA
Grey Goose Orange	Grey.g.o	Crème De Cacao Dark	CR/DE/CAC/DK
Gin (House)	G	Crème De Cacao White	CR/DE/CAC/WH
Beefeater	BEEF	Drink of the Day	DOD
Tanqueray	TANQ	Mocktail of the Day	MOTD

## BEVERAGE/ COCKTAIL ABBREVIATIONS

## WINES

WINES	ABBREVIATION
House White	WW
House Red	RW
White Zinfandel	WHT/ZINF
Cabernet Sauvignon	CAB/SAV
Chardonnay	CHARD
Pinot Noir	PN
Sauvignon Blanc	SAV/BL
Champagne	CHAMP
By the Glass	(g) WHT/ZINF
By the Bottle	(BTL) CAB SAV SYL

## OTHER INFORMATION

OTHER	ABBREVIATION
On the Rocks (With Ice)	R
Easy Ice	ER
Straight Up (No Ice)	*
Tall Glass	T
Double Measure	LGE or DBLE
Virgin (No Alcohol)	V
No Glass	N
No Salt	N/S
Perfect (Equal Amounts Swt & Dry Verm)	PER
Sweet	SWT
Soda Back	S/B
Water Back	W/B
Frozen	FR
Sport Bottle	SP/B
Medium	MED
Large	MEGA

## SIGNATURE COLLECTION

COCKTAIL	ABBREVIATION
Beverly Hills Iced Tea	B.H.I.T
Caipirinha	CAIP
Mojito	MOJO
Passion Daquiri	PASS.DAQ
Passionada	SIONADA
Raspberry Martini	RASP.TINI
Raspberry Fizz	RASP.FIZZ
Raspberry Mojito	R.MOJO
Ultimate Cooler	U.COOL
Watermelon Martini	MELON TINI
Passionate Bellini	PASS. BELLINI
Rossini	ROSSI
Berry Banana	B.BANANA
Key West Cooler	K.WEST
Peninsula	PEN
Tropical Blend	T.BLEND

## BEVERAGE/ COCKTAIL ABBREVIATIONS