



RCL Cruises Ltd.

(manual section is applicable for above companies)

**JOB DESCRIPTION MANUAL -
HOTEL OPERATIONS CELEBRITY
Chapter 5 - Position Description
Shipboard - Housekeeping**

Revision 32 : July/25/2011

5.09 Pantry Attendant

Position Title: Pantry Attendant

Reports To: Assistant Chief Housekeeper

Direct Reports: N/A

Effective Date: April 2005

POSITION SUMMARY

Provides food service including breakfast to guests in their staterooms and/or various venues by performing the following essential duties and responsibilities.

ESSENTIAL DUTIES & RESPONSIBILITIES

Celebrity Cruises expects each shipboard employee to consistently exemplify the principles of the STAR Program's Credo to all team members. In addition, all duties and responsibilities are to be performed in accordance with ISM/ISO and SQM standards, USPH guidelines, Environmental, and Safety policies.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

It is every employee's responsibility to conduct oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and crewmember areas.

1. Ensures efficient and seamless service delivery of all meals and beverages to guests in their staterooms.
2. Learns and uses appropriate food and wine terminology and pronunciation, to enhance the guest's dining experience. Becomes familiar with menu descriptions, ingredients and wine lists in order to discuss items appropriately with guests.
3. Obtains linen, silverware, glassware, and china to set stateroom service trays. Assembles

promotional materials for service trays and staterooms.

4. Greets guests appropriately when delivering room service order. Follows all established security and guest privacy procedures when delivering to staterooms. Observes guests to anticipate their needs and responds to any additional requests.
5. Relays order to galley as required and serves courses from galley and beverages from various locations.
6. Retrieves all service trays from the staterooms and corridors at the completion of the meals. Returns trays to the pantry and clears food and linen from dishes and trays and places items in dishwasher and bins. Maintains the cleanliness of work areas and follows proper washing and sanitation of, equipment, dishes, glasses and silverware, etc. Utilizes proper USPH sanitation procedures at all times and practices careful handling of all Galley equipment so as to avoid damage through neglect or carelessness.
7. Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and crewmembers with inquiries.
8. Attends meetings, training activities, courses and all other work-related activities as required.
9. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

FINANCIAL RESPONSIBILITIES

Financial responsibilities for budget, expenses and/or achievement of revenue targets.

- This position is responsible for indirect cost containment through the proper preparation, handling and service of stateroom service trays containing food, beverage and dishware.

MOTIVATIONAL RESPONSIBILITIES

People management responsibilities to ensure optimal performance of the function.

- This position does not have supervisory responsibilities.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- One to two years previous experience with food and/or beverage service and kitchen maintenance, preferably in an upscale hotel, resort or cruise line (shipboard experience preferred).

- Knowledge of public health standards.
- Ability to apply customer service skills, according to Company policy, when interacting with guests and coworkers.
- Ability to perform basic math functions with regard to meal count procedures.
- Completion of high school or basic education equivalency preferred.

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following:

- Completion of two to three contracts in a related guest contact shipboard position with a performance rating of satisfactory or above.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- Ability to speak additional languages such as Spanish, French or German preferred.

Physical Requirements:

- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

Related Entries:

END OF SECTION