



RCL Cruises Ltd.

(manual section is applicable for above companies)

HUMAN RESOURCES

Revision 63 : August/09/2011

Chapter 8 - .21 Restaurant Operations

8.21.18 Mess Attendant

Position Description

Position Title: **Mess Attendant**

Revised Date: 07/11/2007

POSITION SUMMARY

Provides food service in the Crew, Officers and Staff dining room and/or various venues by performing the following essential duties and responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

All duties and responsibilities are to be performed in accordance with Royal Caribbean International's Gold Anchor Standards, SQM standards, USPH and HACCP guidelines, environmental, and work place safety policies and procedures. Each shipboard employee may be required to perform all functions in various food and beverage service venues throughout the ship.

In accordance with Royal Caribbean International's philosophy of *Anchored in Excellence*, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.

1. Learns and uses appropriate food and beverage terminology and pronunciation to enhance the dining experience. Becomes familiar with menu descriptions and beverage lists in order to discuss items appropriately with Officers and Staff.
2. Obtains tableware and equipment to set tables. Arranges settings on tables, per Gold Anchor Standards when applicable.
3. Relays order to galley as required and serves courses from galley and beverages from various locations.
4. Manages food stations, etc. Garnishes and decorates dishes and required prior to

- serving. Ensures availability of appropriate serving utensils.
5. Enters food and beverage orders in the point-of-sale system.
 6. Maintains assigned station, including table pieces and chairs in a clean and orderly manner.
 7. Observes guests to anticipate their needs and responds to any additional request and to determine when the food and beverage service has been completed.
 8. Carries dirty dishes from dining room to kitchen. Wipes table tops and chairs with damp cloth. Replaces soiled table linens and sets tables with silverware and glassware.
 9. Maintains cleanliness and appearance of their working area in accordance with all USPH and company standards.
 10. Attends meetings, training activities, courses and all other work-related activities as required.
 11. 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.

QUALIFICATIONS

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

Hiring Requirements:

- Two to three years previous food and beverage experience, preferably in a 4 or 5 star restaurant, hotel or cruise ship.
- Ability to apply customer service skills according to Royal Caribbean International's Gold Anchor Standards when interacting with guests and coworkers.
- 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:

- Fulfill all requirements as stated in "Chart Your Course" or meet minimum external requirements.
- Completion of one full contract with a performance rating of satisfactory or above.
- No written warnings on file within the past 12 months.
- Must successfully complete the process for a shipboard job application.

Language Requirements:

- Ability to pass ISF Marlins Test level 2
- 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.
- Evidence of English ability must be demonstrated to a minimum Category 3 level by ISF Marlins English Language test (score 65% or above).

Physical Requirements:

While performing the duties of this job, the shipboard 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. 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.

Related Entries:

END OF SECTION