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RCL (UK) LTD.

(manual section is applicable for above companies)

**GUEST SERVICES****Revision 6 : December/22/2008****Chapter 4 - Position Descriptions****4.07.01 International Ambassador****Position Description**Position Title: **International Ambassador**Effective Date: **12/11/01****POSITION SUMMARY**

Manages the FluentSeas program onboard the vessel to provide language assistance and translation to non-English speaking guests in order for them to understand and enjoy all aspects of the cruise experience.

**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 guidelines, environmental and safety policies. Each shipboard employee may be required to perform all functions in various venues and 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 with guests or fellow shipboard employees and/or in the presence of guests and in crew areas.

1. Manages and coordinates the FluentSeas program throughout all service related departments onboard the vessel. This includes coordinating the distribution of in-stateroom materials and all in-language notices prepared for guests.
2. Assists guests with translating spoken passages, documents,