



RCL Cruises Ltd.

(manual section is applicable for above companies)

HUMAN RESOURCES

Chapter 8 - .11 Guest Activities

Revision 63 : August/09/2011

8.11.12 Youth Staff

Position Description

Position Title: **Youth Staff**

Revised: 02/14/2008

POSITION SUMMARY

Organizes and leads youth activities, ages 6 months -17 years, in designated activity centers, assigned areas and throughout the vessel 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 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 guest contact and crew areas.

1. Participates in embarkation procedures by disseminating information regarding the Adventure Ocean Program, Youth Evacuation Plan, and directing and escorting guests to staterooms.
2. Determines the activities to initiate based on the ages and the needs of the children assigned to participate in the scheduled activity. Organized and leads a variety of established age appropriate activities. The established programs are as follows:
 - o The Royal Babies (6-18 months) and Royal Tots (18-36 months) Playgroups

- by Fisher Price® for parents and their youngest cruisers; Age-appropriate activities that combine skill-building with storytelling, creative arts, music, and Fisher Price® toys.
- o The Aquanaut Program (3-5) offers Sail into Storytime, Adventure Science, Adventure Art, Adventure Theater and specific theme sessions such as Pirate Night, Pajamarama Movie Night, and Animal Kingdom. As well, it offers a variety of both active and passive games.
 - o The Explorer Program (6-8) offers Adventure Science, Adventure Art, Adventure Theater and specific theme sessions such as Pirate Night, Rock n' Roll Party and Extreme Olympics. The Program also offers games and activities to encourage the children to work together and meet new friends.
 - o The Voyager Program (9-11) offers a variety of activities and games that are designed to encourage participation in a fun atmosphere. Adventure Science, Adventure Art, Adventure Theater, scavenger hunts, sporting activities and specific theme sessions such as Survivor Night, Gladiator Night and Rock n' Roll Party are also offered.
 - o The Teens 12-14 and the Teens 15-17 offer activities and events that are hosted by the Youth Staff. These programs can include Nightclub, a Pool Party, Karaoke, sporting activities, icebreaker activities, Battle of the Sexes and Scavenger Hunts.
3. Acts as a role model for the youth with regard to leadership, friendliness, diplomacy, honesty, fair play, sportsmanship and open-mindedness. Exercises discretion and good judgment when interacting with the children. Maintains a constant awareness of the children's whereabouts and their safety. Intervenes when a conflict arises or when a child needs extra attention or assistance in order to enjoy the activities. Responds to any type of emergency.
 4. Directs children in eating, resting, and toileting.
 5. Helps children develop habits of caring for own clothing and picking up and putting away toys and books.
 6. Maintains discipline within assigned group to ensure safety precautions are followed.
 7. Serves meals and refreshments to children and regulates rest periods.
 8. Communicates with parents in a tactful and courteous manner to generate a high level of comfort. Acts as liaison between the Youth Activities Manager and the parents.
 9. Keeps current on children trends regarding music, dance crazes, fads, computer games, reading materials and physical activities.
 10. Organizes teen-related activities. Performs Disc Jockey duties for teen parties. Operates audio equipment to play music and keeps inventory of music library.
 11. Assists youth of all ages with computer operation, instruction and navigation, etc.

12. Participates in maintaining a clean working environment including the inventory of equipment and supplies. Notifies the Youth Activities Manager when repairs or replacement is needed.
13. Assists the Youth Activities Manager in planning, organizing and implementing entertaining and educational programs for all ages 6 months -17 years.
14. Follows the detailed safety and security measures of the Youth Evacuation Plan in the even of an emergency while children are under the supervision of the Youth Staff. Utilizes good judgment and pays close attention to all details when escorting children to the parents or guardians in the assigned muster stations.
15. May participate in a variety of activities associated with Shore Excursions, Cruise Programs and/or the Sports Deck.
16. Prepares a variety of reports and letters utilizing personal computer system and equipment.
17. Attends meetings, training activities, courses and all other work-related activities as required.
18. 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:

- Bachelor's degree in education, recreation or related field from an accredited university or college or the international equivalent.
- Three to five years experience working with large groups of youths ages 6 months -17 years.
- Experience working in school sponsored youth groups, YMCA, camps or similar positions preferred.
- Infant and child CPR certification and life saving certification from the American Red Cross or similar certifying organization **preferred**.
- Ability to mediate, diffuse and/or resolve problems and negotiate resolutions.
- Ability to design creative activities while containing costs.
- Working knowledge of computers, internet access and the ability to navigate within a variety of software packages such as Excel, Word and Power Point.

Internal Candidate Requirements:

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

- Completion of one full contract with a performance rating of satisfactory or above.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to communicate in English tactfully with guests or parents to mediate, diffuse an/or resolve problems and negotiate resolutions.
- 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 coworkers.
- Ability to speak additional languages such as Spanish, French or German preferred.

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 up to 50 pounds.

Related Entries:

END OF SECTION