



RCL Cruises Ltd.

(manual section is applicable for above companies)

HUMAN RESOURCES

Revision 63 : August/09/2011

Chapter 8 - .21 Restaurant Operations

8.21.15 Room Service Attendant

Position Description

Position Title: Room Service Attendant

Revised Date: 07/11/2007

POSITION SUMMARY

Provides food service to guests in their staterooms 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. Ensures efficient and seamless service delivery of all meals 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 and wine lists in order to discuss items appropriately with guests.
3. Obtains linen, silverware, glassware, and china to set stateroom service trays.

4. Arranges settings on stateroom service trays, per Gold Anchor Standards.
5. Greets guests appropriately when delivering room service order, per Gold Anchor Standards. Observes all established security and guest privacy procedures when delivering to staterooms.
6. Presents both food and beverage to guests; suggests menu courses, appropriate wines, and answers questions regarding menu and wine selections, per Gold Anchor Standards. Makes recommendations to entice guests while meeting management goals to reduce particular inventory stock.
7. Relays order to galley as required and serves courses from galley and beverages from various locations.
8. Garnishes and decorates dishes as required prior to serving.
9. Enters food and beverage orders in the point-of-sale system.
10. Observes guests to anticipate their needs and responds to any additional requests.
11. Take ownership of maintenance in Guest Corridors when appropriate.
12. Maintains cleanliness and appearance of their working area in accordance with all USPH and company standards.
13. Attends meetings, training activities, courses and all other work-related activities as required.
14. 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:

- One year previous waiter experience, preferably in a 3 or 4 star restaurant.
- Ability to apply customer service skills, according to Royal Caribbean International's Gold Anchor Standards, 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:

- Must have previously served as a Mess Attendant, meet Café Attendant competencies, and fulfill all requirements as stated in "Chart Your Course."
- 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.

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 lbs.

Related Entries:

END OF SECTION