



RCL Cruises Ltd.

(manual section is applicable for above companies)

HUMAN RESOURCES

Revision 63 : August/09/2011

Chapter 8 - .21 Restaurant Operations

8.21.16 Telephone Operator - Room Service

Position Description

Position Title: Telephone Operator - Room Service

Revised Date: 03/01/2004

POSITION SUMMARY

Operates the room service switchboard to take room service orders in a timely and accurate manner 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. Operates switchboard equipment to answer room service questions and takes room service orders. Provides guests with information and handles special requests. Organizes orders and relays orders to service personnel to prepare orders.
2. Calls guests to ensure satisfaction with delivery and food quality. Tracks delivery times and guests' comments.
3. Responds to guest complaints in a considerate, professional and positive manner by showing concern and listening actively. Takes ownership of guest concerns, by following-up and ensuring complaints are resolved to the guest's satisfaction.

Maintains Guest Resolution Log.

4. Keeps Room Service Supervisor and/or supervising Head Waiter informed of potential problems or issues.
5. Maintains telecommunications area in an organized and orderly manner. Ensure equipment is operational; reports and tracks maintenance issues.
6. Attends meetings, training activities, courses and all other work-related activities as required.
7. 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:

- Minimum one year experience in a customer contact position within the food, beverage, hotel or related industry.
- Ability to operate and answer a telephone switchboard console.
- Proven customer service skills to interact appropriately with guests in a considerate, professional and positive manner by showing concern and listening actively.
- Ability to communicate tactfully with guests, department heads and shipboard employees to resolve problems and negotiate resolutions.
- Ability to operate basic office equipment, including telephones, computers and copy machines.
- 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 one contract 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 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