



(manual section is applicable for above companies)

HUMAN RESOURCES
Chapter 8 - .12 Guest Services

Revision 160 : July/20/2019

8.12.08 International Ambassador

Position Description

Position Title: **International Ambassador**

POSITION SUMMARY

Manages the **international** 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 The Royal Way, 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 **international** 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, and other material from one language to another. Provides consecutive or simultaneous translation between languages. As schedule permits visits international guests during dinner to provide assistance..
3. **Prepares** all varieties of documents and announcements including the daily *Cruise Compass* in the five core languages utilizing the **professionally translated copy deck**. Reviews and ensures the accuracy of all materials distributed to guests.

4. Attends desk hours in the designated area. Provides a variety of translation and interpretation services for guests requiring language assistance. Answers inquiries, offers suggestions, and provides descriptive literature in various languages pertaining to shore excursions, onboard activities, entertainment, etc. **as provided by onboard divisions and Marketing.**
5. Identifies shipboard employees who speak other languages which may be required to assist guests with translation.
6. **Makes announcements in the appropriate core languages** over the public announcement system.
7. Serves as host and/or **verbal** translator for any type of event or activity with a large number of non-English speaking guests. This includes but is not limited to, the Welcome Aboard Show, Farewell Show, Cruise Staff Cocktail Shows, out island activities, charters, affinity, promotional, **and** incentive **groups**, presentations, and various theme night arrangements.
8. Works closely with the Guest Services staff with all aspects of Customs and Immigration during the embarkation and debarkation process. Conducts individual or group presentations to international guests regarding the arrival and departure procedures. Disseminates information, directs and escorts guests to staterooms and or exits. May provide translation for Customs and Immigration Officers.
9. Prepares a variety of reports and letters utilizing **company's** computer system and equipment.
10. As a member of the Guest Services staff, performs a variety of duties associated with the department, this does not include responsibilities of cash or securities.
11. Attends meetings, training activities, courses and all other work-related activities as required.
12. 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:

- Ability to speak, read and write English, **with an additional language mix from four of the following: Spanish, German and French Italian, and Portuguese.** A language proficiency test may be required.
- Customer service experience utilizing multi-languages in a hospitality industry preferred.
- Proven customer service multi-lingual 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 utilize customer service skills by exercising authority and discretion to satisfy guests in a manner consistent with Royal Caribbean International's The Royal Way.
- Working knowledge of computers, internet access, and the ability to navigate within a variety of desktop publishing software packages. A skills test may be required.
- Bachelor's degree in hospitality management, business administration or related field from an accredited college, university or the international equivalent preferred.

Language Requirements:

- Ability to speak the languages stated above clearly, distinctly, and cordially with guests.
- Ability to read and write **any combination of English plus 4 languages as** stated above. 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 pounds.

Related Entries:

Related Chapters:

END OF SECTION