



(manual section is applicable for above companies)

**HUMAN RESOURCES**  
**Chapter 8 - .12 Guest Services**

**Revision 202 : April/19/2023**

**8.12.09 International Guest Service Host**

**Position Description**

Position Title: **International Guest Services Host**  
**Date: 04/06/22**

**POSITION SUMMARY**

The **International Guest Services Host** is a hybrid role of the **Guest Services Officer** and **International Ambassador**. The **host** provides specific language assistance and translation so our non-English speaking **guests** may understand and enjoy all aspects of their cruise vacation.

As a support role within **Guest Services**, this position will share many of the same responsibilities as our **Guest Services Officers** by providing foreign language assistance through front desk operations. The **International Guest Services Host** will also create and execute **hosting** opportunities in foreign languages when deemed necessary by the **Guest Services Manager**.

Although this position is procured specifically to assist our non-English speaking **guests**, the **International Guest Services Host** is also expected to assist our English-speaking **guests** in the same caring manner.

This position will be scheduled throughout the fleet, where the most core language assistance is required. The **International Guest Services Host** may also rotate around the fleet as needed.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

All duties and responsibilities are to be performed in accordance with Royal Caribbean **International's** The ROYAL WAY, SQM Policies and Procedures, USPH guidelines, environmental, and safety policies. Each shipboard employee may be required to perform all functions in **service** various venues throughout the ship.

In accordance with Royal Caribbean International's philosophy of The ROYAL WAY (Friendly, Passionate, and Committed), each employee shall conduct oneself in a professional and courteous manner. This applies to physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.

The International Guest Services Host will assist with the international program throughout all service-related departments onboard the ship. This includes and is not limited to:

- Provides consecutive or simultaneous interpretation services for guests requiring language assistance.
- Demonstrates a strong written command of the applicable languages to review professionally translated material or documents provided to the ship. At times, minor edits may be required for ship or itinerary specific collateral.
- Translates announcements over the public address system.
- Upon division head request, serves as host and/or verbal translator for any type of event or activity with many non-English speaking guests.
- Holds desk hours either at a front desk workstation clearly marked with languages spoken or in a location suitable for international guest assistance. Desk hours can be used to answer guest inquiries, recommend shows and entertainment, and provide descriptive information regarding shore excursions, onboard activities, entertainment, and other onboard programs and promotions, etc.
- Cash handling and manages a cash float
- Escorts guests on shore excursion tours to assist the non-English speaking guests.
- Conducts gangway and/or dining room visits to socialize with non-English speaking guests. Be visible and available to offer language assistance.
- Works closely with the Guest Services staff for all aspects of Customs and Immigration during the boarding and departure process. May provide translation for Customs and Immigration Officers.
- Must always practice sound and prudent business sense and high professional ethics. Maintains guests' confidence and protects organization's reputation by keeping guest and company information confidential.
- Perform any duties as set forth by the Guest Services Manager, such as working the Guest Services desk, liaising with guests, assisting with any established procedures within the Guest Services division and actively providing support as the business needs dictate.
- Attends meetings, training activities, courses and all other work-related activities as required.
- 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 utilize proven multilingual customer **service** skills by exercising authority and discretion to satisfy **guests** (some of whom will require high levels of discretion, patience, tact, and diplomacy) in a manner consistent with Royal Caribbean **International's** The Royal Way.
- Ability to speak fluently and distinctly in English, plus at least two additional languages such as Spanish, Italian, French, German, or Portuguese. Additional language mix may also be one of the following: Japanese, Korean, Finnish, Swedish, Danish, Chinese and Russian. A language proficiency test may be required.
- Ability to read and write English fluently, plus have a strong reading/writing comprehension of the two additional core languages stated above.
- Working knowledge of computers with e-mail and business-related software knowledge to operate all office equipment and ability to perform basic math functions regarding product and **service** pricing
- Minimum two years front of house managerial/operational experience in a hotel, cruise line or hospitality industry related field preferred or bachelor's degree in hospitality management, business administration or related field from an accredited college, university or the **international** equivalent preferred.
- Flexibility to manage change and ability to work positively and cooperatively in a diverse team environment to meet overall established timeframes for the **Guest Services** division operation
- Should harbor a flexible outlook towards placement throughout the fleet, considering changing fleet-wide operational business needs.

### **Internal Candidate Requirements:**

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

- Two completed contracts in a front of house position on any ship(s) within the Royal Caribbean fleet
- Previous contract completion 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 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 fluently speak, read and write at the level stated above two additional languages such as Spanish, Italian, French, German, or Portuguese. Additional language mix may also be one of the following: Japanese, Korean, Finnish, Swedish, Danish, Chinese and Russian. A language proficiency test may be required.

**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 lifesaving 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**