

## ROOM SERVICE ATTENDANT JOB DESCRIPTION

### POSITION SUMMARY:

Providing prompt and efficient service and creating a pleasant in-suite dining experience, by delivering a superior 24-hour In Suite Dining service, and ensuring friendly, courteous and professional service reflects the luxurious nature of our company.

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. Employees may be required to perform any other job-related duties assigned by their supervisor or management. All duties and responsibilities are to be performed in accordance with the Company's Safety, Quality and Environmental standards.

### RESPONSIBILITIES:

- Ensuring that adequate stocks/supplies are provided within station to enable a smooth, prompt and professional service at all times.
- Ensuring that own section is ready for service on time.
- Provides personalized service always with a smile (remembers guests' names and preferences).
- Answering the Room Service phone promptly and in accordance with company standards.
- Accurately maintain the Master Key Log every time when key is used.
- Must be fully knowledgeable about the menus and able to describe the food selection.
- Being knowledgeable and conversant about beverages polices.
- Deliver any orders assigned to room service: fruit baskets, letters, cabin decorations, VIP deliveries, etc.

---

Calle Porta 170 Of. 609 Miraflores - Lima - Perú. Telef.: (+51) 959 959 634

- Ensuring that all deliveries are made according to timescales set and that the guests are satisfied with speed of service.
- Maintaining food presentation and temperature control of all orders at all times.
- Meeting, greeting and providing world class and consistent service for a seamless room service experience.
- Arranging the food in the suite in accordance with Guests preference and company standards.
- Ensuring that during service/and or when instructed all suites/decks are clear of dirty trays.
- Communicating compliments and complaints to supervisor so that issues may be resolved promptly and efficiently.
- Handles all ship' equipment with utmost care and reports any faulty/broken equipment.
- To project a favorable image of the company, to promote its aims and objectives and foster and enhance public recognition and acceptance of all its areas and endeavor.
- Aware of all events and activities on the ship at all times.
- To achieve the primary objectives of the position and comply with the above mentioned accountabilities in a timely and efficient manner in accordance with company policies.
- Guaranteeing safety, hygiene and sanitation practices are present at all times, maintaining cleanliness of all areas up to USPH and company' s standards, policies and procedures.
- Must be acquainted with the standard procedures policy when guest is in isolation.

---

Calle Porta 170 Of. 609 Miraflores - Lima - Perú. Telef.: (+51) 959 959 634

- Must be familiar regarding VIP guest, back to back guest and guest with special dietary request.
- Must be aware of the beverage package procedure.

#### REQUIREMENTS:

- Some experience in a food preparation/service position in an upscale hotel, resort, cruise ship or convention banqueting service (shipboard experience preferred).
- Ability to effectively deal with internal and external guests, some of whom will require high levels of discretion, patience, tact and diplomacy.
- Knowledge of principles for providing exemplary customer service including problem resolution and achievement of quality service standards.
- Must enjoy working with the public in a busy, active and sometimes noisy environment.
- Be able to work with international team members.

#### LANGUAGE REQUIREMENTS:

- Excellent ability to speak English clearly, distinctly and cordially.
- Excellent ability to understand, read and write English in order to interpret written procedures, policies and manuals. 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

---

Calle Porta 170 Of. 609 Miraflores - Lima - Perú. Telef.: (+51) 959 959 634

include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

- Extensive travel from ship to ship with varying accommodations and resting opportunities require good health. Active management of health through diet and exercise is a key for prolonged success in the position.
- 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. The employee must have the ability to lift and/or move up to 50 pounds.

#### LEADS WITH PASSION, DRIVE AND ENERGY

- Promotes team unity at all levels within the Team and collaborates well with shipboard and shore side management.
- Shows motivation to learn and grow in the department.

#### ACTS WITH INTEGRITY

- Creates a climate of trust, mutual respect, and a professional image.
- Maintains guests' and employee confidence and protects the organization's reputation by keeping guest and company information confidential. Enhances department and company reputation by accepting ownership and accomplishing a diversity of requests while exploring opportunities to add value to job accomplishments.

#### RESPONSIBILITIES:

- Maintain complete knowledge of all menu items, cooking methods and beverage selections available in the assigned outlet.
- Deliver food from the galley to restaurant stations. Replenish water, bread, butter and other items as anticipated or required.

---

Calle Porta 170 Of. 609 Miraflores - Lima - Perú. Telef.: (+51) 959 959 634

- Maintains clean and orderly tables, setup and organize and clean the station. Offer condiments and fresh pepper as per service standard. Assist guests with beverage and bread orders.
- Deliver excellent customer service at all times by presenting a friendly, warm and calm attitude towards guest and continuously following the highest standards.
- Maintain clean and orderly tables, also setup the tables for the guests.
- Follow trained departmental and shipboard environmental rules and regulations. Respect and cooperate with all management decisions.

#### BENEFITS:

- Contract with an average length of 6 - 8 months.
- Free food & shared accommodation (2 people per cabin).
- Crew areas activities on board (gym, crew bar, shore excursions, social activities, crew events, etc.)
- Joining tickets: are not covered for new crew members.
- Repatriation tickets: are provided by the company.
- Visa expenses reimbursed on board.
- Medical exam can be reimbursed depending of the company.
- Earn recognition and career advancement opportunities.

---

Calle Porta 170 Of. 609 Miraflores - Lima - Perú. Telef.: (+51) 959 959 634