

Chapter 8 - .11 Guest Activities

Revision 63 : August/09/2011

8.11.05 Cruise Director's Staff

Position Title: **Cruise Director's Staff**

Revised Date: **4/17/2007**

POSITION SUMMARY

Hosts and participates in shipboard recreational, entertainment and social programs geared towards adults and families. Serves as master of ceremonies to motivate, inform and entertain small and large groups of guests throughout their cruise vacation.

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 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 1. of *Anchored inExcellence*, 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 guest contact and crew areas.

2. Maintains continual interaction with the guests. Hosts and participates in adult and family recreational programs and activities.

3. Participates in embarkation and debarkation procedures by disseminating information, and directing and escorting guests to staterooms and or exits.

4. Socializes with guests in public areas at all times in accordance with Royal Caribbean International's Gold Anchor Standards. Visits guest lounges at specified times to converse with as many guests as possible in the time allotted.

5. Attends Captain's Cocktail Party and Welcome Back Party to provide introductions,

Human Resources - 8.11.05 (Revision 63 - 08/09/2011)

Printed 09/15/2011. Printed copies are uncontrolled, and must be identical to the electronic version. 2

collect invitations, socialize and coordinate the flow of the reception line.

Participates in greeting and directing guests on and off the gangways 6. when the ship has arrived in the ports of call.

7. Participates and hosts Family Activities creating an atmosphere welcome to guests of all ages.

8. Assist Explorations at the front desk, back office ticket processing, and dispatching tours when necessary dependant on ticket sales.

9. Instructs and participates in the ShipShape Program or Sports Court activities on Voyager class ships, by instructing, organizing or facilitating various activities and/or tournaments. May serve as master of ceremonies for the activities.

10. Participates in shows and events presented by the Cruise Director's Division by taking part in skits, and/ or simple dance routines. Instructs, organizes or facilitates various activities and/or tournaments. May serve as master of ceremonies for activities. This includes, but is not limited to: the Welcome Aboard Show, Farewell Show, Cruise Staff Cocktail Shows, Captain's cocktail reception, Crown & Anchor Club, island activities, etc. Voyager class ships events include Royal Promenade and Studio B; Ultra Voyager class ships include FlowRider.

11. Participates as master of ceremonies or host for special group functions such as, but not

limited to, charters, affinity, promotional, incentive, presentations, and various theme night arrangements.

12. Operates spotlight equipment for production shows according to instructions as needed, when stage staff are required to perform duties backstage. Attends mandatory rehearsals as required. Assists in the coordination of audio or visual equipment for events as needed.

13. Performs stilt walking for parades on Voyager and Ultra Voyager class ships as necessary.

14. Assembles and disassembles pre and post activity props and equipment. Returns items to storage area.

15. Maintains inventory of various prize lockers, office supplies and consumable items utilized in the backstage areas. Coordinates with the Cruise Programs Administrator, Central Stores and Provision area when requisitioning supplies.

16. Attends meetings, training activities, courses and all other work-related activities as required.

17. 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.

Human Resources - 8.11.05 (Revision 63 - 08/09/2011)

Printed 09/15/2011. Printed copies are uncontrolled, and must be identical to the electronic version. 3

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

Two years master of ceremonies or professional entertainment (theatre, o music, dance, comedy, etc.) experience with resorts, cruise lines, entertainment or recreational industries required.

o Ability to provide a special talent or skill as a personal specialty class for activity planner preferred. Activity class offerings preferred: dance instruction, craft classes, fitness classes, singing, etc.

o Ability to capture and manage the attention of a large group of people with microphone effective and courteous microphone techniques. Experience on a microphone required.

o Ability to provide basic instruction to a large group of people.

o Ability to utilize customer service skills by exercising authority and discretion to satisfy guests in a manner consistent with Royal Caribbean International's Gold Anchor Standards.

o Working knowledge of computers, internet access, and the ability to navigate within a variety of software basic packages.

o Completion of high school or basic education equivalency required.

o Degree from a college or university in the theater, performance or dance preferred.

Internal Candidate Requirements:

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

o One full year experience with the company in original position hired for.

o Meet expectations on most current evaluation onboard.

Language Requirements:

o Ability to speak English clearly, distinctly and cordially with guests.

o 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.

o Ability to speak additional languages such as Spanish, Portuguese, Italian, French or German preferred and taken preferably to European itineraries. Language aptitude testing may be requested. Fluency must be at a level to host activities and socialize with audiences of guests.

Human Resources - 8.11.05 (Revision 63 - 08/09/2011)

Printed 09/15/2011. Printed copies are uncontrolled, and must be identical to the electronic version. 4

Physical Requirements:

Must be physically fit and able bodied enough to be trained to perform o stilt walking in the parades onboard.

o 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. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

o 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