

(manual section is applicable for above companies)

GUEST SERVICES

Revision 6 : December/22/2008

Chapter 4 - Position Descriptions

4.05 Guest Services Telephone Operator

Position Description

Position Title: **Telephone Operator GS**

Effective Date: [FINAL 09/07/01](#)

POSITION SUMMARY

Operates telephone switchboard to provide guests with information on a variety of services and shipboard functions 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 Gold Anchor Standards, SQM standards, USPH guidelines, environmental, and safety policies.

1. Conducts oneself in a professional and courteous manner, both physically and verbally, at all times, while interacting with guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.
2. Operates telephone switchboard to relay incoming and outgoing calls. Operates fax machine to relay and distribute incoming and outgoing transmissions.



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