



FLEET OPERATIONS
Chapter 16d - Position Descriptions Shipboard
- Hotel

16d.01 Hotel Director

Position Description

Position Title: **Hotel Director**

Effective Date: 01/23/02

POSITION SUMMARY

Directs the Hotel operation onboard the vessel to ensure company, divisional and ship performance objectives set against the TGS Triangle are met or exceeded by performing the following essential duties and responsibilities personally or through subordinate managers. The Hotel operation consists of Food & Beverage, Housekeeping, Guest Relations, Pursers, Facilities Management, Cruise Programs and Entertainment, Human Resources, Training & Development, Information Technology Operations, Casino Operations, Doctor & Medical Facilities, and all onboard revenue managers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

All duties and responsibilities are to be performed in accordance with Royal Caribbean International's Gold Anchor Standards, SQM Policies, USPH guidelines, environmental, and safety policies.

1. 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 guest contact and crew areas.
2. Plans, coordinates and controls the operation of the Hotel organization. Directs the function of all Hotel personnel through the management of department heads. Recruits, motivates, and develops staff. Maintains effective employee relations.
3. Ensures the highest level of guest satisfaction by providing quality guest services and amenities within corporate standards. Serves as the highest level of authority in answering guests' complaints and resolving problems.
4. Establishes and maintains effective internal communications including regular department head meetings to ensure optimum teamwork and productivity.
5. Continually encourages teamwork and cooperation between all Hotel shipboard

employees and Marine shipboard employees. Keeps Captain and marine management team informed of Hotel activities.

6. Implements the business and operating budget plans to ensure on an on-going basis optimum total guest satisfaction, sales potential and profitability. Reviews operating budgets and revenue reports. Analyzes established goals and objective compared to actual results and implements recommendations to achieve projected goals.

7. Monitors cash management programs and purchasing practices including inventories and receivables. Allocates funds, authorizes expenditures, and assists in planning budgets for departments. Provides approval for non-standard requisitions for supplies and equipment.

8. Conducts regular inspections to ensure facilities are kept in optimal condition by full implementation of preventive maintenance programs and judicious planning and management.

9. Ensures the security and safety of guests and shipboard employees through established emergency procedures.

10. Establishes and maintains a prominent level of visibility and involvement throughout the vessel and in business, social and governmental communities as appropriate. Utilizes electronic media to frequently communicate with guests and shipboard employees. Polls guests and shipboard employees for feedback.

11. Participates with corporate office in monitoring present and future trends, practices and systems in the hospitality and cruise industries. Promotes the implementation of competitive programs.

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

13. 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.

14. Member of the Shipboard Executive Committee

QUALIFICATIONS

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

Hiring Requirements:

- Ten or more years progressive management experience in a 4 or 5 star hotel with at least

five years operational experience in food and beverage, front office and/or housekeeping. Proven ability to manage all functions. Demonstrated leadership capabilities. Effective verbal and written communications skills. Exposure to international environments preferred.

- Knowledge of the principles and processes involved in business and organizational

planning, coordination and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques and production methods.

- Knowledge of the principles and processes for providing customer and personal services

including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques.

- Knowledge of policies and practices involved in the human resources function. Ability to

manage the international staff in a positive and productive manner by motivating, developing and managing employees as they work. Ability to utilize and administer the disciplinary action process through coaching and counseling to improve performance or terminate employment.

- Bachelor's degree in hospitality management, business administration or related field from

an accredited college or university or the international equivalent preferred.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests.
- 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, management and co-workers.

- Ability to speak additional languages, such as Spanish, French or German, is

preferred.

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. The employee must occasionally lift and/or move up to 40 pounds. 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.