



Making Culinary Waves

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Top chefs man the stovetops in the galleys of the *Anthem of the Seas*, one of the world's largest cruise liners. Ensuring that almost 5,000 passengers experience epicurean delights on board means executing every last move with utmost precision.

Nouvelle cuisine at sea
The dishes are perfectly prepared below deck. The first plate to be given its final garnish is also the first to leave the galley.



A fine nose

Food and beverages are loaded for the upcoming journey when the ship docks on turnaround day. The loading process only takes a few hours (center). Only flawless products are permitted on board. The head chef takes charge of examining the quality in person (bottom).



The evening rush

Very little space, even less time: everyone who works in a galley knows exactly what they have to do. Forty-two chefs from all over the world work together in close proximity. Communication is crucial (bottom).



DIGITAL SERVICE ON THE HIGH SEAS

Royal Caribbean Cruises expects digital technology and artificial intelligence to further enhance its customer service. This starts even before passengers board their ships. To speed up ID and security checks, computers compare the facial recognition data from cameras with the documents submitted beforehand.

Once out at sea, real-time measurements determine whether especially large numbers of passengers have gathered at particular locations. Service staff can then be sent automatically and directly to the places they are needed.



“Guest satisfaction went through the roof. We are so much more efficient—far beyond what I would ever have expected.”

RON NESS
Hotel Director, Anthem of the Seas, Royal Caribbean Cruises Ltd.

Video
Turnaround day in New York Harbor:
next25.de/EN/royal

Last minute

Shortly before the doors to the restaurant open and dinner service can commence, the manager discusses the allocation of tasks among the service staff (top). The kitchen manager keeps an eye on everything going on in the main galley (left). The entrée is served at 8:05 pm on the dot (right).