



JOB DESCRIPTION - NIGHTWATCH

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| Title: | Nightwatch |
| Rank: | Staff |
| Department: | Hotel Management / Nautical Department |
| Main function: | To watch all ship during night (has to make security round every hour). To be contactable on reception desk and deal with all passengers requests by phone or personally, emergencies such as health problems, fire alarms, technical alarms etc. To assist the departments to prepare for the next day on request (e.g. Vacuum cleaning bar/lounge, menu cards, and daily program) To assist with check -in and out procedures (e.g. luggage, billing) |
| Reports to: | Hotel Manager / Captain |
| Cabin: | Shared |

1. PROFILE

- Must have good command of the English and, or German language
- At least two years' experience in the hotel industry. Preferred in cruise industry.
- Must have Typing skills, Computer knowledge of Windows XP, Word, Excel, MS Outlook. Additional: Fidelio Cruise (or similar Ship Management System) Experience of Desk top publishing would be a plus.
- Must have the ability to communicate with all levels of personnel and passengers
- Must have reasonable experience of administration work
- Should be reliable, able to work unsupervised, work to tight deadlines and above all to show flexibility to work in each department.


2. AREAS OF RESPONSIBILITY

- Whole vessel - work place Front Desk Office (switchboard for telephone, emergency board)

3. POSITIONS DEMANDING CLOSE LIAISON

- Hotel Manager - All matters and reports to be forwarded to

4. SPECIFIC DUTIES AND ACTIVITIES:

- Be friendly to passengers and crew as well as focused on your work, this will result in good teamwork with best achievements in guest satisfaction.
 - Hourly Safety round to specific check points
 - Report on all unusual matters.
 - Be available on switchboard, when at front office desk
 - Assist Front office in guest administration, check-in / check-out during the usual working hours.
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- Assist Restaurant in preparation of breakfast set-up
- Assist Bar/Lounge in preparation of Early riser breakfast
- Assist Laundry in filling washing machines and tumblers
- To be aware and follow security/fire/safety procedures according to the Ship's rules and regulations.

5. PASSENGER SERVICE

- To be in uniform at all times in public areas, wearing your name tags and to act in a professional, responsible manner.

6. UNIFORM TO BRING ON BOARD

Male

Black Trousers
Black Closed Toe Shoes
Black Socks
Black Belt

Female

Black Skirt
Black Closed Toe Shoes
Natural Tights
Black Belt

