



## JOB DESCRIPTION - RECEPTIONIST

<b>Title:</b>	Receptionist
<b>Rank:</b>	Staff
<b>Department:</b>	Hotel Management
<b>Main function:</b>	To deal with all passengers requests To assist the pursers office back of the house To handle all money exchange for the passengers To handle all passenger complains and requests To assist with check -in and out procedures
<b>Reports to:</b>	Front Desk Manager, Hotel Manager
<b>Cabin:</b>	Shared

### 1. PROFILE

- Must have refined skills in public relations, which demands a very good command of the English and German language
- At least four years' experience in the hotel industry in both practical and management and administration positions
- Must have Typing skills, Computer knowledge of W indows 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 a self-starter, reliable, able to work unsupervised, work to tight deadlines and above all to show flexibility to work in each department.

### 2. AREAS OF RESPONSIBILITY

- Reception
- Front Desk Office

### 3. POSITIONS DEMANDING CLOSE LIAISON

- Front Desk Manager                      All administrative matters regarding passengers
- Hotel Manager                              All hotel administrative matters and secretarial work

### 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.
- Checking in and out of passengers



- Responsible for all inquiries of passengers
- Information Centre for telephone inquiries
- Dealing with the money exchange office
- Assistance in the terminal if required on embarkation
- Collect passports on embarkation
- Authorize and register credit cards on embarkation
- General help and guide to passengers on embarkation
- AVO / Repair / Maintenance requests
- Reception Log Book
- Typing of meeting minutes if required
- Printing and preparation of passenger financial statements
- Collection / Handout of passports
- Checking out of passengers on disembarkation
- Taking payments from passengers on disembarkation
- Hand out passports on disembarkation
- Guide passengers on disembarkation
- Close accounts / balance cash flow on disembarkation
- 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                      Black

### Female

Black Skirt  
 Black Closed Toe Shoes  
 Natural Tights  
 Belt

