

## Job Description

<b>Post:</b>	<b>Receptionist</b>
<b>Department:</b>	<b>Administration</b>
<b>Immediate superior:</b>	<b>Hotel Manager</b>

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### **Duties:**

Will adhere to all specified written regulations and verbal instructions / tasks given by the Hotel Manager  
Performs the daily routine on the Reception  
Deals with any passenger queries in a confident manner together with solving any passenger problems  
Able to work on his/her own initiative in accordance with the set standards and regulations  
Adheres to the quality standards, rules and regulations in the Administration department  
Confidentiality of all paperwork  
Correct posting in the respective EDP-system  
Foreign exchange  
Work in accordance with all relevant safety and environmental as well as hygiene regulations in his/her area together with maintaining the cleanliness of the Reception area  
Careful handling of all equipment and machinery in his/her working field  
Assists wherever help is needed

### **Qualification / Experience:**

Qualified training skills within the hotel business or on-board cruise ship experience  
Several years experience as Assistant Purser / Receptionist  
Knowledge of the relevant EDP-systems  
Competence in English language

### **Position requirements:**

Minimum age approx. 23 years  
Trustworthy and able to work on his/her own initiative as well as in a team  
Costs, currencies, and quality awareness  
Pleasant and polite manners  
Well-groomed and clean appearance

### **Area of responsibility:**

Performing of assigned duties in the Reception

### **Deputy in case of absence:**

Relief / other Receptionist