

## JOB DESCRIPTION

Job Title	:	Guest Services Associate (GSA)
Reports To	:	Guest Services Manager (GSM)

### POSITION SUMMARY:

To consistently deliver the highest standards of customer service to all guests visiting Guest Services. This includes answering any questions the guests may have, providing information on ship and ports of call and ensuring any issue is documented correctly using the relevant software program and that it is followed up with in a timely manner.

To know the company's vision statement and to live the service values every day.

### PRIMARY FUNCTION:

- Work on scheduled front desk shifts and phone duties as required, ensuring the highest standards of customer service is provided using the guests' names and by being friendly and welcoming.
- Complete side duties as assigned including, but not limited to Lost Luggage, Lost & Found, Luggage Express, Back to Back, Requisitions, Injury Follow up, Guest Access Services, Non-US reports, and Executive Reports. Ensuring that company guidelines are followed.
- Record properly guests' queries, complaints and maintenance issues in iCare and infoship.  
For Category C Issues, GSAs review the nature of the complaint / problem and assists the guest in providing a satisfactory resolution.  
For Category A & Category B Issues, GSAs record relevant details in iCare and ensures a timely handover to the GSS/ SGSS/ GSM for speed of resolution and accurate guest follow up.
- Follow established procedures to maintain, safeguard, balance and reconcile assigned cash float.
- Assist guests by managing their sail and sign accounts, such as accepting cash payments, credit / debit cards, Cashing traveler's checks, breaking bills and exchanging foreign currencies (if applicable). S&S transactions will include but will not be limited to selling Shore Excursion tickets, Transfers and cashing out accounts. Maintaining a high standard when handling personal information such as S&S statements and credit card details.
- Assist guests during the debarkation process; ensures that guests have cashed out their accounts and provides statements, if requested. Provides guests with appropriate information regarding how to debark the ship, and ensures proper documentation is ready and completed (i.e. customs forms). Assists guests with the embarkation process from explaining the deck plan and FunTimes to assisting with queries about onboard credits, meal times and stateroom inquires.
- Provide services such as tracking missing luggage, giving access to safety deposit boxes if applicable, handling lost and found items, setting wake up calls, printing and issuing of guest Sail & Sign cards, verifying of past guest status and ensuring VIFP status is correct and updated, Making ships announcements over the Public Address system as necessary.

To consistently deliver fun, memorable vacations at a great value

# **Guest Services Department**

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- Provide port information, assists with phone calls and surfs the internet for further information requested by guests
- Keep all logs in use up-to-date – Travelers check logs, Bar Logs, Laundry Refund Logs.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Maintain current knowledge of all ship's regular events and special functions by reviewing the FunTimes and reviewing all emails that are sent, in order to provide guests with accurate and up-to-date information to answer questions and handle any special requests.
- Maintain service and hospitality standards to all guests by extending information as warranted and following up on requests as needed.
- To familiarize oneself with shore excursions by attending tours and reading the brochures in order to provide guests with accurate information.
- Stay current with new company /SMS procedures and apply them when necessary.
- Proper handling and knowledge of all current operating systems.
- Display a courteous, positive attitude towards Guests and Crew and maintain healthy interdepartmental relations, while ensuring proper communication channels are followed.
- Assist guests with Customs & Immigration procedures in the US and Australia.
- Attend meetings, training activities, courses and all other work-related activities, as required.
- Perform any duties as assigned by the Guest Services Manager, Senior Guest Services Supervisor and/or Guest Services Supervisor
- Include fun in everything we do.

## **GENERAL RESPONSIBILITIES:**

- Maintain a service culture throughout the Guest Services team leading by example and showing Care and Respect to make our guests and team feel like part of the Carnival family by living the Carnival Service Values every day.
- Conduct oneself in a professional and courteous manner at all times with guests and shipboard employees.
- Greet and engages all guests with a friendly and sincere welcome, acknowledges VIFP guests by their correct level.
- Use a positive and clear speaking voice, taking the time to understand all requests in detail.
- Respond to escalated guest concerns in a considerate, professional and positive manner by showing empathy and listening actively, owning the issue until it is resolved.
- Comply with the Carnival Look by showing pride in appearance and job.
- Responsible in relaying the correct information, in detail, to a supervisor should an issue arise.
- Ensure that proper telephone etiquette is always used; answering calls within 3 rings; using a positive tone and clear English pronunciation; In addition, using the guest name at all times and acknowledging past guest loyalty of our VIFP guests.
- Employ proper timekeeping and follow the CCL work time recording standards (FUNTIME), ensuring that the MLC standards are in compliance

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- Perform all duties and responsibilities in accordance with environmental and safety policies.
- Include fun in everything we do.

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