

# Carnival®

**JOB TITLE:** Guest Services Coordinator

**REPORTS TO:** Assistant Guest Services Manager (AGSM)  
Guest Services Manager (GSM)  
Hotel Director (HD)

**POSITION SUMMARY:**

To provide a high level of customer service while answering guest queries by phone or as a lobby host and administrative support to the Guest Services Manager and Hotel Director by way of preparing meeting minutes, TGEM and 4FunDX analytics and VIP guests' letters and invitations.

To know the company's vision statement and to live the Carnival Values every day.

**PRIMARY FUNCTION:**

- Attend and prepare minutes of the Hotel Operations, HESS Steering Committee Meeting, Business Meeting and Crew Safety Focus Team meetings.
- Provide TGEM and 4FunDX analytics for the Hotel Director and Guest Services Manager WIG sessions.
- Prepare all VIP guests letters and invitations, collect signatures from the Hotel Director and/or Guest services manager and deliver to the House Keeping office in a timely matter.
- Liaise with the Assistant Guest Services Manager and work a maximum of 6 hours a day (Varies by Ship Class and except embarkation day) on phone or line duty, providing great customer service.
- Coordinate, monitor and handle all on board guests groups and special functions, respond to any challenges and communicate with shipboard management and Shoreside groups department.

**ESSENTIAL DUTIES AND RESPONSABILITIES**

- Coordinate meetings for HD and GSM by blocking venues, setting up equipment and assisting them with any other request for the success of the meeting.
- Prepare and maintain HESS-MS forms for HD.
- Prepare files and evaluation forms of the department heads for the HD.
- Coordinate and attend the weekly 4FunDX WIG sessions of the HD and GSM.
- Provide 4FunDX portal support to the Hotel management and updating passwords.
- Work schedule hours answering the Guest Services phone and assisting by walking the Guest Services line during peak hours of operation.
- Assist Guest Services operation by cooperating with the Administrative side duties that can also be assigned / shared with other Guest Services Associates during the contract depending on the flow of work related to the Groups on a cruise basis.
- Have basic knowledge of Icare and TGEM in order to be able to document and provide Guest with updates during phone and line duties.
- Maintenance and upkeep of S&S Kiosks. Replenish paper and order parts. Liaise with the Finance team for any software related issues.
- Handle administrative duties:

- Keep track of TGEM rankings, ratings and comments as instructed by the HD or GSM.
- Keep the ship's phone list updated.
- Prepare all VIP letters, invitations and any other letters requested by the HD and GSM.
- Update and post the HD working schedule as per his request.
- Keep and maintain updated copies of all ship certificates required for port clearances.
- Coordinate and Monitor group functions:
  - Prepare Group Logs, Charts and Reports
  - Ensure group set ups and venues are ready 30 minutes prior to the start of the function
  - Schedule and monitor the use of venues and lounges for all group events utilizing and updating AffairWare
  - Keep an open line of communication with the Entertainment Director to ensure guests' activities do not overlap with group events
  - Plan and organize last minute groups and venue requests
  - Respond and document all group queries and liaise with the GSM and HD for resolution
- To perform any other duties as assigned by the GSM or HD

#### **GENERAL RESPONSABILITIES**

- 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 Values every day.
- Conduct oneself in a professional and courteous manner at all times with guests and shipboard employees.
- Greet and engage all guests with a friendly and sincere welcome, making sure to acknowledge our VIFP guests by their correct level.
- Use a positive and clear speaking voice, taking the time to understand all requests in detail.
- Comply with the Carnival Look by showing pride in your appearance and job.
- Perform all duties and responsibilities in accordance with environmental and safety policies.
- Employ proper timekeeping and follow the CCL work time recording standards (FUNTIME), ensuring that the MLC standards are in compliance.
- Attend meetings, training activities, courses and all other work-related activities, as required or assigned by the Hotel Director or the Guest Services Manager.
- Assist the Guest Services operation as determined by the Guest Services Manager (Line duty, phone duty, crew and/or Guest CBP inspections...etc) or any additional duty which was not planned/scheduled in case needed.
- Maintain all information folders (electronic and material), making sure they are always up to date and kept in voyage folder for the correct length of time and ensuring they are properly labeled.
- Coordinate the orders and requisitions for the Guest Service office supplies.
- Include fun in everything we do.

## **QUALIFICATIONS AND SKILLS**

- 1 year of customer service experience, office/phone experience preferred.
- Hotel or Cruise industries experience a plus.
- Experience and comfortable with Microsoft Word, Excel, and Outlook.
- Experience working with a database a plus.
- Excellent verbal and written communication skills.
- The ability to stay organized and multi-task.
- Problem solving and critical thinking skills.
- The ability to meet tight deadlines.
- The ability to keep your head in a high-pressure environment.