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POSITION TITLE	Assistant Hotel Director	POSITION GRADE	3.5 Stripes
MANAGER'S TITLE	Hotel Director	DEPARTMENT/DIV	Hotel

POSITION SUMMARY

- Supports the Hotel Director in the overall hotel operation, with emphasis placed on the Revenue Departments and the Front-of-House areas (as directed by the Hotel Director). He/she also deputizes the Hotel Director's duties in their absence.
- Like the Hotel Director, he/she is to take all necessary action to implement and enforce that company policies and procedures are applied and adhered to, and that the proper level of service to guests is maintained.
- Should there be no Food & Beverage Director or Manager assigned to the vessel for any given period of time, the Assistant Hotel Director assumes these duties in their absence.

In order to consistently exceed guest expectations and provide the highest levels of product and services, additional duties and responsibilities may be assigned as needed.

NORWEGIAN CRUISE LINE'S VISION AND MISSION

VISION

Be the cruise line of choice.

MISSION

To provide a consistently superior cruise vacation by exceeding customer expectations and embracing our passion for innovation that delivers freedom and value for our guests, travel partners, team members and shareholders.

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ESSENTIAL FUNCTIONS

Guest Services

- Ensures the hotel department is organized and ready to receive guests at embarkation, with special attention placed on the Reception Desk area and guest staterooms. The pier check-in procedures must be organized and run efficiently; tables, chairs, juice service and flowers, etc. are ready and in place.
- Makes sure that all disembarking and boarding guests receive friendly, efficient service from the staff in accordance with company policy; i.e. escorts to staterooms, Cruise Staff stationed at gangway, etc.
- Monitors that baggage handling has been properly planned between the ship's agent, Front Office and Executive Housekeeper.
- Ensures adequate staff is provided for key swiping at gangways from the various departments in conjunction with company security standards and regulations.
- Ensures that all arrangements for disembarkation are well planned, efficient, and that guests are kept informed with regards to landing schedules/procedures, etc.
- For ships that call at the Bahamian Private Island, ensures the proper staffing and provisions are arranged for the day, the loading and unloading of these provisions are organized and run smoothly, and that guests receive attentive and courteous service while on the Island.

Housekeeping/Staterooms

- Ensures that stateroom service is carried out with the highest degree of efficiency and friendliness.
- Personally observes the correct rating for service and laundry cleaning are followed.
- Ensures that stateroom amenities are provided according to policy and that staterooms are setup properly.
- Makes sure the Executive Housekeeper has fully briefed his/her staff about their routines before each cruise, with instructions on handling special requests and other unusual situations.

Public Rooms/Open Decks

- Plans the use of public rooms and open decks in coordination with the Hotel Director, F&B Director and Cruise Director.
- Ensures that all personnel involved in activities planned for these areas are fully informed of their duties and scheduling.
- Coordinates all special functions held in public rooms or open decks as scheduled, such as cocktail parties, sail-away parties, etc.
- Cooperates closely with the Staff Captain to ensure that proper cleaning and equipment are provided in these areas.
- Ensures that equipment and furniture in these areas are properly maintained and

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promptly repaired. Items in need of repair are not to be left unattended.

Front Office/Reception Desk

- Ensures the Reception Desk is providing the best possible service at all times, in an efficient, professional and orderly manner.
- Ascertains from the Embarkation/Clearance Officer the clearance of the vessel in all ports of call is conducted professionally, efficiently and in accordance to the laws of that particular country.

Concessionaires

- Ensures Concessionaires perform their duties according to their respective contracts with our company.
- Establishes the Concessionaires working hours.
- Makes sure the Concessionaires' service conforms to the ship's overall high standards of service. In particular it is important that staff is friendly and efficient, that displays and merchandise are appropriate, and also correct sales and signing procedures are adhered to.
- Always being open to new ideas of sales promotion and ways to increase revenue.
- Incorporate the staff and their services into the total ship operation in order to avoid the impression that the Concessionaires are "outside firms."
- Instructs the Concession Managers that all guest complaints should be referred to the Front Office for review and distribution to the parties involved.

Purchasing and Storing (Hotel)

- Supervises purchases made for the Hotel Department (excluding Food and Beverage items), that includes provisions, sundries, bonded stores, and all other supplies used for services to guests and crew.
- Confers with the Provision Master, Linenkeeper, and Storekeepers that all necessary Hotel Department supplies have been properly ordered.
- When necessary, confers with the Hotel Director and Captain to plan loading arrangements.
- Ensures that authorized staff in an orderly, supervised fashion, according to Customs and other internal/external regulations, carries out the loading of stores. Assists with ordering discrepancies immediately that pertains to his/her responsible areas.
- In port, ensures that supplies are correctly stored and that Customs regulations governing bonded storerooms are followed. (Heavy fines may result if seals are broken without Customs' permission.) Consider "seal watch" during extended stays in port.
- Facilitates the best possible communication with the company Purchasing Department.
- Along with the Executive Housekeeper and the Inventory Controller, makes regular inspections of related storerooms to ensure goods are properly stored and all records

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are kept up-to-date.

- Enforces all Public Health service regulations and company rules governing maintenance, storage and cleanliness.

Onboard Revenue

- Conducts on a regular basis a Revenue Management Meeting with relative department heads to create and maintain new ideas for generating revenue in accordance with Hotel Operation Procedure CO.03.01 "Participants of shipboard meetings".
- Ensures that related onboard revenue areas achieve maximum sales and render the best possible services.
- Makes sure that relative onboard revenue areas receive appropriate support of their operation – skilled staff, equipment, efficient service, sufficient stock, price lists, and adequate business hours.
- Ensures that accounting procedures are strictly followed in all sales matters.

Equipment

- Ensures the Hotel Department staff knows how to handle all machinery and equipment correctly.
- Makes sure that all equipment is maintained according to the manufacturers' standards.
- Establishes an efficient procedure with the staff, Deck and Engine departments for handling repair orders without delay.
- Ensures that inventory lists are kept up to date.
- Cleaning and Maintenance
- Ensures the highest standards of cleanliness and order within the Hotel Department.
- Arranges regular inspections to ensure that the maintenance is done according to the approved methods of cleaning, in an economical manner.

M&R/Budgets

- Monitors the hotel maintenance and repair (M&R) accounts and helps to determine the required budget needs for the following year.
- Receives regular supply inventory reports from all sources in the Hotel Department, ensuring that supplies are sufficient but not excessive.
- Contacts guests regarding service issues that relate to why they have disputed the service charges on their accounts.
- Approves hotel invoice bills in conjunction with the Hotel Director; oversees inventories and equipment maintenance.
- Ensures that all Hotel Department operations are conducted economically.
- Staff Handling and Supervision
- Supervises all staff handling in the Hotel Department to ensure good, correct and consistent treatment of staff members according to the Operations Manual.

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<ul style="list-style-type: none"> • Establishes efficient staff handling routines with Department Heads, the Crew Welfare Committee, and others where necessary. Ensures that staff is properly instructed about the ship's organization, their duties and how to execute them. Training sessions to be organized as needed. • Makes sure that staff understands basic safety rules and regulations, and that those working with potentially dangerous equipment and supplies take the necessary precautions; emphasizes the importance of participation in fire and lifeboat drills. • Arranges meetings where necessary with Department Heads to communicate information about guest service, crew conditions, cruise scheduling, etc. • Makes sure that staff is used efficiently. While overtime should be kept to a minimum and within budget, this should not be at the expense of quality guest service. Overtime must be ordered in advance and the reason clearly noted on the payroll overtime sheets. • Ensures that a high standard of cleanliness in crew cabins and mess rooms is maintained. Arranges regular inspections of these areas in cooperation with the ship's Master. • Supervises the appearance of all Hotel Department staff. Uniforms should be clean, neat and worn according to regulations. Provides a sufficient supply of uniforms and ensures that they are returned to the Linenkeeper when staff are signed-off. <p>Laws and Regulations</p> <ul style="list-style-type: none"> • Be familiar with the Bahamian Seaman's Laws, as well as various wage and salary agreements. • Be familiar with the United States Public Health regulations. • Be acquainted with the laws governing liquor sales, licenses, and importation of bonded goods in the various ports of call. • Ensures that the staff understands and adheres to all these related laws and restrictions. <p>General</p> <ul style="list-style-type: none"> • Stays informed at all times of all aspects of guest service in the Hotel Department. • Handles complaints from guests or staff problems in a timely and professional manner. • Suggests and develops own training methods to improve the efficiency, productivity and performance of staff. • Hosts a table in the dining room when appropriate, according to the guidelines set forth by Hotel Operations, and to attend other social events where time permits. • Always present a personable, courteous and approachable manner to guests at all times. • Performs other related duties as assigned or as directed. The omission of specific duties does not preclude the supervisor from assigning duties that are logically related to the position. • Must be familiar with the Safety and Environmental Protection Policy and the SEMS, and carry out the policies and procedures appropriate for his/her position. 		

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DIMENSIONS

- Must be able to lead by example and provide quality management skills for a large passenger vessel that can include from 2,000 to 4,000 guests and crew, 1,000 to 1,800+ passenger and crew accommodations, plus up to 15 decks of public rooms and common areas.
- Must be able to perform in a proficient manner the forecasting and controlling of various hotel budgets that can exceed a million dollars that include inventory, supplies, maintenance and repairs.
- Must be knowledgeable in the purchasing, receiving and recording of all hotel supplies and equipment ordered while maintaining each area within the budgeted guidelines set forth by Hotel Operations.
- Must be able to efficiently organize and supervise all areas of responsibility outlined in the Essential Functions.
- Must appropriately monitor the scheduling of his/her respective departments so that all areas are properly staffed at all times while constantly monitoring the staffing needs and budgetary guidelines.

NATURE AND SCOPE

- Accountable for the supervision and training of all hotel department heads and supervisors, including concessionaires while improving weak areas in their performance.
- Ensures maximum efficiency in the performance of subordinate department heads and supervisors by suggesting and developing own training methods to improve their efficiency, productivity and performance.
- Evaluates the performance of department heads and supervisors periodically and recommends appropriate action such as promotions, disciplinary actions or commendations.
- Presents a personable, courteous and approachable manner at all times.
- Initiates and maintains effective employee relations at all times.
- If deemed necessary by ship senior management or Hotel Operations the duties of the Asst. Hotel Director can extend into various F&B areas.
- The incumbent must be able to work in a multi-cultural environment; also, must be able to adjust to changes in schedules, assignments and deadlines.

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QUALIFICATIONS, EDUCATION AND ATTRIBUTES

QUALIFICATIONS

- Advanced level English verbal and writing skills, including the proper use of English grammar is required.
- Intermediate to Advanced skills in typing and computer software skills (Microsoft Word, Excel, Fidelio Cruise, Micros) is required.
- Six months experience in budgeting, financial forecasting, or reporting is required.
- Minimum two years management experience in Hotel, Food and Beverage positions in hospitality and catering establishments is required; OR minimum two years management experience in related hotel positions on board ships is required.

EDUCATION

Bachelors degree or foreign equivalency in Hotel and Restaurant Management from a recognized hotel/culinary institution is required.

ATTRIBUTES

- Managerial, organizational and leadership skills.
- Passionate about hospitality and customer service driven
- Must have a professional appearance and good hygiene
- Respect for all co-workers and guests
- Pride in your work by creating positive energy, excitement and fun
- Able to work 7 days a week
- Demonstrate positive behaviors; smiling, being polite and courteous
- Able to develop a camaraderie with team members
- Ability to live in close quarters, share limited space with other cabin-mates



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PHYSICAL REQUIREMENTS

- While performing the essential functions of this job, all team members are required to stand; walk long distances on the ship; use hands to touch, handle or feel; reach with hands and arms; talk, hear, taste and smell. All vessel positions require repetitive motion of bending, climbing, going up and down stairs and lifting more than 25 pounds. This job requires specific vision abilities to include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- All team members must be physically able to participate in emergency life saving procedures and drills. All vessel positions require full use and range of arms and legs as well as full visual, verbal and hearing abilities to receive and give instructions in the event of an emergency including the lowering of lifeboats.
- Work within different temperature changes—indoors to outdoors.
- Able to pass basic safety course.
- This is a minimal description of duties. Other work requirements may be necessary and assigned as business or maritime law dictates.