

1.0 Department

Hotel

2.0 Job Summary

- Commit to the Company's Core Values – flawless execution, dedication to family & community, spirit of entrepreneurship, financial excellence and environmental stewardship.
- Assume personal responsibility for safety and NCLH's impact upon the environment.
- To provide the highest level of service related to tour sales and bookings, private shore activities and disembarkation arrangements;

3.0 Responsibility and Authority

- Guest Experience
 - Meets and exceeds guest expectations and ensures complete guest satisfaction;
 - Provides guests with port and tour information;
 - Distributes tour tickets and escorts tours
 - Socializes with guests when time permitting
 - Demonstrates genuine concern for guests' well-being at all times
 - Proactive approach to problem solving
- Operational and Administrative
 - Assists Destination Service Manager with all administrative aspects of the tour office
 - Assists with the maintenance of an updated and accurate filing system for reference;
 - Responsible for sale of tours and private arrangements
 - Responsible for dispatch of tour buses and private cars
 - Assigns tour escorts
 - Coordinates other requirements for tours (water, lunch boxes etc)
 - Makes port descriptions, booking forms
 - Responsible for organization of guest debarkation briefings
 - Distributes internal tour information
 - Performs all other duties as requested by supervisor or as listed in SOP Manual – Front Office;
- Finance
 - Onboard sales of tours
- Training and Development
 - Assists Destination Services Manager with the induction of new destinations staff
 - Completes, participates and promotes the Signature Service Training Program
 - Incorporates Signature Service standards of behavior in daily work in the areas of:
 - Creating memories and positive experiences for guests
 - Presenting yourself professionally
 - Anticipating guest needs
 - Completing guests requests and needs
 - Handling guest challenges
 - Improving the guest experience
- Social
 - Maintains positive relationships with colleagues
 - Respects the privacy and rights of colleagues
 - Promotes cooperation and teamwork
- Safety
 - Monitor the practical application of the Company's policy, procedures and instructions.
 - Immediately report to the Master any instances where the vessel is unable or fails to comply with any Company's policy, procedure, instruction, and any safety, environmental, or security requirement.
 - Participate in crew and passenger safety drills according to instructions from ship's command
 - Complies with company safety and pollution prevention regulations;

4.0 Education and Experience

- Systems
 - MS Office Suite (Word, Excel, PowerPoint)
 - Fidelio
- Previous experience in travel industry either as Destinations Assistant on cruise ship or tour escort required

- Understanding of the highest level of service;
- Excellent administrative skills;
- Strong leadership skills and practice "leadership by example";
- Outgoing personality, open minded and flexible;
- Ability to work in an international environment;
- Ability to perform well under pressure;
- Excellent appearance and excellent social skills;
- Well organized;

5.0 Subordinate Positions

- N/A

6.0 Reports to

Destination Services Manager