



Effective Date: 07/19/2005	Job Description	Update: 10/15/2012	
POSITION TITLE	Host/Hostess	POSITION GRADE	C2
MANAGER'S TITLE	Assistant Maître D'	DEPARTMENT/DIV	Restaurant

POSITION SUMMARY

Responsible for assuring all guests are greeted and treated with excellent hospitality. Administrates restaurant reservations and controls the flow of guests into the restaurants.

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

- Assist with achieving departmental guest satisfaction targets and food and beverage revenues by controlling guest flow and seating to achieve maximum turns in the outlets.
- Complies with all company policies, rules and regulations.
- Follows and is compliant with all Public Health rules and regulations.
- Ensures that podium and reservation desk is properly set-up for each meal period and for the expected levels of business.
- Take restaurant reservations according to company guidelines.
- Answers telephones and manages guest's dining requests (i.e. special occasion, dietary requirements, seating preferences, etc.)
- Manages reservations and seating with a computerized reservation and table management system.
- Initiates and maintains wait lists.
- Guide and direct escort teams in the main restaurants.
- Ascertains dining experience satisfaction as guests leave the restaurants.
- Ensures that podium and reservation desk is properly organized and restocked at the end of each meal period and or shift.
- Responsible for securing reservation system laptop at the end of each meal period.
- Ensures restaurant maintenance needs are communicated to Restaurant Management.
- 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.

DIMENSIONS

- Must be able to manage seating in restaurants that vary in capacity from 60 to 600 seats.
- Must be able to manage a wait list that can contain up to 50 parties and wait times over 30 minutes.
- Must be able to utilize a computerized reservation and table management system.
- Must be able to direct and instruct an escort team comprised of up to 6 team members.
- Must be able to frequently interact with guests to keep them informed of seating status.



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NATURE AND SCOPE

- Must be able to read, write and converse in English.
- Requires excellent organizational and time management skills.
- Must be able to work under pressure.
- Must have excellent telephone etiquette.
- Must be detail-oriented.
- Must have excellent internal and external customer service skills.
- Must have an energetic and outgoing personality.
- 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.

QUALIFICATIONS, EDUCATION AND ATTRIBUTES

QUALIFICATIONS

- Minimum six months experience as a Waiter/Assistant Waiter on a large cruise ship or six months working experience as a Host/Hostess for a shore side restaurant is required.
- Basic to Intermediate skills using computerized reservation and/or table management systems is preferred.
- Intermediate to Advanced level English verbal and writing skills, including the proper use of English grammar.

EDUCATION

- High school diploma or foreign equivalency is required.
- Certificate of completion in safety, environmental, public health and sanitation regulations and procedures from a recognized institution is required.

ATTRIBUTES

- Proactive, Team Player, Problem Solver
- 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.

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