



	Job Description		Effective: 07/13/2012
POSITION TITLE	International Guest Services (NCL)	POSITION GRADE	B
MANAGER'S TITLE	Guest Service Assistant Manager/Manager	DEPARTMENT/DIV	Guest Services

POSITION SUMMARY

Assists all guests at the Guest Services Desk, but concentrates specifically on non-English-speaking groups and individual guests with their special needs and requirements in their native languages so as to give them a full, first class cruise experience.

In order to consistently exceed guest expectations and provide the highest levels of product and services. Reports to Guest Service Supervisor on a daily basis.

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ESSENTIAL FUNCTIONS

- Receives and handles special requests from non-English-speaking groups and individual guests.
- Works in conjunction with, and assists, the Group Services Coordinator and Guest Service Manager with handling special requests such as Honeymoon set-ups, Anniversary Packages, Birthday Packages, special dietary needs, medical needs, etc. for non-English-speaking guests. Follows up to ensure departments responsible have completed the requirements.
- Contacts Group Leaders of non-English-speaking guests to assist the Group Services Coordinator in organizing group events.
- Contacts non-English-speaking guests when necessary to offer assistance in making restaurant bookings, ordering special local/dietary food, arranging special tours on board and with shore excursions.
- Available for daily, advertised desk hours at the Guest Services Desk to answer questions and provide assistance to non-English-speaking guests.
- Assists at embarkation, disembarkation and port talks, as well as being present during these times to assist non-English-speaking guests where necessary. Available at Immigration and Customs inspections, etc.
- Conducts Embarkation/Disembarkation talks when numbers of non-English-speaking guests requires.
- Available to act as translator for non-English speaking guests needing to communicate with shipboard departments including, but not limited to, Medical, Security, Revenue outlets, Restaurant, Senior management.
- Coordinates announcements and the translation/printing of the Freestyle Daily, into the required languages relative to the non-English-speaking guest ratio on board each cruise.
- Available to make updates to other printed collateral where changes occur, including Menus, Shore Excursion Order Forms etc.
- Utilizes the translated materials available on WayPoint and submits updates and additions to the Manager, Hotel Operations for inclusion.
- Meets and greets their respective Spanish, German, French, Italian, Russian guests accordingly.
- Assists with related collateral for all non-English-speaking guests and ensures

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necessary items are properly translated and placed in the correct staterooms.

- Assists with personalized collateral for suites in coordination with the Concierge such as welcome letter, stationary, invitations etc.
- Meets and greets non-English-speaking VIP guests staying in suites as necessary and whenever possible.
- Ensures ship's management is kept aware of all non-English-speaking VIPs on board and notifies them of all special requests, etc.
- Handles guest requests in an effective way by taking ownership of the request then following-up until the matter is finalized to the guests' satisfaction.
- Fully familiar with the Guest Recovery program and empowered to utilize as needed
- Maintains a cash float for giving change and cashing traveler checks for guests.
- Available to assist Cruise Programs department in leading specific activities for non-English-speaking guests.
- 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 provide quality service for a large passenger vessel that can include from 1,000 to 4,000 guests.
- Must be able to provide information and translation in one or more Non-English-speaking languages for up to 400 guests.



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NATURE AND SCOPE

- Works in conjunction with the Guest Services Staff, Group Services Coordinator, Concierge, Embarkation Clearance Officer/GSAM and department heads to ensure non-English-speaking guest expectations are not only met but exceeded.
- Enlightens shipboard management, staff and crew on the customs and traditions of any non-English-speaking nationals in order to better serve their needs.
- Responsible for all information at the Guest Services Desk that pertains to non-English-speaking guests as well as other relative on board activities that add to the effective operation of the vessel.
- Maintains a good working relationship and open communication with all departments.

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QUALIFICATIONS, EDUCATION AND ATTRIBUTES

QUALIFICATIONS

- Intermediate to Advanced verbal and written level of English is required.
- Intermediate to Advanced verbal and written level in at least one other language such as German, Spanish, Russian, French or Italian is required.
- Intermediate knowledge of Microsoft Word, Excel, Micros and Fidelio Cruise is required.
- Must have at least one year management experience in Hotel and/or hospitality establishments; or in Guest Service related positions on board ships.

EDUCATION

- Two-year Associates degree or equivalent in Public Relations and/or Hotel management from a recognized hotel institution.

ATTRIBUTES

- Able to work independently
- Must be a quick and critical thinker, and a patient listener
- Able to speak publicly to large groups if necessary
- Customer Service/Guest Relations Oriented, Leadership Skills and Well Organized
- 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.