Front Desk Manager | River Cruise Ships

As Front Desk Manager you are responsible for a friendly and polite interaction with the passengers to guarantee a maximum satisfaction of the guests as well as an efficient organization and realization at the front desk. You are the link between the passengers and the crew and manage, motivate and train the Night Watch and the Receptionist. The Front Desk Manager also takes care of correct accounting and administration related to purchases and cash-handling. The Front Desk Manager reports directly to the Hotel Manager.

Flexibility

- Flexible to assist and/or cover for Receptionist and Night Watch or any other department in time of need
- Flexible to be able to assist in ships' operational purposes such as loading of food and supplies and general cleaning

TASKS

- Arranging inquiries that represent the hotel services and policies
- Attending to guests' enquiries, requests, complaints and compliments
- Responsible for the preparation of Custom papers
- Receiving and processing payments
- Greeting the guest on arrival and departure and allocation of cabins, key handling etc.
- Maintaining the onboard retail system by preparing orders, entering deliveries and local purchases as well as other stock movements
- Auditing and controlling the revenue and client portfolios/on board accounts.
- Assisting the Hotel Manager with the supervision of the front office staff, from maintaining proper cash control to guest service standards on a day-to-day basis
- Informing other operating departments of all Front Office matters that concerns them

REQUIREMENTS

- At least three years of hotel or prior ship experience in a comparable position
- Degree in Hospitality Management, Accounting or relevant subject
- Excellent command of the English language, knowledge of German and Spanish would be considered as an advantage
- Ability to co-ordinate all Front desk arrangements
- Computer literate with knowledge of a variety of computer software

applications, including Microsoft Office
• Ability to handle administrative tasks
• A flexible and motivated team player. Communicational skills. Friendly appearance
• Excellent organizational and time management skills, with the ability to set priorities for self and others
• HACCP knowledge

BENEFITS

• 4 vacation days per month
• Free medical coverage with Allianz worldwide care
• Reimbursement of the travel expenses to/from the ship
• Share cabin facilities provided and Free meal