

Hotel Manager | River Cruise Ships

The Hotel Manager is responsible for managing all aspects of the Hospitality Department of the on board operations to guarantee a maximum satisfaction of the guests. You coordinate, monitor and support your hospitality team with the daily and long-term duties and always follow the procedures and standards. Besides, the Hotel Manager leads the daily management while focusing on quality, costs, tidiness and hygiene in all areas of the hotel department. You monitor the on board revenue to ensure projected sales. Another important part of your job is to schedule, train, motivate and evaluate the personnel in order to guarantee a positive work climate. The Hotel Manager reports directly to the Operations Manager and Corporate Hotel Manager.

Flexibility

Flexible to be able to assist in ships' operational purposes such as loading of food and supplies and general cleaning

TASKS

- Setting and achieving sales and profit targets
- Planning work schedules for individuals and teams
- Delivering excellent customer service, at all times, ensuring guests' comfort and safe
- Dealing with all enquires in a professional and courteous manner
- Dealing with customer complaints in a professional manner
- Completing all daily administration tasks as require
- Managing and maintaining effective and efficient use of all reception equipment and systems, in line with company policy
- Providing reports, as required, for the management
- Maintaining effective communication, at all times, among the team and the management

REQUIREMENTS

- At least five years of hotel or prior ship experience in a comparable position
- Excellent command of the English language, knowledge of German or additional languages will be considered as an advantage
- Computer literate with knowledge of a variety of computer software applications, including Microsoft Office
- A flexible and motivated team player and a high degree of social competence
- Management and organizational skills
- Friendly appearance and ability to generate a warm and efficient welcoming atmosphere for the guests and crew
- Stress resistant

BENEFITS

- 4 vacation days per month
- A challenging job in a management level position
- Seasonal contract
- Free medical coverage with Allianz worldwide care
- Reimbursement of the travel expenses to/from the ship
- Single cabin facilities provided
- Free meals