

Job description

Position: Night Auditor

Department:

Hotel

Rank:

Crew

Immediate superior on board:

First Purser

1. Responsibility

- (1) Jointly responsible for the smooth work flow at the Reception in close cooperation with the First Purser
- (2) Jointly responsible for cleanliness and organisation at the Reception area.
- (3) Strict adherence to all agreed regulations (USPH/HACCP, ISM/ISO, SQM, TUIC Service standards), especially with regard to security, environment and hygiene regulations in his/her area of responsibility.
- (4) Booking of all onboard credits as per instruction from the Chief Purser
- (5) Bookings in cash account systems and RESCOM (Laundry, foto shop, boutique...)
- (6) Daily settlements of accounts with nominated F&B crew
- (7) Support Purser's office in settlement of accounts
- (8) Turn-over checks in RESCOM.
- (9) Preparation of relevant reports for all Chief Purser and First Purser
- (10) Compilatiion of passenger lists for all departments
- (11) Careful handling of printed matters
- (12) Friendly handling of all telecommunication
- (13) Control of revenues in RESCOM or other systems
- (14) Control of the billing of the fax, Telefon and routings
- (15) Adjustment entries, daily settlement of accounts (data transfer, night-run, data back-up)
- (16) Regular check of cabin accounts, settlement
- (17) Handling of the Daily Log, entering all relevant incidents, especially all wrong entries (copies of vouchers!)
- (18) Prepare „Average Age – Breakdown“
- (19) Enter given discounts as instructed by Chief Purser/ First Purser
- (20) Informations to passengers, if necessary through loud-speakers as instructed
- (21) Foreign currency exchange, daily settlement of accounts
- (22) Stamps, video, CD, DVD sale.
- (23) Ensure all operations are carried out with the utmost economy consistent with the agreed quality standards
- (24) Always aim at continuous improvement
- (25) During take-over and shipyard times, additional tasks have to be fulfilled if required.
- (26) Close cooperation with the First Purser, including reporting at regular intervals and timely attendance (written reports!) of all conflicts and disturbances in the work flow.
- (27) Active implementation of the philosophy behind the product
- (28) Constant improvement of the work flow and standards, including input for manuals and regulations.
- (29) Notification and handling of all relevant (unusual) events, such as damages, repairs, security violation etc.
- (30) Logs and check lists

- (31) Secure the careful handling of the company's properties (responsibility for negligence lies with the employee) .
- (32) Knowledge of the assigned security roll number (from the ship's articles) and the assigned duties in case of an emergency.

2. Qualification / Job experience

- (1) Qualified training in the hotel or restaurant line of business
- (2) Good knowledge of the tour operator's services onboard as well as ashore.
- (3) At least two years of job experience in relevant departments
- (4) Distinct economical, budget-orientated thinking
- (5) Business fluent in written + spoken German
- (6) Very good command of the English language (written + spoken)
- (7) Experience in complaint management
- (8) Living up to service
- (9) Very good IT knowledge, especially in MS Office, Rescom
- (10) Very good educational background

3. Personal requirements

- (1) Minimum age 24
- (2) Flexibility and organising ability, with special regard to IT and files management
- (3) Integrity
- (4) Poise, very good manners
- (5) Cost and quality awareness
- (6) Good communicator
- (7) Team player
- (8) Ability to work under pressure
- (9) Very well groomed appearance

4. Area of responsibility

Responsible for the workflow in his work area

5. Proxy

First Purser