

Job description

Position: Receptionist

Department: Hotel
 Rank: Crew
 Immediate superior on board: First Purser & Senior Receptionist

1. Responsibility

- (1) Jointly responsible for the smooth work flow at the Reception with regard to check-in and check-out organisation and Admin-IT in close cooperation with the First Purser & Senior Receptionist.
- (2) Jointly responsible for cleanliness and organisation at the Reception area.
- (3) Bookings in cash account systems.
- (4) Desk work
- (5) Support Purser's office in settlement of accounts
- (6) Complaint management (incl. documentation and/or immediate information of superiors, Daily Log and handover log entries) including compensations (as instructed)
- (7) Daily checks of Daily Logs.
- (8) Careful handling of printed matters
- (9) Repair management
- (10) Passing on information to passengers, if necessary through the loud speakers
- (11) Foreign exchange, daily settlement of accounts/cash books
- (12) Friendly handling of all telecommunication
- (13) Restaurant reservations
- (14) Handling of Lost & Found items
- (15) Stamps, video, CD, DVD sale.
- (16) Check-In: preparation of work material, printing and coding of the tickets as instructed.
- (17) Check-In, welcome passengers, e.g. at the terminal
- (18) Cabin swap handling as instructed
- (19) Check-out preparation: Distribute credit card settlements, handle cash and cheque payments at Reception
- (20) Passport checks after embarkation, completion of data, visa etc.
- (21) Sorting passports as instructed
- (22) Printing of Landing cards according to First Purser's instructions
- (23) Passenger completeness checks after shore excursions, loud speaker calls, inform First Purser
- (24) Ensure all operations are carried out with the utmost economy consistent with the agreed quality standards
- (25) Always aim at continuous improvement
- (26) During take-over and shipyard times, additional tasks have to be fulfilled if required.
- (27) Close cooperation with the First Purser & Senior Receptionist, including reporting at regular intervals and timely attendance (written reports!) of all conflicts and disturbances in the work flow.
- (28) Active implementation of the philosophy behind the product
- (29) Constant improvement of the work flow and standards, including input for manuals and regulations, in consultation with the Senior Receptionist.

- (30) Strict adherence to all agreed regulations (USPH/HACCP, ISM/ISO, SQM, TUI Service standards), especially with regard to security, environment and hygiene regulations in his/her area of responsibility.
- (31) Notification and handling of all relevant (unusual) events, such as damages, repairs, security violation etc..
- (32) Logs and check lists
- (33) Secure the careful handling of the company's properties (responsibility for negligence lies with the employee) .
- (34) 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

- (1) Jointly responsible for the workflow at the Reception

5. Proxy

Another Receptionist or the Senior Receptionist