

Job description

Position: Trainee 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) Desk work
- (4) Daily checks of Daily Logs.
- (5) Careful handling of printed matters
- (6) Repair management
- (7) Friendly handling of all telecommunication
- (8) Restaurant reservations
- (9) Handling of Lost & Found items
- (10) Stamps, video, CD. DVD sale.
- (11) Check-In: preparation of work material, printing and coding of the tickets as instructed.
- (12) Check-In, welcome passengers, e.g. at the terminal
- (13) Check-out preparation: Distribute credit card settlements
- (14) Sorting passports as instructed
- (15) Ensure all operations are carried out with the utmost economy consistent with the agreed quality standards
- (16) Always aim at continuous improvement
- (17) During take-over and shipyard times, additional tasks have to be fulfilled if required.
- (18) 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.
- (19) Active implementation of the philosophy behind the product
- (20) Constant improvement of the work flow and standards, including input for manuals and regulations, in consultation with the Senior Receptionist.
- (21) 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.
- (22) Notification and handling of all relevant (unusual) events, such as damages, repairs, security violation etc..
- (23) Logs and check lists
- (24) Secure the careful handling of the company's properties (responsibility for negligence lies with the employee) .
- (25) 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) Business fluent in written + spoken German
- (3) Very good command of the English language (written + spoken)
- (4) Experience in complaint management
- (5) Living up to service
- (6) Very good IT knowledge, especially in MS Office
- (7) Very good educational background

3. Personal requirements

- (1) Minimum age 21
- (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

Jointly responsible for the workflow at the Reception

5. Proxy

Another Receptionist or the Senior Receptionist