

1.0 Department

Hotel

2.0 Job Summary

- Commit to the Company's Core Values – flawless execution, dedication to family & community, spirit of entrepreneurship, financial excellence and environmental stewardship.
- Assume personal responsibility for safety and NCLH's impact upon the environment.

- Act as central point of reference for shipboard information and services offered to guests;
- Facilitate the flow of information to departments in order to ensure awareness of guest issues and assist in resolving any problems;
- Assist Guests with routine queries and where possible, provide resolution to problems
- Ensuring compliance with policy in accordance with guidelines issued by the Company;

3.0 Responsibility and Authority

- Guest Experience
 - Demonstrates genuine concern for guests' wellbeing at all times;
 - Acts as a filter for guest complaints or concerns to Concierge;
 - Ensures front desk logs and reports are maintained within Company Standards;
 - Ensures guest requests are dealt with in a timely and efficient manner and that appropriate follow up is carried out;
 - Pro-active approach to problem solving;
- Operational and Administrative
 - Attends to guest requests;
 - Telephone duties;
 - Any administrative duties as required;
 - Comment card data entry and other administrative duties as required;
 - Embarkation and debarkation duties (guest check-in);
 - Ensures sufficient amount of printed matters available at all times;
 - Logging guest issues in front desk logs and ensures follow up completed;
 - Passes on queries from guests regarding on board account, amenities, shipboard credits flights etc etc;
 - Attends front office meetings;
 - Compiles with front office meetings minutes and decisions;
 - Daily follow-up of all front desk logs;
 - Completes end of cruise filing and start of cruise docs are ready in accordance with guidelines from assistant purser

- Performs all other duties as requested by supervisor or as listed in SOP Manual – Front Office;
- Performs all other duties as requested by supervisor.
- Finance
 - Responsible for setting up guest account, cash payments and guest account queries;
 - Providing US Dollars and foreign currency exchange services to guests;
 - Providing Cash Advances and Foreign Currency Account Payments to guests;
 - Safe Audits daily and foreign currency audits;
 - Attending on board gaming activities and preparing final figures and audits;
 - Accounting duties as instructed by Chief Purser or Second Purser;
 - Answering guests' account queries and follow up on any account discrepancies;
 - Follow up on obtaining method of payment and declined credit cards as per Second Purser's instructions.
- Training and Development
 - Assists, where necessary, in training new reception staff in front office operations;
 - Promotes and Participates in Signature Service Training Program
- Safety
 - Monitor the practical application of the Company's policy, procedures and instructions.
 - Immediately report to the Master any instances where the vessel is unable or fails to comply with any Company's policy, procedure, instruction, and any safety, environmental, or security requirement.
 - Participate in crew and passenger safety drills according to instructions from ship's command;
 - Comply with company safety and pollution prevention regulations;

4.0 Education and Experience

- Systems
 - MS Office Suite
 - Fidelio Cruise including (but not limited to) modules:
 - Cruise Management, Quick Check In.
 - Micros Fidelio Point of Sale
 - NVS – Visual Reservation System
- Hospitality Background required;
- Reception and Front Office background required;
- Understanding of the highest level of service;
- Excellent administrative skills;
- Strong leadership skills and practice "leadership by example";
- Outgoing personality, open minded and flexible;
- Ability to work in an international environment;
- Ability to perform well under pressure;
- Excellent appearance and excellent social skills;
- Well organized;

5.0 Subordinate Positions

- N/A

6.0 Reports to

- Assistant Purser / Executive Concierge / Chief Purser (in this order)

PRINTED COPIES ARE NOT OFFICIAL DOCUMENTS, BUT ARE FOR REFERENCE ONLY