

(manual section is applicable for above companies)

JOB DESCRIPTION MANUAL - HOTEL

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OPERATIONS CELEBRITY

Chapter 13 - Position Description

Shipboard - Food Service

Restaurant Host/ess

Position Title: Restaurant Host/ess

Reports To: Restaurant Manager

Direct Reports: N/A

Position Summary:

The Restaurant Host/ess is responsible for the pre voyage dining coordination (table assignments). Coordinates Celebrity Select Dining table assignments and welcomes guest at the entrance. Consistently exhibits personal qualities of style, elegance, poise and grace, while maintaining a positive attitude in a professional and friendly manner.

Employees may be required to perform any other job-related duties assigned by their supervisor or management. All duties and responsibilities are to be performed in accordance with the Company's Safety, Quality and Environmental standards.

Qualifications:

- Minimum of three years' experience in a food preparation/service position in an upscale hotel, resort, cruise ship or convention banqueting service (shipboard experience preferred).
- In addition to English, able to speak 1 of the following languages is required; Italian, Spanish, French, and German.
- Previous experience as a host in a luxury hotel or resort, convention center, public relations or in a related hospitality function.
- Exceptional customer service skills to interact appropriately with guests in a considerate, professional and positive manner by showing concern and listening actively.
- Must have excellent typing skills.
- Working knowledge of computers, Internet access, and the ability to

navigate within a variety of software packages such as Excel, Word, or related programs.

- Must be able to work under pressure and unsupervised
 - Excellent customer service and guest resolution skills required.
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Core Competencies:

Job Skills/Results:

Key Performance Indicators (KPI's):

- KPI's assigned to position/department.

Operational Effectiveness:

- Ensures that pre voyage table assignments are created as per Celebrity Cruises' Shipboard Dining Coordination Manual and the dining coordination check list.
- Understands thoroughly the company's food and service standards, anticipating and fulfilling guests' needs.
- Responsible for keeping track of all special orders and special occasions such as birthdays or anniversaries at the Celebrity Select Dining. He/she communicates all the special orders to the wait staff to ensure the necessary ordered items such as special meals and cakes are delivered.
- Has basic knowledge of wines and wine service.
- Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and crew members with inquiries.
- Maintains a professional presence when faced with adverse situations and when coordinating many functions simultaneously.

LEADERSHIP:

Leadership Effectiveness:

- Stays "above the line" and accepts ownership for achieving results in all areas of accountability including SGI, ratings, revenue, and expenses, USPH, Workplace Safety and Crew Satisfaction.
- Inspires team through encouragement and recognition of outstanding performance.
- Resolves conflict with fact-based communication.
- Fosters team unity and inspires commitment to Celebrity Cruises.

- Collaborates well and works up, down and across the organization.
- Creates a climate of trust and mutual respect.

Modern Luxury:

- Knows our brand standards and holds team accountable for executing against them at all times.
 - Guest facing communication is professional, on brand and visually appealing.
 - Is a role model for others and serves as a positive ambassador of Celebrity Cruises.
 - Exhibits professional leadership presence, positive energy and passion in all situations.
 - Brings out the best in his/her team through authenticity, care and humility.
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Physical & Language Requirements:

- *While performing the duties of this job, the employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.*
- *All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.*
- *All shipboard employees must be able to communicate in the English language in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.*