



(manual section is applicable for above companies)

**JOB DESCRIPTION MANUAL -
HOTEL OPERATIONS CELEBRITY
Chapter 4 - Position Description
Shipboard - Guest Relations**

Revision 32 : July/25/2011

4.02 Concierge

Position Title: Concierge
Reports To: Guest Relations Manager
Direct Reports: None
Effective Date: April 2005
Revision Date: May 2009

POSITION SUMMARY

Provides a personalized guest service experience, where the anticipation of guest needs and expectations are executed in a timely manner. The Concierge is to be instrumental in creating guest experiences and executing service that is second to none. Consistently engage in conversation, relying a professional disposition and personality. The Concierge position encompasses strong communication and organizational skills, essential problem-resolution skills, and active listening skills for all concerns relating to guest concerns and Concierge Services.

All duties and responsibilities are to be performed in accordance with the Company's Safety, Quality and Environmental standards. In accordance with the Company's Service and Etiquette Philosophy program, each employee shall conduct oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees, in the presence of guests or in crewmember areas.

ESSENTIAL DUTIES & RESPONSIBILITIES

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

1. Coordinates guests' special, out-of-the-ordinary requests for onboard services under the direction of the Guest Relations Manager.

2. Coordinates guests' requests for shore side services in ports, i.e., limousine services, car rentals, restaurant reservations, etc., under the supervision of the Guest Relations Manager.
3. Handles guests' inquiries and complaints under the supervision of the Guest Relations Manager and ensures that they are resolved quickly, courteously, professionally and to the guests' total satisfaction.
4. Follows up with the Suite and Concierge Class guests to ensure total satisfaction.
5. Receives inquiries that may require a stateroom upgrade and these are forwarded to the Assistant Guest Relations Manager for processing.
6. Receives requests for airline changes and works closely with the Corporate Office (Air Sea Department) or directly with the airlines (cruise-only guest).
7. Receives request for disembarkation arrangements for guests with special needs or requests.
8. Maintains a report log of extreme or unresolved guest issues and updates the Guest Relations Manager daily.
9. Completes the "Lost Baggage Form" and obtain all pertinent information from the guests and keeps them constantly informed. Coordinates with the Pre and Post Department and/or the airlines the tracking of the luggage.
10. Understands the Safety & Quality Management Program, and his/her responsibilities in the Safety Organization according to the Emergency plan and Station Bill. Must be available, capable and ready to act in the event of an emergency.
11. Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and crewmembers with inquiries.
12. Attends meetings, training activities, courses and all other work-related activities as required.
13. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.
14. As needed, under the guidance of the Hotel Director, may be called upon to assist with Star Code duties, and/or following a Star Code, to assist a guest.

FINANCIAL RESPONSIBILITIES

Financial responsibilities for budget, expenses and/or achievement of revenue targets.

- Ensures that all communication costs are kept under control.
- Ensures that guests are charged for pertinent special requests and services.

MOTIVATIONAL RESPONSIBILITIES

People management responsibilities to ensure optimal performance of the function.

- This position does not have supervisory responsibilities.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- Minimum of two years hospitality management experience in an upscale hotel, resort or cruise line (shipboard experience preferred).
- Bachelor's degree in hospitality management, business administration or related field from an accredited college or university or the international equivalent preferred.
- Very strong communication, organizational, problem solving, decision making, and interpersonal skills.
- Superior customer service, team building and conflict resolution skills.
- Knowledge of the principles and processes for providing personalized services including needs assessment techniques, quality service standards, alternative delivery systems, and guest satisfaction evaluation techniques.
- Basic computer software skills required.
- Possess a good understanding of numbering flow "Debits/Credits", adjusting entries and corrections.

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following:

- Completion of at least one contract as Guest Relations staff with a performance rating of satisfactory or above along with demonstrated leadership skills.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English 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.
- Ability to speak additional languages such as Spanish, French or German preferred.

Physical 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.

Related Entries:

END OF SECTION