



(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

4.07 Guest Relations Officer

Position Title: Guest Relations Officer
Reports To: Assistant Guest Relations Manager
Direct Reports: N/A
Effective Date: April 2005
Last Revision Date: May 2009

POSITION SUMMARY

The focal point of The Guest Relations Officer's (GRO) role revolves around ensuring total guest satisfaction through personalized service and memorable experiences.

The GRO will achieve this by embodying exemplary problem resolution skills, keen listening skills, strong communication and organizational skills and genuine social skills. By taking the initiative, being proactive in identifying solutions, and following up in a timely manner, the GRO will successfully resolve all guest challenges and concerns.

The GRO must possess effective decision-making abilities, while maintaining the utmost level of professionalism with respect to appearance and demeanor at all times. The GRO will consistently maintain the departmental and company integrity by accepting ownership for all service recovery initiatives and interactions.

ESSENTIAL DUTIES & RESPONSIBILITIES

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.

1. Provides all services of the Guest Relations Desk; including, but not limited to: lost luggage, stateroom changes, lost and found service, printing and issuing guest cruise cards, and broadcasting ships announcements.
2. Answers inquiries pertaining to Guest Relations services and general information.
3. Responds to guest concerns in a considerate, professional and positive manner by showing empathy and listening actively.
4. Takes ownership of guest concerns, by following-up and ensuring complaints are resolved to the guest's satisfaction.
5. Maintains Guest Relations Resolution Log.
6. Maintains knowledge of all ship's regular events and special functions by reviewing all available sources (vessel's Daily Program, etc) in order to provide guests with accurate information to answer questions and handle special requests.
7. Registers guests for a variety of functions and/or services such as Captain's Club parties, tuxedo rentals, as well as assist with the disembarkation procedure requests.
8. Sells and maintains inventory of certain items at the Guest Relations Desk, such as menus, robes, cookbooks, etc.
9. Assists the Financial Controller with exchanging foreign currency, travelers' checks, and collection of payment on guest accounts.
10. Performs Bank duties on a regular basis.
11. Responsible for the "Bank" cash float and balancing of the float on a daily basis.
12. 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.
13. 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.
14. Attends meetings, training activities, courses and all other work-related activities as required.
15. 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.
16. **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.

- Assists the Financial Controller with exchanging foreign currency, travelers' checks, and collection of payment on guest accounts.
- Performs Bank duties on a regular basis.
- Responsible for the "Bank" cash float and balancing of the float on a daily basis.
- This position is responsible for indirect cost containment through the proper use, handling and maintenance of records, reports, documents, and equipment. 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 one (1) year hospitality management experience in an upscale hotel, resort or cruise line (shipboard experience preferred).
- Completion of high school or basic education equivalency required.
- Bachelor's degree in hospitality management, business administration or related field from an accredited college or university or the international equivalent preferred.
- Very strong management skills in a multicultural and dynamic environment.
- Very strong communication, 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.
- Advanced computer software skills required, including Microsoft Excel.
- Possess a good understanding of numbering flow "Debits/Credits", adjusting entries and corrections.
- Possess an understanding of all documentation and Immigration and Customs procedures for embarking/disembarking guests.

Internal Candidate Requirements:

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

- Completion of one contract 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:

Finance - Celebrity & Azamara Cash Floats 4.05

END OF SECTION