



SEABOURN®

SBN - Guest Services Operator – Other

Answering all calls received at the telephone central as per Seabourn standards and telephone etiquette, whilst providing all guests with a service ensuring satisfaction achieved.

The Guest Service Operator is a direct link to the guests on board. Although interaction is not face-to-face the impact they have in providing the ultimate service is superior. Being knowledgeable of all activities, ports and tours gives the Operator the opportunity to put the guest at ease and create a comfortable cruise experience.

Reporting relationships:

Report directly to the Guest Service Supervisor, supported by the Guest Service Manager.

Key Responsibilities

1. Be knowledgeable concerning all facets of shipboard organization and services, ports of call and shore excursions.
2. Liaise with other departments on any suite issues, changes or other requests.
3. 3. Ensure that all passenger complaints received are either settled immediately or referred to the Guest Service Manager or Supervisor for follow up. Guests to be promptly advised of all actions taken and all calls to be logged.
4. Receive all reservations for Restaurant requiring reservations as well as acknowledging all RSVPs for hosted tables.
5. Knowledge of SilverWhere.
6. Ensures that the Guest Service Supervisor is approving all documents/printing and forms going into the suites.

7. Ensure that The Herald is received in a timely manner for collection by Housekeeping.
8. Personalize commemorative certificates.
9. Receive lost and found items and deliver to the Seabourn Square. Inventory contents of found purses, etc., in presence of person submitting them and both parties sign inventory. Maintain a log of all found items and reports of lost items.
10. Provide guests with general ship, port and tour information.
11. To be familiar with and execute the Seabourn HESS-MS appropriate to their position.
12. Additional duties as assigned by Guest Service Manager.
13. Handover completed after each shift.
14. Familiar with all guest service related SOPs.
15. Maintain a clean and professional working environment and awareness of comings and goings of all crew entering the back office.
16. Assist guests with Internet in the Seabourn Square on scheduled days by Guest Service Manager.

Qualifications

Education:

- Degree or Equivalent in Hospitality Administration.
- Fluent English, written and spoken and good knowledge of one other (foreign) language, i.e. Spanish, German, French, Italian.
- Extensive knowledge in Microsoft Office

Experience:

- Minimum of 2 years in a five star front office position.

Knowledge, Skills & Abilities:

- Patient, tactful and courteous
- Previous ships experience
- Able to work under pressure

- High level of integrity
- Maintain confidentiality of all communications whether written, email, fax or telephone. Pleasant Personality and always well groomed
- Excellent Communication skills

About Seabourn

At Seabourn, we are passionate about travel. We believe that traveling for pleasure has a redemptive power that enriches people's lives. And we believe that people should travel well.

Cruising on a Seabourn ship is unlike any other form of travel. The experience is luxurious, yet relaxed — elegant, yet casual — sumptuous, yet understated. Our intimate ships visit the most desirable destinations worldwide, sailing to the heart of landmark cities, as well as to hidden gems where larger vessels cannot follow.

Our ships attract interesting people, who seek to share experiences beyond the expected in places beyond the ordinary. Our acclaimed staff offers a unique style of heartfelt hospitality that is sincere, thoughtful and personal.