



SEABOURN®

SBN - Host – Other

MUST BE EXPERIENCE IN THIS ROLE TO BE CONSIDERED FOR AN INTERVIEW

The Seating host will report directly to the Restaurant manager and will take charge of seating/welcoming duties in the Colonnade during breakfast and lunch shifts, in addition to the table assignment and seating in the Main dining room during dinner shifts. The seating host will also have the ownership of all duties related to arranging and organizing hosting tables, the RSVP of the hosting tables and all SilverWhere related duties [entering all reservations, assigning the tables in the system, report generating and seating at opening times of the assigned outlets.]

The Seating Host plays an important role in The Restaurant team. They are the face of the restaurant and are the first point of contact. They should be wholly engaged in the operation and seek to speak to every guest on board. Acquiring feedback is very important and gives us the opportunity to create Seabourn Moments or rectify any challenges we come across throughout the cruise.

Reporting responsibilities:

The Seating Host reports directly to The Restaurant Manager.

Key Responsibilities

1. Management and coordination of invitations and all tasks related to the assignment of hosting tables.
2. Management of SilverWhere and reports generated from this system, in addition to compiling and combining the reports to be sent to the office.
3. 90% name recognition, including the acknowledgement of all celebrations.
4. Responsible for effective and equal distribution of guests among the stations in the Restaurant during seating

5. Responsible for daily feedback to the F&B Management.
6. Welcoming all the guests in the Colonnade for breakfast and lunch shifts and welcoming and assigning the guests to their tables/seats in the Restaurant for dinner.
7. Responsible for entering all newly gathered guest preferences throughout the cruise into Siebel for future use.
8. Keeping track of a guest feedback log throughout the duration of the cruise for effective follow-up on guest feedback/complaints. [Also share with GSM]
9. To be familiar with and execute the Seabourn HESS-MS appropriate to their position.

Qualifications

Education:

- High School Diploma or equivalent

Experience:

- 2-3 Years experience is required in a similar position in a 5 star establishment. Cruise Line experience preferred.

Knowledge, Skills & Abilities:

- Professional and well-presented appearance Outgoing personality
- Excellent language skills
- Fast and accurate computer skills
- Basic F&B knowledge
- Ability to deal with pressure and difficult guests
- Excellent Seabourn culture
- Excellent ability for name recognition
- Excellent knowledge of SilverWhere [Training will be conducted on board]
Effective planner and organizer

Physical Demands & Travel

Physical Demands:

For the safety of yourself and others on board certain physical abilities shall be maintained. Must be able to bend, climb, perform repetitive motion, and repetitively heavy lift.

Must maintain physical fitness to perform tasks associated with job.

Travel Requirements:

- Passport – valid for a minimum of 6 month
- Flag state issued seaman book
- General flag state or flag state approved marine fitness medical United States C1/D visa
- English Marlin test at minimal score of 80%
- Pre-employment medical examination

Working Conditions:

Working on a cruise ship is very different from any land-based occupation. Working hours are longer and work is more intense due to the constant demand of the guests. You have to be very flexible in your working hours, which on occasion might have to be changed due to unforeseen circumstances. The Maritime Labour Convention of 2006 however strictly regulates these. Apart from the working hours there are strict rules which all members of the ship's company need to adhere to as stipulated by the Master's standing orders. You work in close proximity with your fellow crewmembers and therefore respect among all is essential.

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.