

P O S I T I O N D E S C R I P T I O N

Position Title: Receptionist

Department: **Sub-Department:**

Reports To: Guest Relations Manager, BSSL Operations

Direct Reports: N/A

Position Summary

The Receptionist is responsible for the efficient operation of the Reception Desk, ensuring that passengers are treated in a polite and friendly manner and that their questions and concerns are handled correctly

Essential Duties and Responsibilities

Operational

- Maintain an upbeat, polite, friendly and outgoing demeanor while providing a consistent level of service.
- Maintain the reception guest log book with great detail, ensuring that any issues or comments of interest are recorded for future reference.
- Communicates all guest concerns or issues to the relevant department for action and follow up.
- Create AVOs for maintenance problems in guest cabins.
- Issue replacement swipe cards and cabin keys.
- Assist guests with onboard accounts, accepting deposits, payments and issuing refunds of remaining balances at the end of the cruise.
- Register credit cards for guests for account payment.
- Maintain control of their personal account and all funds received.
- Balance with Chief Purser at the end of the cruise.
- Assist passengers with keys for safety deposit boxes, hairdryers, postage stamps, etc., and place charges on respective onboard account.
- Answer telephone calls, internal and external, and assist callers with the information requested.
- Connect outside calls to the desired extension or take messages if the recipient is not available.
- Perform side duties as assigned by Guest Relations Manager or Senior Receptionist.

Training & Development

- Attend all meetings, training activities or classes related to assigned position as required.

Financial

- N/A

Safety Responsibilities

- Maintain a safe and sanitary environment for all guests and crew members.

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- Follow proper procedures and instructions at all times to prevent damage of any kind to ship or company property.
- Know and comply with Shipsan, the European sanitation program, and United States Public Health Rules and Regulations pertaining to assigned working area.
- Participate in safety drills as required.
- Comply with Marella Cruises' Safety and Pollution Prevention Program
- Comply with Marella Cruises' Operating Procedures Resources.

Other Duties and Responsibilities

- As assigned

Qualifications

Knowledge, experience, skill, and/or ability

Required

- Fluent in written and spoken English,
- Must be able to communicate effectively with the senior management.
- Ability to lead and make decisions.
- Good administrative skills.
- Experienced in coaching subordinates.
- Must be cost and quality conscious.
- Must adhere to specific scheduled work hours, yet be flexible if circumstances require it.
- Work with international team members.
- Perform assigned duties under pressure (time constraints).

Preferred

- Fluency in additional language(s)

Required computer skills

- Knowledge of Microsoft programs to include but not limited to, Outlook, Word, Excel, and Power Point

Education/experience/certifications

- High School education or better.
- Minimum of three years of customer service related experience on land or on ships.
- Equivalent combination of education and experience.

Other Skills:

- Knowledge of general office practices, procedures and equipment.
- Ability to prioritize tasks and work independently.
- Strong organizational, interpersonal and communication skills.
- Ability to interact with senior-level management and owner representatives.

Math Ability:

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- Able to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions, and decimals.

Reasoning Ability:

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

Work Environment & Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job the employee is regularly required to
 - Stand
 - Use hands to finger, handle, or feel;
 - Reach with hands and arms;
 - Talk or hear and smell.
- The employee must be able to lift or move up to 55 pounds (25 kilograms) without assistance.

Vision Requirements:

- Ability to adjust focus, depth perception, peripheral vision, distance vision and close vision and to be able to otherwise perform the essential functions of the job in a manner that does not present danger to the employee or others with or without a reasonable accommodation.

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