



JOB DESCRIPTION - RECEPTIONIST

Title:	Receptionist
Rank:	Staff
Department:	Hotel Management
Main function:	To deal with all passengers requests To assist the pursers office back of the house To handle all money exchange for the passengers To handle all passenger complains and requests To assist with check –in and out procedures
Reports to:	Front Desk Manager
Cabin:	Shared

1. PROFILE

- Must have refined skills in public relations, which demands a very good command of the English and German language
- At least four years experience in the hotel industry in both practical and management and administration positions
- Must have Typing skills, Computer knowledge of Windows XP, Word, Excel, MS Outlook. Additional: Fidelio Cruise (or similar Ship Management System) Experience of Desk top publishing would be a plus.
- Must have the ability to communicate with all levels of personnel and passengers
- Must have reasonable experience of administration work
- Should be a self starter, reliable, able to work unsupervised, work to tight deadlines and above all to show flexibility to work in each department.

2. AREAS OF RESPONSIBILITY:

Reception
Front Desk Office

3. POSITIONS DEMANDING CLOSE LIAISON

Front Desk Manager	All administrative matters regarding passengers
Crew Coordinator	Administrational matters regarding crew
Hotel Director	All hotel administrative matters and secretarial work

4. SPECIFIC DUTIES AND ACTIVITIES:

Checking in and out of passengers
Responsible for all inquiries of passengers
Information centre for telephone inquiries
Dealing with the money exchange office
Assistance in the terminal if required on embarkation
Collect passports on embarkation
Authorize and register credit cards on embarkation



General help and guide to passengers on embarkation

AVO / Repair / Maintenance requests
Reception Log Book
Typing of meeting minutes if required
Printing and preparation of passenger financial statements
Collection / Handout of passports

Checking out of passengers on disembarkation
Taking payments from passengers on disembarkation
Hand out passports on disembarkation
Guide passengers on disembarkation
Close accounts / balance cash flow on disembarkation

5. PASSENGER SERVICE

To be in uniform at all times in public areas, wearing your name tags and to act in a professional, responsible manner.

6. UNIFORM TO BRING ON BOARD

Male

White Shoes
Black Shoes
White Socks
Black Socks
White Belt

Female

White Shoes
Black Shoes
Flesh Tights
Black Tights
White Belt

I have read and discussed the above and I fully understand the description of my job and agree to abide by this description of my duties.

Receptionist