



Standard Procedures Manual ©

# GUEST SERVICE AGENT

## POSITION DESCRIPTION 52002

Prepared by MSC Corporate Guest Service	Approved by Product Dev. and Guest Experience	Authorized by VP Hotel Operation	For use on Cruise Fleet	Original File Apr 27 2010	Last Revision March 21, 2018	Revision No 6	Page 1 of 4
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<b>POSITION NO.</b>	<b>52002</b>
<b>Title</b>	<b>GUEST SERVICE AGENT</b>
<b>Department</b>	Hotel-Guest Services
<b>Main Function</b>	To operate the Front Office and Information facility.
<b>Reports to</b>	Concierge /AGRM - GRM for guest complaint and daily front desk/Guest Services operational duties Accounting Manager for financial operation only
<i>Replacement</i>	Colleague Guest Service
<i>Uniform</i>	As per SP Manual (Chapter Uniform)
<b>POSITION BASICS</b>	The principal function of Guest Service personnel is to receive Guests with a warm, friendly disposition, make them feel at ease, answer their questions, solve their problems immediately, or attend to their requests in a professional way. The <guest Service Agent is one of the most important onboard position in winning our Guests enthusiasm to return to our ships. The Guest Service Agent must be able to do different types of financial transactions: Cash deposit in guest's account, credit card transactions and he/she is responsible of a cash float.
<b>POSITION REQUIREMENTS</b> <i>BST and Certificates</i>	Basic Safety Training (BST) and all other certification and documentation in force at the time of engagement compliant with the flag state requirements of your assigned ship.
<i>Language Skills</i>	Fluent in English, and knowledgeable in 3 additional languages between: German, Italian Spanish, Portuguese and French
<i>Health</i>	Validated current documentation certifying the health and fitness of the applicant meets fundamental requirements of seagoing personnel on basis of assigned office and verifying all sanitary precautions have been taken against diseases that may be endemic to the cruising area.
<i>Experience</i>	Proven experience as an information receptionist on a multinational cruise ship, hotel or tourist complex.
<b>QUALIFICATIONS</b> <i>Minimum education level</i>	High School graduate <ul style="list-style-type: none"> <li>▪ Proven ability to operate this focal-point area with tact and diplomacy.</li> <li>▪ Demonstrated problem-solving skills.</li> <li>▪ Progressed experience in cash handling.</li> <li>▪ Proven ability with Guest Relations: able to communicate with all levels and ages of Guests.</li> <li>▪ Proven competence with microphone and public speaking.</li> <li>▪ Proven ability in the use of computers in a Windows-based environment (word, excel).</li> </ul>
<b>SAFETY &amp; DISCIPLINE</b>	<b><i>You are required to:</i></b> <ol style="list-style-type: none"> <li>1. Know, understand and implement the Mission Statement of the Company.</li> <li>2. Read, understand and comply with the Crew regulations and all requirements relating to position.</li> <li>3. Wear the prescribed uniform and name badge at all times on board.</li> <li>4. Take part as required in all emergency drills and understand assigned emergency duties.</li> </ol>

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---	---	-------------------------------------	----------------------------	------------------------------	---------------------------------	------------------	----------------

### PHYSICAL REQUIREMENTS

**The following physical requirements apply to this position**

- While performing the duties of this job, the shipboard 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 25 Kg. If required to lift more than this weight, the wearer must use an appropriate lumbar support belt.
- 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.
- No tattoos on any exposed part of body when wearing uniform

### RESPONSIBILITIES

**You are required to:**

- Standard Procedures*
- Handle Guest Complaint*
- Attend Meetings*
- Organization chart*
- Ship Geography*
- Fidelio Training*
- Financial Transaction & Float*
- Information for Passengers*
- Room Service Orders*
- Answering question*

1. Read, understand and follow all MSC Standard Procedures which relate to your position.
2. Record all Guests complaints in the complaint register, following-up all complaints according to procedures. Fidelio Complaint Management S.O.P. 20.09.00
3. Attend any planning meetings arranged by the Hotel Director or GRM AGRM/Concierge and Accounting Mgr.
4. Read and understand the Organisation Chart of the Ship to know who reports to whom.
5. Understand the geography of the Ship to which you are assigned. Read the Deck Plans and remember the layout of the Ship.
6. Attend training sessions related to the Fidelio and other relevant information systems.
7. Receive proper training about cash handling by the onboard Accounting Manager within the first 30 days after embarkation. Understand and perform cash and credit card transaction, be responsible of a cash float.
8. Provide information and general assistance to Guests, giving specific attention to the elderly, the very young, single, disabled and any ethnic minorities
9. If required, operate the Room Service order service, taking telephoned orders from Guests, registering them to the Fidelio POS terminal at the Guest Service desk, and ensure the order is given quickly to Room Service personnel.
10. Be prepared with answers for the most common questions relating to payment for services, directions, excursion bookings, dining reservations, times of activities etc. Offer information to Guests on general disembarking matters, including tipping, immigration, customs, transport, account payment, luggage labels etc

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MSC Corporate Guest Service	Product Dev. and Guest Experience	VP Hotel Operation	Cruise Fleet	Apr 27 2010	March 21, 2018	6	3 of 4

<i>Telephone inquiries</i>	11. Answer all Guests telephone inquiries and requests quickly and professionally, ensuring it never rings more than 3 times before answering
<i>Wake-up service</i>	12. Provide a wake-up service for Guests as required.
<i>Announcements</i>	13. If required, make announcements as required by the Concierge/AGRM or SENIOR GSA
<i>Check-in</i>	14. Assist with the check-in of Guests either ashore or on board, using the Fidelio system or manually in case of system failure.
<i>Welcome on board</i>	15. Welcome Guests on board, offering a quick and effective assistance and information service.
<i>Major problems</i>	16. Where problems of a major nature arise, contact the Senior GSA first or/and Concierge/AGRM later for quick intervention or if deemed necessary
<i>Excursion escort</i>	17. If required, act as an escort or representative on shore excursions organized by the ship.
<i>Bellboys</i>	18. Understanding the workload of bellboys, give requests for service for delivery, printing, Guests assistance etc. to the Bellboy department.
<i>Lost Baggage</i>	19. Attend to Guests problems relating to lost baggage, safekeeping, requests for room changes etc.,
<i>Document processing</i>	20. Assist as required at designated areas on board with the processing of documents where these are required for Guests to go ashore.
<i>Daily Program</i>	21. Encourage Guests to refer to the daily program or to watch information channels on the ships television system.
<i>Disabled Passengers</i>	22. Assist as required any Guests with special needs.
<i>Translations</i>	23. Translate announcements or notices into the required languages of Guests. Translation Daily program/ Daily Special when requested.
<i>Document</i>	24. Record the following on the appropriate standard forms, which are held at the Guest Service: <ul style="list-style-type: none"> <li>• <i>Lost and Found property</i></li> <li>• <i>Guests Claims</i></li> <li>• <i>Damage Form</i></li> <li>• <i>Accidents on board</i></li> <li>• <i>Requests for Cabin Changes</i></li> <li>• <i>Break of Voyage</i></li> </ul>
<i>Record of equipment</i>	27. Where items including Hairdryers, Plug Adaptors, Sports equipment, Indoor games etc are distributed from the Information Office, keep a record of all transactions entering a comment in Fidelio, whether or not they involve money.
<i>Special functions</i>	28. Register names and details (where required) of Guests eligible for special functions on board. These include (but are not limited to) the following <ul style="list-style-type: none"> <li>▪ <i>Honeymoon couples</i></li> <li>▪ <i>MSC Club Guests</i></li> </ul>

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---	---	-------------------------------------	----------------------------	------------------------------	---------------------------------	------------------	----------------

- 29. Maintain the Guest Service clean, tidy and in order.
- 30. Remain standing at all times when speaking to or attending to Guests
- 31. Never smoke, eat, drink, or chew gum while on duty.
- 32. Never carry or use Mobile telephones while on duty.

*Tidy Office*

*Never sit*

*Smoking, Gum, Eating*

*Mobile Phones*

**Governing Status**

<i>Status</i>	Crew
<i>Accommodation</i>	Crew Cabin – Shared use
<i>Assigned Mess</i>	Staff Mess

**Procedure Updates**

Procedure Updates		
V6	March 20, 2018	Additional educational requirement: progressed cash handling experience
		Additional Duty: receiving proper accounting training within the first 30 days onboard
		Additional Duty: escalate issues to Senior GSA as a first step

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