

# International Cruise Services, Inc. & Seven Seas Services Limited

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

Position Title: **Bell Boy**

Department: **Hotel**

Sub-Department   **Housekeeping**

Reports To: **Chief Housekeeper, Assistant  
Housekeeper**

Direct Reports: **N/A**

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### Position summary

To ensure guests satisfaction by providing a personalized and prompt service to guests (and internal customers) dealing with enquiries, running errands and delivering items as required, always reflecting the luxurious nature of our Company.

### Essential duties and responsibilities

#### Operational

- Assisting with guests' luggage when required (i.e. suite reallocation, disembarkation, etc.).
- Assisting guests gaining entry to their cabins.
- Directing all guests complaints to the Concierge's attention, to ensure an effective discretionary guest recovery,
- Ensuring up keeping of wheelchairs and wheelchair area.
- Assisting guests with special needs during embarkation, disembarkation, tours, etc.
- Assisting the Travel Concierge Desk to deliver tour tickets, etc, whenever possible.
- Providing guests with accurate information about all ship's services, facilities and activities.
- Delivering the content of the Bell Captain's Box promptly and accurately (i.e. messages, faxes and other relevant information) to guests' suites.
- Coordinating the receiving, sending and distribution of faxes in a timely manner and treating the information in a confidential manner.
- Delivering newspapers, Passages and other relevant information to distribution point in timely manner
- Picking up and delivering the Requisition Order for stationery for Reception.
- Ensuring the Reception desk, back office and Bell Captain's area is clean, tidy and in order at all times.
- Assisting with loading and off loading of luggage and provisions if requested.
- Set up and prepare the Captain meeting room with pastries and beverages before arrival in each port for ship's clearance (OCI only).
- Set up the Captain meeting room with pastries and beverages for the various meetings held during the cruise. (OCI only)
- Collects beverage and amenities requisitions prepared by the Asst. Housekeeper. (OCI only)
- Prepare and delivers Champagne to the Concierge Level staterooms on embarkation (OCI only)

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### **Training & Development**

- Participates in all assigned trainings.

### **Financial**

- Takes good care of equipment, distribution materials.
- Controls well his working hours in coordination with Chief Housekeeper.

### **Safety Responsibilities**

- To comply with the safety and pollution prevention regulations and operating procedures at all times, participating in all relevant meetings and training sessions.
- Participate in safety drills, according to instructions.
- Must be in possession of valid STCW certificates.

### **Resources**

- HKOM, USPH manual, SMS, trainings given by Chief Housekeeper.

### **Other Duties and Responsibilities** (Other duties may be assigned).

- Other duties may be assigned by Chief Housekeeper as per operational need.

### **Qualifications**

#### **Knowledge, experience, skill, and/or ability**

##### Required

- Strong administrative skills, combined with good time management.

##### Preferred

- Great attitude at all times.
- Flexible.
- Team worker.
- Punctual.
- Well groomed and neat appearance.
- Outgoing.
- Ability to perform under pressure (time constraints).
- Ability to work with an international team.

#### **Required computer skills**

- N/A

#### **Education/experience/certifications**

- Elementary and middle school (8th grade) or higher. A minimum of two years related experience and/or training in the hospitality field.

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**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:**

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 (20 kilograms) without assistance.

**The vision requirements include:**

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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