

## **JOB DESCRIPTION – RECEPTIONIST**

**Reports onboard to:** Front Office Manager, Senior Receptionist.

### **JOB DESCRIPTION**

- Main focus of position is the efficient operation of the Guest Relations Desk, ensuring that passengers are handled in a polite and friendly manner and that their enquiries and concerns are handled correctly and followed through to completion. Above all, consistently being upbeat, polite, friendly and outgoing with the guests and following the Palmy points to ensure the correct service style for the product.
- Completing reception log book, ensuring that any and all issues of interest are recorded for future reference, passing every passenger concern or issue to the relevant department and make sure a follow up is made with each department involved and passenger, through completion. Log book is updated in detail, on every step, for future reference.
- Creating AVOs for maintenance problems in pax cabins.
- Issuing replacement swipe cards and cabin keys.
- Assisting passengers with their accounts, accepting deposits, payments and issuing refunds of remaining balances at the end of the cruise.
- Registering credit cards for passengers for account payment.
- Maintaining control of their personal float and all funds received and balancing with Chief Purser at the end of the cruise. They should balance their account for their own share, every end of shift and make sure that they are ready for any audit by the Chief Purser at any time during the week.
- Assisting passengers with keys for safety deposit boxes, hairdryers, postage stamps, etc., and placing charges on the onboard account.
- Answering telephone calls, internal and external and assisting callers with the information they require, or in the case of an outside call, connecting the caller to the desired extension or taking messages if the person called is not available.
- Side duties as assigned by GRM or Senior Receptionist, which may include gangway greeting, luggage tags, etc.

Issued on: 11/18/05	Page 1 of 2	Prepared by: KG
Last reviewed on: 07/16/13		Approved by: P. Faucher

## **Safety**

1. Participates in safety drills according to instructions.
2. Complies with Island Cruises' safety and pollution prevention regulations and operating procedures.

## **Education/Training**

High School education or better; a minimum of 3 years of customer service related experience on land or on ships.

## **Language requirements:**

Must be able to communicate effectively in written and verbal English. Knowledge of another language is beneficial.

## **Computer knowledge:**

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

## **Profile:**

1. Ability to lead and make decisions.
2. Ability to perform under pressure.
3. Ability to work with international team.
5. Good administrative skills.
6. Very good oral and written communication.

Issued on: 11/18/05	Page 2 of 2	Prepared by: KG
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