

HOTEL OPERATIONS

FO.02.05	Job Description		Effective: 15 July 2005
POSITION TITLE	Junior Receptionist	POSITION GRADE	B/C2
MANAGER'S TITLE	Front Office Manager	DEPARTMENT/DIV	Front Office

POSITION SUMMARY

Responsible for providing a variety of services and giving accurate, consistent information to guests in an efficient and courteous manner while maintaining a pleasant and accommodating personality.

In order to consistently exceed guest expectations and provide the highest levels of product and services, additional duties and responsibilities may be assigned as needed.

NCL'S PHILOSOPHY OF *S.T.Y.L.E.* – Service Teamwork and Yes Lead to Excellence

In accordance with Norwegian Cruise Line philosophy, all team members work together sharing in a common goal of a successful, profitable and innovative company. Team members are to demonstrate integrity, fairness and honesty. These are our core values that we will live by in our daily interaction with all of our external and internal customers. All team members are to demonstrate and role model all the principles of *S.T.Y.L.E.*

PRINCIPLES OF STYLE

Service, Value, Innovation, Shareholder Value, Health/Safety/Environment, Community Involvement

MOTTO

We are selling vacations and delivering dreams

ESSENTIAL FUNCTIONS

- Responsible for answering the emergency telephone line and taking appropriate, immediate action.
- Handles guest requests in an effective way by taking ownership of the request then following-up until the matter is finalized.
- Maintains a cash float for giving change and cashing traveler checks for guests.
- Takes care of lost and found items and the related documentation.
- Maintains safety deposit boxes for guests (if applicable).
- Records significant guest related issues in the daily logbook for shared knowledge and follow-up.
- Answers internal and external telephone calls through the switchboard, taking messages and forwarding them on to the appropriate person.

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<ul style="list-style-type: none">• Makes public address announcements as needed.• Assigned special duties such as Lost & Found, Office Supplies, and Post Cards.• Can perform administrative duties in the capacity of assistant to the Concierge that includes manning the executive lounge hospitality desk, following through on regular suite requests, making reservations, contacting guests, etc.• Must be familiar with the Safety and Environmental Protection Policy and the SEMS, and carry out the policies and procedures appropriate for his/her position.•		

DIMENSIONS

- Must be able to oversee and provide quality service for a large passenger vessel that can include from 1,000 to 3,000 guests.
- Must be familiar with all staterooms, facilities, and services available on board.

NATURE AND SCOPE

- Able to handle normal Guest complaints. If a situation becomes more than the Jr. Receptionist can deal with, complaints are to be directed to the supervisor on duty.
- Self-sufficient and willing to work on own accord when the night shift is assigned.
- Possesses the ability to relate with Guests and respond in a professional manner to their questions and concerns.
- Trained in time to be able to deal with all duties within the Front Office Operation including Telephone Operator and night shift.

QUALIFICATIONS, EDUCATION AND ATTRIBUTES

QUALIFICATIONS

- Fluent in English; Speak, Read, Write. Fluency in at least one other language such as German, Spanish or French is preferable.
- Possess some typing and computer software skills (Microsoft Word, Excel and Fidelio Cruise, Micros).
- Customer Service/Guest Relations Oriented and Well Organized

EDUCATION

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- 2-year Associates degree or equivalent in Hotel Management and/or Guest Relations from a recognized hotel institution.

ATTRIBUTES

- Proactive, Team Player, Problem Solver
- Passionate about hospitality and customer service driven
- Must have a professional appearance and good hygiene
- Respect for all co-workers and guests
- Pride in your work by creating positive energy, excitement and fun
- Able to work 7 days a week
- Demonstrate positive behaviors; smiling, being polite and courteous
- Able to develop a camaraderie with team members
- Ability to live in close quarters, share limited space with other cabin-mates

PHYSICAL REQUIREMENTS

- While performing the essential functions of this job, all team members are required to stand; walk long distances on the ship; use hands to touch, handle or feel; reach with hands and arms; talk or hear and taste or smell. All vessel positions require repetitive motion of bending, climbing, going up and down stairs and lifting more than 25 pounds. This job requires specific vision abilities to include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- All team members must be physically able to participate in emergency life saving procedures and drills. All vessel positions require full use and range of arms and legs as well as full visual, verbal and hearing abilities to receive and give instructions in the event of an emergency including the lowering of lifeboats.
- Work within different temperature changes—indoors to outdoors.
- Able to pass basic safety course.
- This is a minimal description of duties. Other work requirements may be necessary and assigned as business or maritime law dictates.