

GUEST SERVICE OFFICER JOB DESCRIPTION

POSITION SUMMARY:

The Guest Services Officer actively listens and extends assistance in order to resolve all guest issues and concerns. A strong guest satisfaction disposition is mandatory, a people person, with a great sense of humor. The Guest Services Officer must possess outstanding hospitality, focused customer service, strong communication and organizational skills and effective decision-making abilities. Maintaining a high level of professional appearance and demeanor at all times.

This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Employees may be required to perform any other job-related duties assigned by their supervisor or management. All duties and responsibilities are to be performed in accordance with the Company's Safety, Quality and Environmental standards.

RESPONSIBILITIES:

- Greets all guests immediately with a friendly and sincere welcome. Uses a positive and clear speaking voice, taking the time to understand all requests in detail.
- Responds to escalated guest concerns in a considerate, professional and positive manner by showing empathy and listening actively.
- Through effective ownership and by taking initiative to "Own the Problem" the Guest Services Officer will whenever possible seek to take accountability for delivering outstanding problem resolution.
- Responsible for being a determined and focused performer in a team of empowered Guest
- Services professionals who will strive to deliver focused and extraordinary customer service, taking ownership and accountability for reacting to guest feedback and requests effectively and efficiently. Through maintaining knowledge of all guest

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ratings and comments assists in maintaining a culture throughout the Guest Services team for owning issues and resolving to the full.

- Maintains current knowledge of all ship's regular events and special functions by reviewing all available data in order to provide guests with accurate and up-to-date information to answer questions and handle any special requests.
- Provides cash and guest account services at the Guest Services desk such as accepting cash payments, cashing personal or Traveler' s checks or exchanging foreign currencies.
- Follows established procedures to maintain, safeguard, balance and reconcile, assigned cash float.
- Assists guests during boarding and departure process, including establishing onboard credit, selling and printing Explorations! Tickets and closing of guest accounts.
- Provides all services of the Guest Services desk; including, but not limited to: tracing missing luggage, baby-sitting arrangements, cash services, safety deposit box service, lost and found service, printing and issuing of guest Sea Pass cards, and broadcasting ships announcements.
- Assists guests with immigration and customs procedures and forms.
- Must practice sound and prudent business sense and high professional ethics at all times.
- Maintains guests' confidence and protects organization reputation by keeping guest and company information confidential.
- Attends meetings, training activities, courses and all other work-related activities, as required.
- Proper telephone etiquette is a key requirement. Must ensure that telephones are answered promptly using positive and clear English communication, using the guest name at all times where possible.

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- Responsible for spending time manning the Telecom exchange as deemed required by the Guest Services Management.
- Enhances department and company reputation by accepting ownership for accomplishing new and different requests, exploring opportunities to add value to job accomplishments.
- Maintains safe, secure, and healthy environment by enforcing organizational standards, procedures, and legal regulations. Effectively monitors, oversees and makes improvements to workplace safety within the division and throughout the ship.
- Attends mandatory crew and guest safety drills as required, including meetings, training activities, courses and all other work-related activities.

REQUIREMENTS:

- Minimum 1-year experience in a customer contact position within the hotel field or related industry.
- Completion of high school or basic education equivalency preferred.
- Minimum 1-year cash handling experience, and an understanding of US currency and exchange rates required.
- Proven customer service skills to interact appropriately with guests in a considerate, professional and positive manner by showing concern and listening actively.
- Ability to operate basic office equipment, including telephones, computers and copy machines.

LANGUAGE REQUIREMENTS:

- Excellent ability to speak English clearly, distinctly and cordially.
- Excellent ability to understand, read and write English in order to interpret written procedures, policies and manuals. This includes the ability to give and receive

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instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.

PHYSICAL REQUIREMENTS:

- 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. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- Extensive travel from ship to ship with varying accommodations and resting opportunities require good health. Active management of health through diet and exercise is a key for prolonged success in the position.
- All shipboard employees must be physically able to participate in emergency lifesaving 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. The employee must have the ability to lift and/or move up to 55 pounds.

LEADS WITH PASSION, DRIVE AND ENERGY

- Promotes team unity at all levels within the Team and collaborates well with shipboard and shore side management.
- Shows motivation to learn and grow in the department.

ACTS WITH INTEGRITY

- Creates a climate of trust, mutual respect, and a professional image according to company standards. Be groomed meticulously and ready for guest service.
- Maintains guests' and employee confidence and protects the organization's reputation by keeping guest and company information confidential. Enhances department and company reputation by accepting ownership and accomplishing a

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diversity of requests while exploring opportunities to add value to job accomplishments.

BENEFITS:

- Contract with an average length of 6 - 8 months.
- Free food & shared accommodation (2 people per cabin).
- Crew areas activities on board (gym, crew bar, shore excursions, social activities, crew events, etc.)
- Joining tickets: are not covered for new crew members.
- Repatriation tickets: are provided by the company.
- Visa expenses reimbursed on board.
- Medical exam can be reimbursed depending of the company.
- Earn recognition and career advancement opportunities.

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RECRUITMENT

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