

## RESTAURANT HOSTESS JOB DESCRIPTION

### POSITION SUMMARY

The Restaurant Host/ess is responsible for the pre voyage dining coordination (table assignments). Coordinates Celebrity Select Dining table assignments and welcomes guest at the entrance. Consistently exhibits personal qualities of style, elegance, poise and grace, while maintaining a positive attitude in a professional and friendly manner.

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.

### ESSENTIAL DUTIES AND RESPONSABILITIES

- Ensures that pre voyage table assignments are created as per Celebrity Cruises' Shipboard Dining Coordination Manual and the dining coordination check list.
- Understands thoroughly the company's food and service standards, anticipating and fulfilling guests' needs.
- Responsible for keeping track of all special orders and special occasions such as birthdays or anniversaries at the Celebrity Select Dining. He/she communicates all the special orders to the wait staff to ensure the necessary ordered items such as special meals and cakes are delivered.
- Has basic knowledge of wines and wine service.
- Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and crew members with inquiries.
- Maintains a professional presence when faced with adverse situations and when coordinating many functions simultaneously.

### REQUIREMENTS:

- Minimum of three years' experience in a food preparation/service position in an upscale hotel, resort, cruise ship or convention banqueting service (shipboard experience preferred).
- In addition to English, able to speak 1 of the following languages is required; Italian, Spanish, French, and German.

Calle Porta 170 Of. 507 Miraflores – Lima – Perú / Celular: 959 959 634

Email: [admission@agenciaocean.net](mailto:admission@agenciaocean.net) / [www.agenciaocean.net](http://www.agenciaocean.net)

- Previous experience as a host in a luxury hotel or resort, convention center, public relations or in a related hospitality function.
- Exceptional customer service skills to interact appropriately with guests in a considerate, professional and positive manner by showing concern and listening actively.
- Must have excellent typing skills.
- Working knowledge of computers, Internet access, and the ability to navigate within a variety of software packages such as Excel, Word, or related programs.
- Must be able to work under pressure and unsupervised · Excellent customer service and guest resolution skills required.

#### LANGUAGE REQUIREMENTS:

- Excellent ability to speak English clearly, distinctly and cordially (intermediate level B1-B2 +).
- 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 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 50 pounds.

#### LEADS WITH PASSION, DRIVE AND ENERGY

Calle Porta 170 Of. 507 Miraflores – Lima – Perú / Celular: 959 959 634  
Email: [admission@agenciaocean.net](mailto:admission@agenciaocean.net) / [www.agenciaocean.net](http://www.agenciaocean.net)

- 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. Is highly organized.
- Able to work closely as member of a large team and has self-discipline throughout their time on board.
- Maintains guests' and employee confidence and protects the organization's reputation by keeping guest and company information confidential.
- Works closely and cooperates with superiors, colleagues in order to achieve the highest possible passenger satisfaction from the products served.
- Attends meetings, training activities, courses and all other work-related activities as required.
- Enhances department and company reputation by accepting ownership and accomplishing a diversity of requests while exploring opportunities to add value to job accomplishments.
- Projects a favorable image of the company, promotes its aim and objectives, and fosters and enhances public recognition and acceptance of all its areas and endeavors.

#### BENEFITS:

- Contract with an average length of 6 - 8 months.
- Free food & shared accommodation (2 – 4 people per cabin).
- Crew areas activities on board (gym, crew bar, shore excursions, social activities, crew events, etc.)
- Joining tickets: As per the company standards.
- Repatriation tickets: are provided by the company.
- Visa expenses reimbursed on board.
- Earn recognition and career advancement opportunities.

Calle Porta 170 Of. 507 Miraflores – Lima – Perú / Celular: 959 959 634  
Email: [admision@agenciaocean.net](mailto:admision@agenciaocean.net) / [www.agenciaocean.net](http://www.agenciaocean.net)