

Guest Services Operator

Job Profile	Job Title	Guest Services Operator
	Department	Guest Services
	Line Manager	Guest Services Manager
	Institutional Aim	Provides professional, efficient and courteous information and/or service to the guests. Performs front and back office duties in line with Company standards.
	Education	Secondary School in languages or tourism degree is required. University degree in modern languages, tourism or communication is highly appreciated.
	Professional Experience	Apprenticeship or work experience in Hotels or in tourism industry in positions related to customer service is required (for example, Reception)
	Personal Attributes	Age: 18 – 35 years old. Pleasant appearance, adequate grooming.
	Technical Skills	Computer literate and good knowledge of the most common software. Cash handling is appreciated.
	Certifications	STCW 95 certifications (EFA-FFT-PSSR-SUR) Basic Safety Training. Languages Certification is required.
	Salary	/
Incentive Bonus	/	
Resources Managed	Human Resources	None
	Economical Resources	None

Competencies		1 Not relevant	2 Marginally relevant	3 Relevant	4 Very relevant	5 Strongly relevant
Core competencies	Passion for the Guest					✓
	Teamwork					✓
	Communication					✓
	Learning/Flexibility					✓
	Innovation & Creativity			✓		
Operative competencies	Service Delivery					✓
	Problem Solving					✓
	Organisation			✓		
	Revenue Sensitivity			✓		
	Health, Safety, & Environment			✓		

Language skills		1 (A1-A2)	2 (B1)	3 (B2)	4 (C1)	5 (C2)
	English				✓	
	Third Language*				✓	
	Fourth Language*			✓		

5	C2	Can understand with ease everything heard or read. Can express very fluently and precisely differentiating shades of meanings. Mother tongue.
4	C1	Can understand a wide range of demanding, longer texts and recognize implicit meaning. Can express fluently and spontaneously.
3	B2	Can understand the main ideas of complex text. Can interact with a degree of fluency and spontaneity with native speakers.
2	B1	Can understand the main points of clear standard input on familiar matters regularly encountered in work, leisure, etc.
1	A1 A2	Can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. Can communicate in a simple and direct exchange of information.

*One of the following: Italian, French, German, Spanish, Portuguese, Chinese (Mandarin)

**Main Role
Responsibilities**

- Familiarizing with the ship and its services, Company Policies, Product Plan, procedures and manuals, using all available resources in a fast and efficient way.
- Handling all requests and complaints in a professional and diplomatic way, focusing in Guests' needs and problem solving.
- Assisting with embarkation and disembarkation formalities (collection, photo-copying, distribution of personal ID, passports and landing cards, boarding forms, overbooking, luggage tags, break of voyage, transfers, comment forms, port agents...).
- Assisting in cabin change control and registration, booking procedures, downgrading/upgrading procedures, extra cabins, printing of Costa cards and cabin cards.
- Handling the safety deposit boxes service at the counter and safe box in the cabin.
- Ensuring the proper handling of lost&found items and providing assistance with damaged or lost luggage with efficiency, effectiveness and special care.
- Providing wake-up calls and public announcement.
- Handling Guests' messages, external calls, emergency calls, fax, internet and e-mail services.
- Publicising the items on sale onboard (books, concessions services and products, etc...) and collecting and sorting signed guest checks / fiscal receipts from points of sale.
- Publicising the Costa Club and promoting the recruitment of new members.
- Assisting in registration of the Guests' credit cards for settlement of shipboard accounts, managing of declined and/or plafond credit cards as per SA&PI report.
- Collecting cash deposits and payments, daily controlling of over-credit guests, closing of main courante, closing of home-port and inter-port accounts, managing residual credits and refunds, managing currency exchange service.
- Nightly balancing /controlling of the casino revenues.
- Collecting information from Heads of Department in order to provide the end of cruise report.
- Typing of messages and mail out, scheduling of meetings and activities of the Hotel Director.
- Preparing invitations recap for the different parties and invitation cards.
- Preparing vouchers and presentation letters for "Bon Voyage Gift" according the Special Services procedure.
- Collecting boarding forms and the Comment Forms filled by Guests, in order to assure the customer satisfaction results at the end of the cruise.
- For specific duties, please refer to *P2.2 Man1 - Guest Services Manual* and *P2.1 Man1 HD's Secretariat Manual*.