

Guest Service Associate

Department:

Hotel

Description:

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.

Requirements:

- Fluent in verbal and written English communication skills.
- Fluency in at least one other language such as German, Spanish, French or Italian is preferable.

Education:

A minimum of 2-year Associates Degree or Equivalent in Hotel management and/or Guest Relations from a recognized hotel institution.

Experience:

Minimum of 2 years prior experience in hospitality front desk environment.

Knowledge:

- Possess some typing and computer software skills, i.e. Microsoft Word, Excel and Fidelio Cruise, Micros, etc.
- Customer service/Guest Relations Oriented and well organized.
- Must be able to oversee and provide quality service for a large passenger vessel that can include from 1000 to 3000 guests.

Responsibilities:

- Responsible for answering the emergency telephone line and taking appropriate, immediate action.
- Handle guest requests in an effective way by taking ownership of the request then following-up until the matter is finalized to the guest's satisfaction.
- Maintains a cash float for giving change and cashing traveler checks for guests.
- Takes care of lost and found items and the related documentation.
- 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.
- Makes public address announcements as needed.
- Assigned special duties such as Lost & Found, Office Supplies and Post Cards.

Special Requirements:

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.
- 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

Notes:

CONDITIONS FOR EMPLOYMENT:

- This position is open for US and International candidates. It is located onboard a cruise ship. Please use job code GSANCL.
- Any employment offer for NCL is contingent on the ability of the applicant, candidate and/or new hire to successfully complete a police background check and a medical examination including drug screening.
- Candidates must also have a valid passport and possess the ability to obtain a C-1/D working visa (if applicable) prior to being assigned to a ship.