

Carnival UK Job Description

Entertainment Host

The contents of this job description must be used in association with the KSB for this role. The job description summarises the key responsibilities for the role (Technical, Business and People) and the KSB provides the detail for the Knowledge, Skills and Behaviours required to carry out the role competently. This job description gives an overview of the role and as such you will be required to undertake any other duties as requested. You may also need to refer to company regulations which will also form an additional part of your job description.

Reporting to: Assistant Entertainment Manager	Department: Entertainment
Leadership Responsibility: None	Location: Fleet based across CUK vessels
Titles of Direct Reports: None	Budget Responsibility: £0
Size of Department: Up to 100	Revenue Responsibility: £0

Standard Role Summary:

Work as a member of the Entertainment department to provide an exciting onboard entertainment programme, maintaining high standards and striving to provide passenger satisfaction.

Primary Responsibility of the Role:

Provide and host a variety of entertainment activities as required, such as quizzes, bingo, cabaret, musical programmes, karaoke and sporting activities.

Professionally interact with passengers, providing accurate and reliable information to passenger queries. Organise and host light entertainment such as welcome meetings, classes, coffee mornings and cocktail parties to introduce groups and solo guests to one another and enhance the passenger entertainment experience.

Ensure all performances and activities meet the agreed standards and actively work to exceed the expectations of passengers by offering a variety of choices to improve customer satisfaction scores. Carry out any other duties as requested.

Provide a highly visible presence during key entertainment activities and passenger events. Regularly attend Sail Away parties and other corporate sponsored social events, interacting with passengers as part of regular work duties.

Key Responsibilities & Duties:

Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements
	Previous experience in an entertainment role, preferably within a hotel, holiday park or cruise ship environment Previous host/ess experience is desirable Experience of working in a fast moving customer environment Good command of written and spoken English
Certificates	Valid ENG1 medical certificate or equivalent for the duration of each voyage

HESS (Health, Environment, Safety & Security)

Knowledge/Skill	Summary of Responsibilities
Health and Safety	Lead by example by taking care of the health and safety of self and others Report all accidents, 'near miss' incidents and work related ill health conditions to manager/supervisor/team leader and to the safety department.

	<p>Follow safety rules and procedures</p> <p>Use work equipment, personal protective equipment, substances, and safety devices correctly</p> <p>Take part in safety training & risk assessments and suggest ways of reducing risks</p> <p>Carry out duties in a safe manner in accordance with corporate policies and procedures</p>
Public Health	<p>Demonstrate at all times excellent hand washing techniques and coughs and sneezes etiquette</p> <p>Follow the company instructions regarding immediate reporting of ill health symptoms (i.e.) diarrhoea, vomiting, fever, and any other symptoms as appropriate</p>
Environment	<p>Understand own environmental responsibilities and act accordingly</p> <p>Apply practical measures to reduce water and electricity consumption</p> <p>Apply waste segregation diligently both in work area and when off duty</p> <p>Follow the correct method of disposal of surplus or spent chemicals used</p> <p>Work in a way that avoids environmental incidents and report situations where environmental integrity may be breached</p> <p>Handle materials carefully to minimise spillages during work routines and safely dispose of contaminated material generated during work routine</p>
Emergency Duties	<p>Understand own emergency duties and routines onboard ship</p> <p>Take an active part in the ship's team response to an incident</p> <p>Ensure familiar with ship's emergency alarms and routines</p> <p>Ensure familiar in the use of all fire fighting appliances located within area of responsibility</p> <p>Ensure familiar in the use of the ship's life saving appliances and equipment including lifeboats and liferafts</p> <p>Participate fully in all relevant drills and training</p> <p>Know how to raise the alarm when necessary</p> <p>Able to identify escape routes and emergency exits</p> <p>Understand the function and operation of fire screen/splash tight and watertight doors</p> <p>As a member of the passenger muster station ensure the safe muster and control of passengers during an incident</p> <p>Give instructions and information to passengers using the microphone</p> <p>Undertake other emergency duties / routines within the ERP as directed</p> <p>Undertake any other emergency duties required that are specific to vessel</p> <p>Follow all emergency procedures as directed</p>
Safeguarding	<p>Aware of CUK safeguarding children policies and procedures</p> <p>Report any concerns of a safeguarding nature to the Designated Safeguarding Person (DSP)</p>
Security	<p>Understand the security levels as defined by ISPS and own responsibilities</p> <p>Follow the correct security procedures when embarking and disembarking from the ship</p> <p>Report suspicious activities, packages and / or security incidents following the correct procedure</p>

Technical

Knowledge/Skill	Summary of Responsibilities
Working with an Audience	<p>Confidently project information with clarity</p> <p>Engage in discussions with passengers and demonstrate enthusiasm in activities</p> <p>Demonstrate consistently high levels of patience and understanding with passengers during activities and events</p> <p>Participate in stage performances, comparing and hosting of leisure activities</p> <p>Professionally interact with passengers at corporate sponsored social events</p> <p>Create engagement and interest through the use of shared interests and to make passengers feel special</p> <p>Organise and conduct various entertainment sessions and group meetings</p>
Passenger Profile/Preferences	<p>Understand the main passenger preferences and demographics of the ship and proactively use that knowledge to schedule sports and leisure activities</p>

Entertainment Business	Understand the different types of entertainment which can be provided on a ship and how that can be supplied / delivered, ensuring that entertainment standards and procedures are followed to provide passenger satisfaction Support the daily operation of entertainment schedule Undertake entertainment activities such as craft, sport and dance classes Assist with the organisation of the Welcome Aboard party Carry out general and administrative duties when required
Customer Service	Respond calmly and quickly to requests from passengers or crew members Deliver customer service within the agreed time-scales and to the quality required, ensuring passenger satisfaction Immediately respond to complaints and customer service issues, or report them to line manager, to ensure speedy resolution Behave in a polite and friendly manner with passengers and crew members at all times and in all areas of the ship
Revenue Generation	Use specialist knowledge to help inform passengers on products and positively influence revenue generation

CUK Behaviours (Refer to the skills profile for detailed CUK Behaviours)

Officer / Supervisor Style	Thinks about their style and approach and how this impacts the team Works as part of the team to achieve agreed goals Supports and encourages others, helping to build a positive and open culture
Thinking Ahead / Making Change Happen	Thinks ahead when working with a team and helps others to change Identifies problems and actively works to generate solutions
Working with Others	Works collaboratively, supporting and encouraging others to achieve objectives Actively works to improve own knowledge and experience and is approachable to others Respects colleagues and passengers and gives constructive and helpful feedback
Communicating Effectively	Proactive and positive in their communications with Officers, crew and passengers
Customer Centred	Understands how their role can impact the passenger experience and works with the wider Entertainment team to provide a customer focused service Deals with feedback positively and strives to deliver a consistently high service
Acting Safely	Takes responsibility for health and safety of self and others and always considers safety in their everyday tasks and activities

Person Specification

	Is clear and articulate when talking to others and comfortable engaging with a wide range of people
	Shows a genuine enthusiasm and passion for entertaining others
	Strives to deliver a great service to customers and continually looks to improve
	Ability to actively engage with passengers
	Maintains highest levels of personal presentation at all times
	Adaptable and flexible in the face of change or unanticipated events
	Considers and manages risk to passengers in all situations
	Confident and able to present to passengers
	Resourceful and able to work independently
	High levels of stamina and resilience due to working hours and role demands
	Demonstrates honesty and integrity at all times
	Takes responsibility for own learning and is proactive in increasing own knowledge of different ports, countries and ship board events and activities
	Loyal to the Carnival UK brand and compliant with company policies and procedures

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