

Carnival UK Job Description

International Host/ess

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: Awareness of revenue generating products and promotions

Standard Role Summary:

Act as a key point of contact for international passengers by handling enquiries, providing translation services, attending social functions and arranging light entertainment and social gatherings.

Primary Responsibility of the Role:

Provide accurate and reliable information to international passengers' queries such as disembarkation procedures, and deal professionally and effectively with any requests and complaints. Translate ship information for passengers including the daily programme, menus, speeches and other information. Assist with the hotel check-in process, arrange coffee mornings and social events for same nationality passengers and host events in specialist language(s). Attend corporate sponsored social events and interact with international passengers as part of regular work duties.

Provide a highly visible presence and proactively promote services to international passengers during working hours. Provide help and support to others as required.

Key Responsibilities & Duties:

Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements
	Fluent in at least one European language, German, French or Spanish or fluent in Japanese Demonstrated experience in a fast paced customer facing role Previous host/ess experience is desirable Previous event planning experience is desirable Good command of written and spoken English
Certificates	Valid ENG1 medical certificate or equivalent for the duration of each voyage

HESS (Health, Environment, Safety and Security)

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

Technical

Knowledge/Skill	Summary of Responsibilities
Working with an Audience	Professionally interact with passengers at corporate sponsored social events Provide explanations of the brand and history to enhance the passenger experience Create engagement and interest through the use of shared interests and language skills to make passengers feel special Translate speeches at social events to make international passengers feel valued and included Undertake foreign language lessons for English speaking passengers
Passenger Profile/Preferences	Understand the main passenger preferences and demographics of the ship and proactively use that knowledge to enhance the passenger experience
Dealing with Challenging People	Assess situations and make appropriate decisions on when and how to resolve them Deal with challenging situations in a confident and professional manner, diffusing emotionally charged situations
Customer Service	Adapt quickly and remain calm when passenger requirements or demands change, or escalate the requirement to ensure a quick resolution is achieved Identify opportunities to do extra for passengers, independently, or in collaboration with colleagues Make and suggest adjustments to the service in response to passenger feedback and understanding of the passenger profile for the cruise
Revenue Generation	Understand and proactively and collaboratively work to support revenue targets Use specialist knowledge to help inform passengers on products and positively influence revenue generation
IT Systems	Translate various written information such as the ship's programme, menu and shore excursion information, and type it up in the relevant format for passengers

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

	Able to converse fluently in Japanese, German or Spanish and French or other European languages and have a cultural understanding of those languages
	Extremely confident in formal social situations and comfortable making conversation with passengers
	Clear and articulate when talking to others and comfortable engaging with a wide range of people
	Strives to deliver a great service to customers and continually looks to improve
	Maintains highest levels of personal presentation at all times
	Demonstrates a high level of hosting skill, able to positively interact with passengers
	Adaptable and flexible in the face of change or unanticipated events
	Able to build strong relationships with both passengers and the wider ship team
	Attentive to passengers needs, works to provide an anticipative service
	Strong problem solving skills, actively works to generate solutions
	Organised, structured and focused on the detail in their approach to work
	Communicates assertively and honestly at all times
	High levels of stamina and resilience due to working hours and role demands
	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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