

# Carnival UK Job Description

## Receptionist

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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.

<b>Reporting to:</b> Reception Manager	<b>Department:</b> Hotel
<b>Leadership Responsibility:</b> None	<b>Location:</b> Fleet based across CUK vessels
<b>Titles of Direct Reports:</b> None	<b>Budget Responsibility:</b> £0
<b>Size of Department:</b> up to 30	<b>Revenue Responsibility:</b> Ensure a cost effective and efficient Front of House operation

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### Standard Role Summary:

Provide exceptional customer service to passengers, ensuring that all relevant revenue and cost control processes relating to passenger services are successfully followed at all times. Handle passenger enquiries, issues and complaints and ensure an effective resolution is achieved.

### Primary Responsibility of the Role:

Provide a smooth and efficient passenger check-in service, ensuring the highest levels of customer service are provided at all times. Register passenger credit cards or other payment methods to personal accounts and ensure all charges are correctly entered onto passenger folios. Collect payments for outstanding passenger charges at the end of each cruise ensuring accurate settlement, and deal with account queries in a timely and effective manner. Provide a cash handling service through the Reception desk, including foreign exchange transactions for passengers. Accurately maintain and balance a cash float and account for any variances.

Effectively handle passenger enquiries, provide advice on the ship's layout and facilities and present tours and ports information including disembarkation procedures as required. Record and receive lost property, operate the ship's switchboard as requested and resolve passenger complaints in a timely and effective manner. Liaise with onboard departments to meet passenger's special requests. Attend Front of House meetings and assist with immigration inspections as required. Provide administrative support to the customer service department when required and ensure the Reception area is kept clean and tidy at all times.

Brand dependant, provide Concierge duties to Grill Suite passengers. Book shore excursions and handle tour related queries, prepare passenger letters for priority immigration and disembarkation arrangements and provide passenger assistance with any other special requests, specifically for Grill Suite passengers.

Process orders and organise the delivery of specific items and gifts for special occasions, such as Weddings, Honeymoons, Renewal of Vows, Birthdays and Anniversaries.

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### Key Responsibilities & Duties:

#### Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements

	<p>Recognised hotel qualification i.e. HND in Hotel or Hospitality Management is desirable</p> <p>Previous experience in a similar role, preferably within a busy 4 / 5 star hotel or cruise ship environment is essential</p> <p>Fluent in German is desirable and brand specific to Cunard</p> <p>Previous cash handling experience</p> <p>Strong computer skills, proficient in the use of MS office software</p> <p>Strong administration background</p> <p>Good command of written and spoken English</p>
<b>Certificates</b>	Valid ENG1 medical certificate or equivalent for the duration of each voyage

**HESS** (Health, Environment, Safety & Security)

<b>Knowledge/Skill</b>	<b>Summary of Responsibilities</b>
<b>Health and Safety</b>	<p>Lead by example by taking care of the health and safety of self and others</p> <p>Report all accidents, 'near miss' incidents and work related ill health conditions to manager / supervisor / team leader and to the safety department.</p> <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 &amp; 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>
<b>Public Health</b>	<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>
<b>Environment</b>	<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>
<b>Emergency Duties</b>	<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>During an incident work within the passenger mustering organisation or as a member of the command party with administration duties as directed</p> <p>Carry out passenger clearance from public areas ensuring all passengers have responded correctly and the area is clear</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>
<b>Safeguarding</b>	<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>
<b>Security</b>	<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</p>

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## **Technical**

<b>Knowledge/Skill</b>	<b>Summary of Responsibilities</b>
<b>Customer Service</b>	Adapt quickly and remain calm when passenger requirements or demands change, ensuring 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
<b>Revenue Generation</b>	Use specialist knowledge to help inform passengers on products and positively influence revenue generation
<b>Cash Handling &amp; Accounting</b>	Accurately and efficiently handle passenger account queries, payments and credit queries Accurately count cash and record amounts correctly Register passenger credit cards or other payment methods Accurate billing of onboard services i.e. laundry Maintain and balance cash floats accurately Accurately and efficiently handle foreign currency exchange for passengers Follow all relevant shipboard Accounting procedures in relation to the Reception desk
<b>Dealing with Challenging People</b>	Assess challenging situations and make appropriate decisions on when and how to resolve them Confidently and professionally diffuse emotionally charged situations Effectively manage passenger complaints ensuring an effective resolution is achieved where possible, prior to the passenger disembarking
<b>Tours &amp; Ports</b>	Respond to passenger questions, describing the main attractions of the port to be visited and the logistics of getting around the port Describe shore excursions and tours available to help passengers make choices
<b>Quality Standards</b>	Follow the correct quality standards relating to Reception services

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

<b>Self-Awareness</b>	When undertaking role thinks about how they communicate and behave and is a role model for others
<b>Thinking Ahead</b>	When undertaking role thinks about more than just the task in hand, proactively works to anticipate the needs of the department and plans ahead
<b>Being Part of a Team</b>	Works collaboratively with others to ensure the provision of an efficient and effective service
<b>Open and Honest Communication</b>	Communicates effectively with passengers, crew and officers ensuring a positive working environment
<b>Customer Centred</b>	Understands how their role can impact the passenger experience and works with the wider Reception team to provide a customer focused service Deals with feedback positively and strives to deliver a consistently high service
<b>Acting Safely</b>	Takes responsibility for health and safety of self and others and always considers safety in their everyday tasks and activities

## **Person Specification**

	Strives to deliver an exceptional service to customers and continually looks to improve
	Excellent administration skills
	Customer service oriented, always putting the passenger first, and demonstrates a willingness to help
	High attention to detail, ensures all tasks are completed to the highest standard
	Ability to work under pressure
	Excellent computer skills
	Works well with a wide variety of people, regardless of status, background or gender
	Organised, structured and focused in their approach to work

	Communicates assertively and honestly at all times
	Remains calm and courteous at all times
	Works effectively as part of a team to deliver an efficient service, showing trust, respect and fairness in their treatment of passengers and colleagues
	Friendly and helpful in nature
	Loyal to the Carnival UK brand and compliant with company policies and procedures

<b>Version no for Job Description</b>	<b>Issued By</b>	<b>Date of Issue</b>
1.2	Morgan Edwards	01 May 2015