

## **GERMAN INTERNATIONAL HOST/ESS**

### **Aim of the Position**

As International Host / Hostess, you will provide personalized customer service, language assistance and translations to our Guests, enhancing understanding and enjoyment of their exciting Costa experience

### **Main Responsibilities:**

- Acting as point of reference for Guests thru public relations by removing language barriers
- Taking care of the daily cruise program to assure the correct translation of written material in the relevant language such as menus and flyers, organizes informative speeches
- Supporting the various revenue services through a constant communication and promotion to maximize revenue and Guest satisfaction
- Providing constant feedback about the most frequent requests of the nationality groups or remarks received to evaluate the cruise atmosphere

### **Job Requirements:**

- Secondary school (Tourism or Humanities)
- At least 6 months experience in tourism (i.e. reception, tour guiding)
- Enthusiastic and good communicator
- At ease with public speaking
- Familiar with sales techniques
- Problem solving oriented
- Computer literacy
- German mother tongue
- English knowledge C1
- Italian knowledge is an advantage
- Shipboard experience is a plus