

HOSPITALITY OPERATOR

Aim of the Position

As Hospitality Operator, you will be the main reference for the information and requests of our Guests. You will be successful using your natural relational capacity in terms of communication, empathy and the creation of solutions with a view to optimizing the service

Main Responsibilities:

- Being responsible of all the onboard services and departmental procedures (such as luggage handling, lost & found) providing accurate and timely information to Guests and manage their requests
- Performing multiple tasks without compromising the quality of delivery (such as wake-up calls, public announcements, external calls, fax, Internet, e-mail, internal and satellite calls from shore to ship, cabin safety boxes assistance)
- Providing assistance with embarkation and disembarkation operational tasks giving substantial support to the Hospitality team in dealing with department priorities

Job Requirements:

- Secondary School (Tourism or Languages is a plus)
- At least 3 months experience in Hotels in similar positions (receptionist, customer service)
- Enthusiastic and good communicator
- At ease with public speaking
- Problem solving oriented
- Computer literacy
- English knowledge B2
- Shipboard experience is a plus