



# Infinity Brazil

## RECEPTIONST | PURSER GUEST SERVICES OFFICER (OPERATOR)

### **Position Summary:**

Responsible for providing a variety of services and giving accurate, consistent information to guests in an efficient and courteous manner while maintaining a pleasant and accommodating personality.

### **Principal Duties and Responsibilities:**

Responsible for answering the emergency telephone line and taking appropriate, immediate action.

- Handle guest requests in an effective way by taking ownership of the request then following-up until the matter is finalized to the guest's satisfaction.
- Maintains a cash float for giving change and cashing traveler checks for guests.
- Takes care of lost and found items and the related documentation.
- Records significant guest related issues in the daily logbook for shared knowledge and follow-up.
- Answers internal and external telephone calls through the switchboard, taking messages and forwarding them on to the appropriate person.
- Makes public address announcements as needed.
- Assigned special duties such as Lost & Found, Office Supplies, etc.
- Can perform administrative duties in the capacity of assistant to the Concierge that includes manning the executive lounge hospitality desk, following through on regular suite requests, making reservations, contacting guests, etc.

- Can perform administrative duties to assist in ship's clearance, BAGS program etc.
  - Performs other related duties as assigned or as directed. The omission of specific duties does not preclude the supervisor from assigning duties that are logically related to the position.
  - Must be familiar with the Safety and Environmental Protection Policy and the SEMS, and carry out the policies and procedures appropriate for his/her position.
- Must be familiar with all staterooms, facilities, and services available on board. Able to handle normal Guest complaints. If a situation becomes more than the Guest Service Associate can deal with, complaints are to be directed to the supervisor on duty.
- Self-sufficient and willing to work on own accord when the night shift is assigned.
  - Possesses the ability to relate with Guests and respond in a professional manner to their questions and concerns.
  - Trained in time to be able to deal with all duties within the Guest Services Operation including Telephone Operator and night shift.

## **Experience**

Minimum of two (2) years' experience at the position in Cruise Lines or 4-5 star hotels/resorts.

Advanced to fluent level of English verbal and writing skills, including the proper use of English grammar is required.

Ability to apply customer service skills when interacting with guests and coworkers.

## **Preferred**

College graduation in Hospitality or Tourism.

Advanced to fluent level of additional languages such as French, Italian, German, Japanese on verbal and writing skills

\*this job description is to be considered as a general reference of duties and responsibilities for the position as it might change according to ship and cruise line.

Effective: Jan/2020