



Job Description








Assistant Cruise Director

overview

The Assistant Cruise Director is the 'deputy' face of the ship. An inspiring, passenger-focussed figurehead and a visible performing team leader drawing together the different aspects of the cruise experience and in conjunction with the CMS office, presenting them as a unified whole. Able to take over as CD when required and ultimately looking to progress into the role of Cruise Director.

joint responsibilities

In conjunction with the Cruise Director you will be responsible for:

-  Ensuring consistently high levels of passenger satisfaction
-  The development and maintenance of the Cruise and Maritime Voyages on-board product in conjunction with the CMV office
-  Strategic planning
-  Maintaining company policy
-  Liaison with the ship owners' Heads of Department when required
-  Passenger announcements over the P.A. System
-  Assisting the Cruise Director with, and supplying ideas for the daily events and entertainment programme

sole responsibilities

The Assistant Cruise Director is required to assist the CD with the efficient running of the team of Performance Hosts, Wellness Host, Librarian, Resident Show Team and Musicians throughout public lounges. Ensuring that the entire team adhere to the rules and regulations set out and provided including; correct dress codes, performance in designated duties and punctuality. Where necessary the Assistant Cruise Director will provide or organise suitable ongoing training to all staff to ensure that they are fully aware of the requirements of each duty and are proficient in carrying these out. In addition the Assistant Cruise Director working alongside the CD may be required to be responsible for:

- Preparation and design of the daily programme
- Perform in nightly cabarets, and present daytime light entertainment activities
- Escort on shore excursions where required
- Preparation in advance of each cruise itinerary a plan of required passenger information both hard copy and announcements covering places and points of interest observed from the vessel during sailing times
- Organising all on-board entertainment (including daytime activity programme)
- Co-ordinating and supervising the duties of CMV cruise staff
- Co-ordinating maximum use of the Global Show Team
- Co-ordinating maximum use of the CMV Guest Lecturers & Craft Personnel
- Co-ordinating maximum use of the CMV Guest Artists
- Ensuring the onboard entertainment technicians, team leaders and hosts are scheduled and rota'd as required
- Entertainments & Cruise Staff discipline

line management

- Reporting directly to the Cruise Director and on occasions when acting Cruise Director reporting directly with the Operations Director at CMV Head Office

notes

The most important link is that between Cruise Director and Assistant Cruise Director communication must be constant and productive ensuring all areas of the on board entertainments product are effectively covered and that passengers are constantly informed and satisfied with the variety of the Entertainments Programme.