



Job Description








Cruise Director

overview

The Cruise Director is the face of the ship. An inspiring, passenger-focussed figurehead and a visible team leader drawing together the different aspects of the cruise experience and in conjunction with the CMS office, presenting them as a unified whole.

joint responsibilities

In conjunction with the Passenger Services 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
-  Evaluation, response and action to the results/analysis of passenger questionnaires and other feedback.
-  Passenger announcements over the P.A. System

sole responsibilities

The Cruise Director is responsible for the efficient running of the team of Performance Hosts, Wellness Host, Librarian, Resident Show Team and Musicians throughout public lounges. It is ultimately the Cruise Director's responsibility to ensure 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 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 Cruise Director will be responsible for:

-  Preparation and design of the daily programme

- Prepare 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 Operations Director at the CMS Head Office

notes

The most important link is that between Cruise Director and Passenger Service Director, communication must be constant and productive ensuring all areas of the on board product are effectively covered and that passengers are constantly informed.