



Job Description

Cruise Services Host

overview

Usually the second in line for passenger issues (after Reception). The job is that of a customer service provider with a dedicated desk also offering concierge functions. Often queries and problems can be redirected personally, but equally this position allows the freedom and scope to simply 'put things right'.







joint responsibilities

In conjunction with the hosting team you will be responsible for:

- Assisting the stage manager when required (spots etc)

sole responsibilities

- Follow up items in the Reception's complaint log
- Dealing with cabin upgrades
- Promoting and actioning future cruise sales
- Delivering future cruise presentations
- Maintaining future cruise desk and special offers notices
- Co-ordinating gift packages including flowers, cards, etc.
- Maintaining added value cabin set up and stocks
- Overseeing the welfare of the priority guests and execution of all the added value in cabin products on turnaround and throughout the cruise
- Handling any special coach service issues
- Production of birthday, anniversary and special occasion cards
- Organising & hosting of tables for dinner
- Where required actioning other special occasions (weddings, vow renewals, functions etc.)
- Activating and maintaining Passenger Insurance Claims
- Overseeing passenger medical disembarkations in conjunction with all relevant parties including agents and insurers

-  Tour escorting as required by Shore-Excursion Manager
-  Booking and selling port transfer taxi/limo services
-  Passenger announcements over the P/A when required
-  Assisting Passenger Services Director as required
-  Any other duties as required or specified by your line manager
-  Booking & selling port transfer taxi/limo service

line management

Reporting directly to Passenger Services Director

notes

This is a developing role incorporating both excellent customer service skills in conjunction with the knowledge and expertise required for future cruises sales and presentations, a good manner and patience is essential. Good passenger awareness is essential, often helping identify problems before they arise and ensuring that the passengers feel cared for as individuals. It's a moderately independent role and requires self-motivation and organisation.