

## Job Description

# Passenger Services Director

## overview

Essentially a charterer's representative role with a slant towards contracts, ship operation, passenger focus and product development.

## 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
- Evaluation and response to the results/analysis of passenger questionnaires and other feedback
- Passenger announcements over the P.A. System

## sole responsibilities

- Ensuring compliance with the Charter contract(s)
- Maintenance of standards of onboard service
- Overseeing arrivals and departures
- Overseeing tender operations
- Handling itinerary alterations during a voyage
- Maritime matters
- Menu checking and signing off
- Handling onboard financial matters on behalf of CMV
- Direct liaison with CMV head office
- Overseeing role of Cruise Services Host
- Awareness of Reception Complaint Log and action where necessary
- Ongoing Product Development

## line management

- Reporting directly to CMS Head Office

## notes

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