



JOB DESCRIPTION – FRONT DESK MANAGER

Rank:	Officer, Three Stripes
Department:	Hotel Management
Main function:	In charge of the Reception onboard, Dealing with passenger requests and complaints, liaison with Charter Manager / Cruise Manager for all matters concerning passengers
Reports to:	Hotel Director
Direct Subordinates:	Receptionists, Night Auditor, Printer, Program Coordinator
Next in Command:	n/a
Cabin:	Single

1. PROFILE

- Must have previously held position of Chief / First Purser, Front Desk Manager or Front Desk Manager onboard a passenger cruise ship.
- Must have Typing skills, Windows XP, Word, Excel, MS Outlook. Additional: Fidelio Cruise (or similar Ship Management System)
- Must be knowledgeable in ISM regulations
- Must be able to deal with crew and passengers in a professional manner
- Must speak and write English and GERMAN fluently
- Must be a self starter and able to motivate members in department
- Must be a good organiser and communicator and feel comfortable working with crew of different nationalities.
- Must be able to work under pressure and meet deadlines and work to established standards
- Must have strong character with developed leadership skills
- Must have pleasant disposition and friendly personality
- Must have high degree of patience and understanding

2. AREAS OF RESPONSIBILITY:

Reporting directly to the Hotel Director in all matters relating to the daily operation of the Information Desk.

Dealing with all passenger requests and complaints, ensuring that the entire Front Desk Team is aware about the daily program, all passenger issues, any changes in itinerary, arrival / departure times, follow up with all AVO requests concerning passengers and passenger areas, dealing with all cabin change requests and overlooking the exchange office operation within the Front Desk.

The Front Desk Manager also has responsibility for the embarkation and disembarkation process of the passengers and ensuring that the control and security of passports and the delivery of passenger identification cards are administered correctly.

The Front Desk Manager is also responsible for the day to day financial operations of the front office in close coordination with the Financial Controller.

3. POSITIONS DEMANDING CLOSE LIAISON



CRUISE & FERRY SERVICES GROUP

Charter Manager	All passenger related matters, embarkation / debarkation, cabin changes, lost luggage
Hotel Director	Daily operational matters
Financial Controller	All financial aspects of information desk operation
Staff Captain	Embarkation and Disembarkation details
Shore Excursion Manager	Embarkation and Disembarkation coordination for tours

4. SPECIFIC DUTIES AND ACTIVITIES:

1. Supervise full front desk services to passengers.
2. Cabin Occupancy Control in conjunction with Charter Manager
3. Administer passenger complaints:
 - Cabin conditions and resolutions, whether requiring movement of passenger or repair direction via relevant department. Changes of cabins done only with agreement of Charter Manager. Charter Manager to calculate and advise upgrade fee.
 - Lost luggage: to initiate a search of the ship for lost luggage reported lost onboard, coordinating with the Chief Housekeeper
 - Airline Lost Luggage: to coordinate with the Port Agent who will act on behalf of the Charterer in trying to track the luggage.
 - Damaged Luggage: to examine the luggage and arrange for the necessary work to be carried out onboard if the luggage is repairable.

All other complaints relative to coordination of issues for which the department is directly responsible.
Passenger complaints which involve other departments or otherwise exceed the Front Desk Manager direct responsibilities should be turned over to the Hotel Director and/or coordinated with the Hotel Director.
4. Check regularly the work of the Receptionists and coordinate or provide assistance if necessary.
5. To be familiar with the ISM Manual and to assist any audits which are carried out in the Department on a regular base by shoreside personnel.
6. The supervision of the Information Desk ensuring that the Receptionists are always courteous and professional in their assistance to passengers. To ensure the desk is aware of all information and are able to assist the passengers with all areas of inquiries.
7. To fully supervise and control the embarkation/disembarkation process of passengers: working in close coordination with the Hotel Director, the Security and the Entertainment Manager to ensure the procedures are carried out with the utmost precision and professionalism.
8. To coordinate with the Financial Controller in matters relating to the payment of passenger accounts.
9. Control of departmental budget by controlling supplies and maintaining par inventories.
10. To carry out induction and training for all newly joined personnel in department and monitor their performance.
11. General administration of Front Desk department.
12. Evaluation and training to be carried out and orderly records kept



13. Ensure Front Desk Office personnel maintain uniform and personal hygiene standards.
14. You will evaluate and appraise your staff after as per the evaluation standards. This appraisal is to be sent to the Personnel Manager of the company.

5. COMMUNICATION

Daily with Hotel Director, Charter Manager
Once per cruise Departmental meeting

6. PASSENGER SERVICE

Deal with all passenger comments as quickly and professionally as possible.
Attend cocktail parties, dinner and other social functions as requested by Hotel Director

7. MANAGEMENT

Lead subordinates successfully into productive working methods by setting an example

Ensure that correct disciplinary procedures are adhered to especially with regard to correct handling of written warnings and record of same.
Follow up on disciplinary reports.

It is expected, that the Front Desk Manager is fully aware of the company standards as outlined in the Operations Manual. The Front Desk Manager is expected to know the job description of each crew member in his/her department.

Ensure, that the set standards are kept and crew members work according to their respective job descriptions. Corrective action to be taken to ensure standards are upheld.

To review pax ratings at the weekly departmental meeting and to take immediate corrective action. To request assistance of Hotel Director at any time to achieve this.

Check on existing standards by asking crew members of their opinion and suggest modifications to Hotel Director where Passenger Service are concerned.

8. UNIFORM TO BRING ON BOARD

Male

White Shoes
Black Shoes
White Socks
Black Socks
White Belt

Female

White Shoes
Black Shoes
Flesh Tights
Black Tights
White Belt

I have read and discussed the above and I fully understand the description of my job.

Front Desk Manager