

Job Description

Post: Receptionist

Department: Administration

Immediate superior: Hotel Manager

Duties:

Will adhere to all specified written regulations and verbal instructions / task given by the Hotel Manager
Performs the daily routine on the Reception
Deals with any passenger queries in a confident manner together with solving any passenger problems
Able to work on his/her own initiative in accordance with the set standards and regulations
Adheres to the quality standards, rules and regulations in the Administration department
Confidentiality of all paperwork
Correct posting in the respective EDP-system
Foreign exchange
Work in accordance with all relevant safety and environmental as well as hygiene regulations in his/her area together with maintaining the cleanliness of the Reception area
Careful handling of all equipment and machinery in his/her working field
Assists wherever help is needed

Qualification / Experience:

Qualified training skills within the hotel business or on-board cruise ship experience
Several years experience as Assistant Purser / Receptionist
Knowledge of the relevant EDP-systems
Competence in English language

Position requirements:

Minimum age approx. 23 years
Trustworthy and able to work on his/her own initiative as well as in a team
Costs, currencies, and quality awareness
Pleasant and polite manners
Well-groomed and clean appearance

Area of responsibility:

Performing of assigned duties in the Reception

Deputy in case of absence:

Relief / other Receptionist