

### JOB DESCRIPTION – Hotel Administration Coordinator

Job Title : Hotel Administration Coordinator

Reports To : Hotel Director  
Guest Services Manager

#### POSITION SUMMARY:

To provide a high standard of administrative support to the Hotel Director and Guest Services Manager by way of preparing meeting minutes and port clearance paperwork.

#### PRIMARY FUNCTION:

- Support the Hotel Director in his/her daily administrative duties.
- Attend and prepare minutes of Hotel Director's meetings and Senior Management meetings.
- Prepare all paperwork required for the ship's clearance in ports and submit it to the Guest Services Manager in timely manner

#### GENERAL RESPONSIBILITIES:

- Maintain a service culture throughout the Guest Services team.
- Conduct oneself in a professional and courteous manner at all times with guests and shipboard employees.
- Greet all guests and crew with a friendly and sincere welcome, making sure to acknowledge name and past loyalty when appropriate.
- Use a positive and clear speaking voice, taking the time to understand all requests in detail.
- Comply with the Carnival Look.
- Perform all duties and responsibilities in accordance with environmental and safety policies.
- Employ proper timekeeping and follow the CCL work time recording standards (FUNTIME).
- Attend meetings, training activities, courses and all other work-related activities, as required.
- Maintain all information folders (electronic and material), making sure they are always up to date.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Prepare and maintain SMS forms, which fall under the Hotel Director's responsibility
- Attend and take minutes of Crew comment card meetings
- Collect information, back up documentation and prepare special pay reports (Cake incentive, Paid on Board, Special Pay) and submit it to the paymaster.
- Prepare Overtime reports based on the Fun Time report.
- Prepare files and evaluation forms of department heads for the Hotel Director.
- Handle administrative duties:
  - Prepare Birthday cards
  - Keep the ship's phone and beeper list updated
  - Organise Pin Awards ceremony, prepare letters and account for the pins
  - Finalise Hotel Tracking and post it
  - Prepare Star Employee of the Month certificates and pay report
  - Prepare reference, VIP and wedding letters and wedding comment cards.
- To perform any duties as assigned by the Guest Services Manager or Hotel Director.

To consistently deliver fun, memorable vacations to our guests.

Quality – Service – Hospitality – Friendliness