

CHIEF RECEPTIONIST

JOB DESCRIPTION



KEY ACCOUNTABILITIES

- To be always behind the reception desk, to handle all passengers matters, requests, ideas and wishes.
- Be friendly to all passengers and accept that they are coming for each reason.
- Never say “NO” to a passenger, in case of critical situations call your superiors (Chief Purser or Hotel Manager).
- List in a clear way all the positive and negative matters which passengers are bringing to you.

REPORTS TO

- The Chief Receptionist reports to the Chief Purser.

SUBORDINATE PERSONNEL

- Receptionist
- Bellboy

AREAS OF RESPONSIBILITY

- Prepare everything for embarkation.
- Work very close with all the other Head of Department.
- Prepare all the necessary lists direct after embarkation finished.
- Prepare a schedule for the Receptionists and the Night Auditor.
- Prepare a voyages report in the end of each cruise to be signed by the F&B Manager and send to the head office ashore.
- Be friendly and smart on the phone.
- Check the cleanness and the standard of your personnel uniforms.
- Don't use too much jewellery and too much make up.
- Follow up the orders which are instructed by the Chief Purser – Support him/her in all requested matters (Pax comment cards – Preparation of lists – Passenger cash procedures)

CRUISE JOB CYCLE

The below mentioned points are reflecting the jobs which are done from the reception under supervision of the Purser. Responsible for the fulfilment is the Reception Supervisor.

Preperation for Embarkation

- Check new passenger manifest received from charterers and correct in order to be imported in Fidelio system.
- Make copies of preliminary pax list and distribute to all Heads of Departments.
- Ensure all cabin changes are corrected in the Fidelio
- Give instruction and insure that all pax boarding cards are printed.
- Make sure all pax boarding cards are activated as cabin keys

Embarkation

- Organize embarkation in the terminal and reception by calling Housekeeping to set up tables etc.
- Ask Hotel Manager for extra personnel to assist with embarkation..
- Supervise reception during embarkation.
- Insure that all passports are collected and boarding cards are issued accordingly.
- All passports to be labelled and to be placed in order by Cabin Number.
- Check if all expected passenger are on board. In the event of missing passengers check if the passport is on board, call housekeeping to check their cabin.
- Check if all data is entered correctly on pax list (passport numbers, expiry date, date of birth and make sure that data has not been duplicated).
- Update passenger manifest as per the passport details.
- Make copies of final pax list and distribute to all Heads of Department.

Communication with port agents

- Check with agent the requirements for next port of call (how many pax lists they require,...)
- Prepare passenger and crew lists which need to be sent in advance.
- Prepare all other documents which need to be sent in advance.
- Send all documents to the bridge to be forwarded by mail to
- Confirm clearance procedure for each port.

Preparation for port Clearance

- Collect information from Bars, Provision Master, Shop Manageress, and Jewellery Manager for custom Declaration.
- Collect information from the Bridge (oils, fresh water, draught aft and foreword, arrival time of pilot, long side time etc)

Reception

- Prepare schedule for Reception Staff and Night Auditor.
- Observing reception performance and instruct when needed.
- Dealing with passengers queries.

Port clearance

- Port papers to be prepared
 - Stand by for arrival of port authorities
 - Meet the requirements of authorities
 - Check with Staff Captain for the ships needs (Garbage disposal, painting, washing etc).
- Confirm with Agent that we have permission from the port authorities to carry out these duties.

APPEARANCE/PERSONAL HYGIENE

- The appearance of the entire personnel on board the ship reflects the reputation and image of the Company, therefore a great deal of emphasis is placed on a professional appearance.
- The Company expects you to maintain the highest standard of personal appearance and hygiene at all times.
- If in passenger areas full uniform is to be worn: hat, scarf, jacket, name tag, pants and proper shoes.
- Have a clean neat personal appearance.
- Special attention to grooming, hygiene care and clean and proper uniforms and shoes.
- Hair must be well groomed, neat and not extend over the shirt collar and always be kept clean.
- A moustache is acceptable if kept neatly trimmed.
- Big earrings and big necklaces are not to be worn on duty and more than one moderate size ring is not acceptable.
- Smoking is not permitted while on duty.