



(manual section is applicable for above companies)

**JOB DESCRIPTION MANUAL -
CELEBRITY**

Revision 24 : August/08/2007

**Chapter 9 - Position Description
Shipboard - Guest Relations**

9.01 Front Office Manager

Position Title: Front Office Manager

Reports To: Hotel Director

Direct Reports: Concierge, Lead GRO, International Host, Event Coordinator and Telephone Operator

POSITION SUMMARY

This position is responsible for providing consistent highly personalized concierge services to our guests and effectively managing the operation of the Front Desk Department in order to ensure total guest satisfaction. He/she acts as an ambassador of the "Celebrity Connections" service philosophy and facilitates a culture of commitment to Celebrity's pillars of safety, service and style.

ESSENTIAL DUTIES & RESPONSIBILITIES

To support Celebrity Cruises' mission of sustaining "the world's ultimate premium cruise line with a taste of luxury," all duties and responsibilities are to be performed in accordance with Celebrity Cruises' Pillars of Safety, Service and Style, ISM/ISO standards, USPH guidelines, and environmental regulations.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

1. In accordance with Celebrity Cruises' Pillars of Safety, Service and Style, as well as through Celebrity Connections, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and Celebrity Family Member (CFM) areas.
2. Directs, coaches, supports, supervises and evaluates (in conjunction with the Hotel Director), the performance of all Front Office, Concierge staff, International Host, Event Coordinator and Telephonists.
3. Coordinates guests' special, out-of-the-ordinary requests for onboard services.
4. Coordinates guests' requests for shore side services in ports, i.e., limousine services, car rentals,

restaurant reservations, etc.

5. Handles guests' inquiries and complaints and ensures that they are resolved quickly, courteously, professionally and to the guests' total satisfaction.
6. Handles all guest stateroom upgrades in conjunction with the Hotel Director and collects additional revenue.
7. Handles lost luggage reports in cooperation with the shore side office (Customer Service / Lost Luggage area) or with the airlines directly. Ensures if luggage is forwarded to a port of call that the respective port agent is informed and expedites bags immediately to the vessel.
8. Coordinates the complete disembarkation process, in order to ensure proper disembarkation breakdown and that all departments involved are properly informed. Ensures that all requests for airline changes are dealt with efficiently with the shore side office (Air Sea Department) or directly with the airlines (cruise-only guest).
9. Handles all disembarkation arrangements for guests with special needs or requests.
10. Provides overall leadership to the Front Desk Department in order to offer the most professional service to our guests in a very friendly manner.
11. Updates the shore side office (Customer Service Department) of any unresolved issues at the end of the cruise.
12. Ensures the collection and charges of the prepaid gratuity vouchers and the proper distribution of the departments involved.
13. Supervises the Event Coordinator in group functions and ensures invitations for onboard functions are sent out on a timely manner.
14. Responsible for maintaining a report of extreme or unresolved guest issues, and updates the Hotel Director on a daily basis.
15. Responsible to maintain all records from each cruise are kept in an organized manner and kept in a file for at least 6 months. Ensures the distribution of said reports to department heads onboard and respective shore side management as per SQM policy.
16. Understands the Safety & Quality Management Program, and his/her responsibilities in the Safety Organization according to the Emergency plan and Station Bill. Must be available, capable and ready to act in the event of an emergency. Responsible to carry out the assigned responsibilities in case of a Mass Casualty Incident (MCI) as described in the Situation Management Plan (see related entries).
17. Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and CFMs with inquiries.
18. Attends meetings, training activities, courses and all other work-related activities as required.

19. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

FINANCIAL RESPONSIBILITIES

Financial responsibilities for budget, expenses and/or achievement of revenue targets.

- Manages and maintains departmental finances within budgetary requirements.
- Ensures that all communication costs are kept under control.
- Ensures that guests are charged for pertinent special requests and services.

MOTIVATIONAL RESPONSIBILITIES

People management responsibilities to ensure optimal performance of the function.

- Monitors and supervises the job performance of all Front Office and Concierge staff members.
- Monitors and manages the various assigned workstation functions. Monitors the assignment of duties and responsibilities of his/her staff. Observes and evaluates them and their work procedures to ensure quality standards and service are. Makes recommendations regarding personnel actions such as new hire requests and discharges, to ensure adequate and continuous staffing. Inspects workstations, work areas, equipment, etc. to ensure efficient service and conformance to standards.
- Conducts motivational and teambuilding activities with shipboard teams as required.
- Conducts meetings with the Concierge, Front Desk Staff, Telephonists, International Host and Event Coordinator one per cruise.
- Mentors, develops and provides on-the-job training to his/her staff to strengthen their current performance and preparation for future advancement.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- Minimum of two years hospitality management experience in an upscale hotel, resort or cruise line (shipboard experience preferred).
- Bachelor's degree in hospitality management, business administration or related field from an accredited college or university or the international equivalent preferred
- Very strong management skills in a multicultural and dynamic environment
- Very strong communication, problem solving, decision making, and interpersonal skills

- Superior customer service, teambuilding and conflict resolution skills
- Knowledge of the principles and processes for providing personalized services including needs assessment techniques, quality service standards, alternative delivery systems, and guest satisfaction evaluation techniques
- Strong planning, coaching, organizing, staffing, controlling, and evaluating skills
- Intermediate computer software skills required
- Possess a good understanding of numbering flow “Debits/Credits”, adjusting entries and corrections.

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following :

- Completion of at least one contract as Concierge or Front Desk Supervisor with a performance rating of satisfactory or above, along with demonstrated leadership skills.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- Ability to speak additional languages such as Spanish, French or German preferred.

Physical Requirements:

- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

Related Entries:

Situation Management Plan - RCCL Mass Casualty Incident 3.2

END OF SECTION



(manual section is applicable for above companies)

**JOB DESCRIPTION MANUAL -
CELEBRITY**

Revision 24 : August/08/2007

**Chapter 9 - Position Description
Shipboard - Guest Relations**

9.02 Concierge

Position Title: Concierge

Reports To: Front Office Manager

Direct Reports: None

POSITION SUMMARY

Supports Celebrity Cruises' mission of sustaining "the world's ultimate premium cruise line with a taste of luxury" by consistently providing highly personalized concierge services to our guests. He/she acts as an ambassador of the "Celebrity Connections" service philosophy and facilitates a culture of commitment to Celebrity's pillars of safety, service and style.

ESSENTIAL DUTIES & RESPONSIBILITIES

To support Celebrity Cruises' mission of sustaining "the world's ultimate premium cruise line with a taste of luxury," all duties and responsibilities are to be performed in accordance with Celebrity Cruises' Pillars of Safety, Service and Style, ISM/ISO standards, USPH guidelines, and environmental regulations.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

1. In accordance with Celebrity Cruises' Pillars of Safety, Service and Style, as well as through Celebrity Connections, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and Celebrity Family Member (CFM) areas.
2. Coordinates guests' special, out-of-the-ordinary requests for onboard services under the direction of the Front Office Manager.
3. Coordinates guests' requests for shore side services in ports, i.e., limousine services, car rentals, restaurant reservations, etc., under the supervision of the Front Office Manager.

4. Handles guests' inquiries and complaints under the supervision of the Front Office Manager and ensures that they are resolved quickly, courteously, professionally and to the guests' total satisfaction.
5. Follows up with the suite and Concierge Class guests to ensure total satisfaction.
6. Receives inquiries that may require a stateroom upgrade and these are forwarded to the Front Desk Supervisor for processing.
7. Receives requests for airline changes and works closely with the Corporate Office (Air Sea Department) or directly with the airlines (cruise-only guest).
8. Receives request for disembarkation arrangements for guests with special needs or requests.
9. Maintains a report log of extreme or unresolved guest issues and updates the Front Office Manager daily.
10. Completes the "Lost Baggage Form" and obtain all pertinent information from the guests and keeps them constantly informed. Coordinates with the Pre and Post Department and/or the airlines the tracking of the luggage.
11. Understands the Safety & Quality Management Program, and his/her responsibilities in the Safety Organization according to the Emergency plan and Station Bill. Must be available, capable and ready to act in the event of an emergency.
12. Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and CFMs with inquiries.
13. Attends meetings, training activities, courses and all other work-related activities as required.
14. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

FINANCIAL RESPONSIBILITIES

Financial responsibilities for budget, expenses and/or achievement of revenue targets.

- Ensures that all communication costs are kept under control.
- Ensures that guests are charged for pertinent special requests and services.

MOTIVATIONAL RESPONSIBILITIES

People management responsibilities to ensure optimal performance of the function.

- This position does not have supervisory responsibilities.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- Minimum of two years hospitality management experience in an upscale hotel, resort or cruise line (shipboard experience preferred).
- Bachelor's degree in hospitality management, business administration or related field from an accredited college or university or the international equivalent preferred.
- Very strong communication, organizational, problem solving, decision making, and interpersonal skills.
- Superior customer service, teambuilding and conflict resolution skills.
- Knowledge of the principles and processes for providing personalized services including needs assessment techniques, quality service standards, alternative delivery systems, and guest satisfaction evaluation techniques.
- Basic computer software skills required.
- Possess a good understanding of numbering flow "Debits/Credits", adjusting entries and corrections.

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following :

- Completion of at least one contract as Front Office Staff with a performance rating of satisfactory or above along with demonstrated leadership skills.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- Ability to speak additional languages such as Spanish, French or German preferred.

Physical Requirements:

- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

Related Entries:

END OF SECTION



(manual section is applicable for above companies)

**JOB DESCRIPTION MANUAL -
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Revision 24 : August/08/2007

**Chapter 9 - Position Description
Shipboard - Guest Relations**

9.03 Administration Purser - Documentation

Position Title: Administration Purser – Documentation

Reports To: Front Office Manager

Direct Reports: N/A

POSITION SUMMARY

Responsible for ensuring that all Immigration and Customs regulations are followed and that all documentation required by various Port Authorities/Agencies is in proper order. This position is also responsible for coordinating the ship clearance (Guests and Celebrity Family Members) in the various ports of call.

ESSENTIAL DUTIES & RESPONSIBILITIES

To support Celebrity Cruises' mission of sustaining "the world's best premium cruise line with a taste of luxury," all duties and responsibilities are to be performed in accordance with Celebrity Cruises' Pillars of Safety, Service and Style, ISM/ISO standards, USPH guidelines, and environmental regulations.

1. In accordance with Celebrity Cruises' Pillars of Safety, Service and Style, as well as through Celebrity Connections, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and Celebrity Family Member (CFM) areas.
2. Participates in the embarkation process by collecting immigration documentation such as passports, Alien Resident Cards (ARC), etc. to determine validity of documents. Refers unusual documentation to Hotel Director and/or Port Agent for final approval or denial.
3. Audits immigration information entered in computer system by pier staff. Collects missing information by directly contacting guests.
4. Prior to sailing, prepares departure manifests and forwards to appropriate immigration officials and shore side personnel. Ensures all documentation is prepared accurately and according to regulation to avoid fines. Informs management of discrepancies that may delay clearance.
5. Prior to arrival, prepares arrival manifest and forwards to appropriate immigration officials and

- shore side personnel. Ensures all documentation is prepared according to regulations, and accurately to avoid fines. Informs management of discrepancies that may hinder the process.
6. Meets port agents and customs and immigration officials at the gangway at all ports to deliver documentation to clear the ship. Maintains a professional working relationship with port agents and customs and immigration officials.
 7. Receives completed Landed Goods Advice (LGA) with appropriate disposition instructions in accordance with customs procedures.
 8. Prepares a variety of reports and letters utilizing personal computer system and equipment.
 9. Maintains current working knowledge of customs and immigration regulations and procedures.
 10. Understands the Safety & Quality Management Program, and his/her responsibilities in the Safety Organization according to the Emergency plan and Station Bill. Must be available, capable and ready to act in the event of an emergency.
 11. Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and CFMs with inquiries.
 12. Attends meetings, training activities, courses and all other work-related activities as required.
 13. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor or management.

FINANCIAL RESPONSIBILITIES

Financial responsibilities for budget, expenses and/or achievement of revenue targets.

- This position is responsible for direct cost containment through the proper preparation of manifests.
- Maintains a cash float and handles guests' cash payments.
- Must be familiar with dual controls set forth in the cash handling areas of the SQM policy.

MOTIVATIONAL RESPONSIBILITIES

People management responsibilities to ensure optimal performance of the function.

- This position does not have supervisory responsibilities.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- Minimum of two years experience in an upscale hotel, resort or cruise ship.

- Superior customer service, interpersonal, conflict resolution and oral communication skills.
- Ability to operate basic office equipment, including telephones, computers and copy machines.
- Working knowledge of computers, internet access, and the ability to navigate within a variety software packages such as Excel, Word, and PowerPoint.
- Ability to perform basic math functions with regard to Customs and Immigration procedures.
- Completion of high school or basic education equivalency preferred.

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following :

- Completion of at least two contracts as an Apprentice Purser, and one contract as Inventory Manager (optional) with a performance rating of satisfactory or above along with demonstrated leadership skills.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with co-workers, guests, etc.
- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- Ability to speak additional languages such as Spanish, French or German preferred.

Physical Requirements:

- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

Related Entries:

END OF SECTION



(manual section is applicable for above companies)

**JOB DESCRIPTION MANUAL -
CELEBRITY**

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**Chapter 9 - Position Description
Shipboard - Guest Relations**

9.04 International Host

Position Title: International Host/ess

Reports To: Front Office Manager

Direct Reports: N/A

POSITION SUMMARY

Provides personalized customer service, language assistance and translation to non-English speaking guests to enhance their understanding and enjoyment of the Celebrity experience.

ESSENTIAL DUTIES & RESPONSIBILITIES

To support Celebrity Cruises' mission of sustaining "the world's ultimate premium cruise line with a taste of luxury," all duties and responsibilities are to be performed in accordance with Celebrity Cruises' Pillars of Safety, Service and Style, ISM/ISO and SQM standards, USPH guidelines, and environmental regulations.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

1. In accordance with Celebrity Cruises' Pillars of Safety, Service and Style, as well as through Celebrity Connections, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and Celebrity Family Member (CFM) areas.
2. Embarkation Duties: Available in Grand Foyer during embarkation to provide non-English speaking guests with information. Schedules and conducts "Welcome Aboard" meetings by languages to provide further information. Performs assigned duties for a specified amount of time daily at the Front Office Desk.
3. Welcomes non-English guests in the Restaurant on the first evening of the cruises and the first formal night.
4. Serves as translator for any and all departments when foreign language translation is needed.

Translates announcements over the public announcement system.

5. Translates all varieties of documents and announcements including the daily newsletter into the four core languages (Spanish, Italian, German, and French). Reviews and ensures the accuracy of all materials distributed to guests.
6. Assists guests with translating spoken passages, documents, and other material from one language to another. Provides consecutive or simultaneous translation between languages.
7. Attends desk hours at the Front Office Desk. Answers inquiries, offers suggestions, and provides descriptive literature in various languages pertaining to shore excursions, onboard activities, entertainment, etc. Identifies fellow shipboard employees who speak other languages who may be required to assist guests with translation.
8. Works closely with Administration Purser – Documentation in regards to Customs and Immigration during the embarkation and debarkation process. Conduct individual or group presentations to international guests regarding the embarkation and debarkation procedures. May provide translation for Customs and Immigration Officers.
9. Arranges for a variety of invitations, labels, reports, welcome letters and other letters to be prepared.
10. Responsible to prepare the back to back guests' list and issues transit passes and letters.
11. Attends meetings, training activities, courses and all other work-related activities as required.
12. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

FINANCIAL RESPONSIBILITIES

Financial responsibilities for budget, expenses and/or achievement of revenue targets.

- This position is responsible for indirect cost containment through the proper use of printed materials.

MOTIVATIONAL RESPONSIBILITIES

People management responsibilities to ensure optimal performance of the function.

- This position does not have supervisory responsibilities.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- Ability to speak fluently, read and write English, Spanish, Italian, German and French. A language proficiency test may be required.
- Customer service experience utilizing multi-languages in a hospitality industry preferred.
- Excellent customer service multi-lingual skills to interact appropriately with guests in a considerate, professional and positive manner by showing concern and listening actively.
- Ability to communicate tactfully with guests, department heads and CFMs to resolve problems and negotiate resolutions.
- Working knowledge of computers, internet access, and the ability to navigate within a variety desktop publishing software packages.
- Bachelor's degree in hospitality management, business administration or related field from an accredited college, university or the international equivalent preferred.

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following :

- Completion of one contract with a performance rating of satisfactory or above.

Language Requirements:

- Ability to speak the languages stated above clearly, distinctly and cordially with guests.
- Ability to read and write the languages stated above, in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.

Physical Requirements:

- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

Related Entries:

END OF SECTION



(manual section is applicable for above companies)

**JOB DESCRIPTION MANUAL -
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Revision 24 : August/08/2007

**Chapter 9 - Position Description
Shipboard - Guest Relations**

9.05 Event Coordinator

Position Title: Event Coordinator

Reports To: Front Office Manager

Direct Reports: N/A

POSITION SUMMARY

This position supports Celebrity Cruises' mission of sustaining "the world's ultimate premium cruise line with a taste of luxury" by acting as the liaison and coordinator for major groups and facilitating future group site inspections, while facilitating a culture of commitment to Celebrity's brands essence and Pillars of Safety, Service and Style.

ESSENTIAL DUTIES & RESPONSIBILITIES

To support Celebrity Cruises' mission of sustaining "the world's ultimate premium cruise line with a taste of luxury," all duties and responsibilities are to be performed in accordance with Celebrity Cruises' Pillars of Safety, Service and Style, ISM/ISO and SQM standards, USPH guidelines, and environmental regulations.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

1. In accordance with Celebrity Cruises' Pillars of Safety, Service and Style, as well as through Celebrity Connections, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and Celebrity Family Member (CFM) areas.
2. Schedules all group meetings and party requests as per the Group Amenities Report and any other correspondence from the Shoreside Event Coordinator. Plans in advance, anticipates and fulfills all group requirements. Responsible for entering and maintaining shipboard events in Lounge software.
3. Arranges an introduction meeting between the Hotel Director and/or Department Heads and the group leaders, if necessary.

4. Informs all departments of special functions by compiling a schedule of events listing any group requests and special needs prior to sailing and keeps updating during sailing if any changes are required. Ensures on a daily basis that all group needs, such as audio/visual equipment, coffee services, group photographs, etc. or any function changes are communicated to the appropriate department head.
5. On embarkation day assists with ship's tours from 10-12 a.m.
6. During embarkation meets and greets group leaders in a designated space in the lobby/guest relations area.
7. Prior to embarkation sends welcome letter to the group leaders offering any possible assistance to make their cruise experience special. Meets with them on arrival to discuss and confirm their requirements for their private functions.
8. Ensures that invitations and notices are sent out for functions/parties requested by a group in a timely manner and coordinates the distribution of group turndown gifts and in-stateroom deliveries with the Housekeeping staff.
9. Ensures that all private functions have appropriate signage posted in order to avoid disturbance to their function.
10. Organizes any extra functions requested by the groups during the cruise and supervises the set up.
11. Maintains an open line of communication between all department heads involved and ensures the smooth operation of the group functions and meetings.
12. Coordinates with the Shore side Wedding Coordinator any wedding function scheduled onboard in the home port or assigned ports and coordinates with the Cruise Director any Renewal of Vows requested during the cruise. Ensures that everything requested for the ceremony and reception is in place beforehand and ready for the Shore side Wedding Coordinator to take over.
13. Meets with the groups and is present during their private parties/functions, providing any information they require, thereby enhancing the company's image.
14. Liaises with Manager, Captain's Club & Cruise Sales any tour for travel agents when in port or FAM group sailings.
15. Coordinates any accounting issues pertaining to the groups with the Financial Controller.
16. Coordinates all group disembarkation requirements with the Front Office Manager.
17. Conducts site inspections as requested by the corporate office and ensures that potential clients are given a thorough tour of the vessel and provided with as much information as possible. All program requirements or requests discussed are to be approved by the Front Office Manager onboard and submitted to the corporate office.
18. Reports the progress of each group daily to the Front Office Manager and keeps the Hotel Director updated on any issues or problems that arise.

19. In the event no group functions are scheduled or the groups do not require the assistance of the Event Coordinator, the Event Coordinator reports to the Front Office Manager for Front Office desk duty.
20. Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and CFMs with inquiries.
21. Attends meetings, training activities, courses and all other work-related activities as required.
22. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

FINANCIAL RESPONSIBILITIES

Financial responsibilities for budget, expenses and/or achievement of revenue targets.

- This position is responsible for cost containment through the proper use, handling and maintenance of records, reports, supplies and equipment.
- Prepares a variety of reports and letters utilizing personal computer system and equipment.

MOTIVATIONAL RESPONSIBILITIES

People management responsibilities to ensure optimal performance of the function.

- This position does not have supervisory responsibilities.
- Maintains a clean, neat and professional appearance, taking pride in how he/she represents the brand at all times.
- Is a self-starter with the ability to self-motivate him/herself to arrive at designated times as the position requires and to remain on duty after a regularly scheduled shift as needed to accommodate guest requests.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- Experience in event planning/coordinating.
- Minimum of two contracts in a shipboard capacity as Activities Staff, Guest Relations Officer, Shore Excursions Staff or Youth Staff, would be a plus.
- Very strong organizational, problem solving, decision making, and interpersonal skills
- Superior customer service, teambuilding, conflict resolution and communication (oral and written) skills.
- Ability to work closely with other departments.

- Intermediate computer skills with associated software, Microsoft Office applications and email required.
- Completion of high school or basic education equivalency required.
- Coursework in hospitality management at an accredited college or university or the international equivalent preferred.

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following :

- Completion of a minimum of one contract as Front Office Staff, CFM Welfare Assistant, Activities Staff or a Shore Excursion position with a performance rating of satisfactory or above along with demonstrated leadership skills.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- Ability to speak additional languages such as Spanish, French or German preferred.

Physical Requirements:

- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

Related Entries:

END OF SECTION



(manual section is applicable for above companies)

**JOB DESCRIPTION MANUAL -
CELEBRITY**

Revision 24 : August/08/2007

**Chapter 9 - Position Description
Shipboard - Guest Relations**

9.06 Lead Guest Relations Officer

Position Title: Lead Guest Relations Officer

Reports To: Front Office Manager

Direct Reports: Guest Relations Officer and Telephonist

POSITION SUMMARY

Supports Celebrity Cruises' mission of sustaining "the world's ultimate premium cruise line with a taste of luxury" by consistently providing highly personalized Front Office services to our guests and supervising effectively the operation of the Front Office Desk and Telephonists in order to ensure total guest satisfaction. He/she acts as an ambassador of the "Celebrity Connections" service philosophy and facilitates a culture of commitment to Celebrity's pillars of safety, service and style.

ESSENTIAL DUTIES & RESPONSIBILITIES

To support Celebrity Cruises' mission of sustaining "the world's ultimate premium cruise line with a taste of luxury," all duties and responsibilities are to be performed in accordance with Celebrity Cruises' Pillars of Safety, Service and Style, ISM/ISO standards, USPH guidelines, and environmental regulations.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

1. In accordance with Celebrity Cruises' Pillars of Safety, Service and Style, as well as through Celebrity Connections, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and Celebrity Family Member (CFM) areas.
2. Handles guests' inquiries and requests in a professional and courteous manner and follows up to ensure total guest satisfaction.
3. Handles all disembarkation arrangements for guests with special needs or requests under the direction of the Front Office Manager.
4. Directs, coaches, supports, supervises, and provides performance feedback for the evaluations of

the Front Office Staff and Telephonists to the Front Office Manager.

5. Responsible for updating the Front Office Manager on a daily basis in regards to pending/unresolved guests issues that have been recorded in the Front Office Log Book.
6. Schedules the Front Office Staff and Telephonists in order to provide full coverage at the desk and stateroom services at all times.
7. Issues Signature Cards/Keys as requested by guests.
8. Registers guests for ship's functions and parties and sends invitations to guests and memos advising other departments.
9. Assists the guests who have lost property onboard the ship or during embarkation and completes proper documentation.
10. Makes announcements over the public address system onboard, in the event the International Host is not available.
11. Supervises and responsible for the proper input of disembarkation information in the computer system.
12. Validates signature accounts when necessary and follows up with the Administration Purser – Guest Account on guest account discrepancies.
13. Assisting when needed the charging of guests prepaid gratuity vouchers and communicating these to the Administration Purser - Guest Account.
14. Sells various logo and signature items as requested by the guests.
15. Takes requests from guests for tuxedo rentals.
16. Responsible for the collection and review of the Attention to Detail Cards and follow up with the guests and Front Office Manager.
17. Responsible for the coordination of the four (4) Senior Officer's table assignment or delegate to one of the Guest Relations Officer.
18. Understands the Safety & Quality Management Program, and his/her responsibilities in the Safety Organization according to the Emergency plan and Station Bill. Must be available, capable and ready to act in the event of an emergency.
19. Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and CFMs with inquiries.
20. Attends meetings, training activities, courses and all other work-related activities as required.
21. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their

supervisor or management.

FINANCIAL RESPONSIBILITIES

Financial responsibilities for budget, expenses and/or achievement of revenue targets.

- Ensures that guests are charged for pertinent special requests and services.

MOTIVATIONAL RESPONSIBILITIES

People management responsibilities to ensure optimal performance of the function.

- Monitors and manages the various assigned workstation functions. Monitors the assignment of duties and responsibilities of Front Office Staff and Telephonists. Observes and evaluates them and their work procedures to ensure quality standards and service is met. Makes recommendations regarding personnel actions such as new hire requests and discharges, to ensure adequate and continuous staffing. Inspects workstations, work areas, equipment, etc. to ensure efficient service and conformance to standards.
- Motivates the Front Office Staff and Telephonists team by praising specific performance and acting as a role model for the team.
- Mentors, develops and provides on-the-job training to the Front Office Staff to strengthen their current performance and preparation for future advancement.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- Minimum of two years hospitality management experience in an upscale hotel, resort or cruise line.
- Bachelor's degree in hospitality management, business administration or related field from an accredited college or university or the international equivalent preferred
- Very strong management skills in a multicultural and dynamic environment
- Very strong communication, problem solving, decision making, and interpersonal skills
- Superior customer service, teambuilding and conflict resolution skills
- Knowledge of the principles and processes for providing personalized services including needs assessment techniques, quality service standards, alternative delivery systems, and guest satisfaction evaluation techniques
- Strong planning, coaching, organizing, staffing, controlling, and evaluating skills
- Intermediate computer software skills required
- Possess a good understanding of numbering flow "Debits/Credits", adjusting entries and corrections.

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following :

- Completion of at least one contract as Front Office Staff with a performance rating of satisfactory or above along with demonstrated leadership skills.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- Ability to speak additional languages such as Spanish, French or German preferred.

Physical Requirements:

- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

Related Entries:

END OF SECTION



(manual section is applicable for above companies)

**JOB DESCRIPTION MANUAL -
CELEBRITY**

Revision 24 : August/08/2007

**Chapter 9 - Position Description
Shipboard - Guest Relations**

9.07 Guest Relations Officer

Position Title: Guest Relations Officer

Reports To: Lead Guest Relations Officer

Direct Reports: N/A

POSITION SUMMARY

Provides a variety of services and information to guests inquiring at the Front Office Desk by performing the following essential duties and responsibilities.

ESSENTIAL DUTIES & RESPONSIBILITIES

To support Celebrity Cruises' mission of sustaining "the world's ultimate premium cruise line with a taste of luxury," all duties and responsibilities are to be performed in accordance with Celebrity Cruises' Pillars of Safety, Service and Style, ISM/ISO and SQM standards, USPH guidelines, and environmental regulations.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

1. In accordance with Celebrity Cruises' Pillars of Safety, Service and Style, as well as through Celebrity Connections, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and Celebrity Family Member (CFM) areas.
2. Provides all services of the Front Office Desk; including, but not limited to: lost luggage, stateroom changes, lost and found service, printing and issuing guest cruise cards, and broadcasting ship announcements.
3. Answers inquiries pertaining to Front Office services and general information. Responds to guest concerns in a considerate, professional and positive manner by showing empathy and listening actively. Takes ownership of guest concerns, by following-up and ensuring complaints are resolved to the guest's satisfaction. Maintains Guest Resolution Log.

4. Maintains knowledge of all ship's regular events and special functions by reviewing all available sources (vessel's daily newsletter, etc) in order to provide guests with accurate information to answer questions and handle special requests.
5. Registers guests for a variety of functions and/or services such as Captain's Club parties, tuxedo rentals, as well as assist with the disembarkation procedure requests.
6. Sells and maintains inventory of certain items at the Front Office Desk, such as menus, robes, cookbooks, etc.
7. Understands the Safety & Quality Management Program, and his/her responsibilities in the Safety Organization according to the Emergency plan and Station Bill. Must be available, capable and ready to act in the event of an emergency.
8. Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and CFMs with inquiries.
9. Attends meetings, training activities, courses and all other work-related activities as required.
10. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

FINANCIAL RESPONSIBILITIES

Financial responsibilities for budget, expenses and/or achievement of revenue targets.

- This position is responsible for indirect cost containment through the proper use, handling and maintenance of records, reports, documents, and equipment.
- Ensures that guests are charged for pertinent special requests and services.
- Ensures that guests are charged for pertinent special requests and services.

MOTIVATIONAL RESPONSIBILITIES

People management responsibilities to ensure optimal performance of the function.

- This position does not have supervisory responsibilities.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- Minimum of one (1) year hospitality management experience in an upscale hotel, resort or

- cruise line (shipboard experience preferred).
- Completion of high school or basic education equivalency required.
- Bachelor's degree in hospitality management, business administration or related field from an accredited college or university or the international equivalent preferred.
- Very strong management skills in a multicultural and dynamic environment.
- Very strong communication, problem solving, decision making, and interpersonal skills.
- Superior customer service, teambuilding and conflict resolution skills.
- Knowledge of the principles and processes for providing personalized services including needs assessment techniques, quality service standards, alternative delivery systems, and guest satisfaction evaluation techniques.
- **Advanced computer software skills required, including Microsoft Excel.**
- Possess a good understanding of numbering flow "Debits/Credits", adjusting entries and corrections.
- **Possess an understanding of all documentation and Immigration and Customs procedures for embarking/disembarking guests.**

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following :

- Completion of one contract with a performance rating of satisfactory or above along with demonstrated leadership skills.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- Ability to speak additional languages such as Spanish, French or German preferred.

Physical Requirements:

- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

Related Entries:

END OF SECTION



(manual section is applicable for above companies)

**JOB DESCRIPTION MANUAL -
CELEBRITY**

Revision 24 : August/08/2007

**Chapter 9 - Position Description
Shipboard - Guest Relations**

9.08 Telephonist

Position Title: Telephonist

Reports To: Lead Guest Relations Officer

Direct Reports: N/A

POSITION SUMMARY

Operates the switchboard to provide information, takes room service orders or repair requests in a timely and accurate manner by performing the following essential duties and responsibilities. Telephonist will maintain strict confidentiality with records, reports, information and incoming telephone calls received while on duty as well as any outgoing telephone calls placed for guests.

ESSENTIAL DUTIES & RESPONSIBILITIES

To support Celebrity Cruises' mission of sustaining "the world's ultimate premium cruise line with a taste of luxury," all duties and responsibilities are to be performed in accordance with Celebrity Cruises' Pillars of Safety, Service and Style, ISM/ISO and SQM standards, USPH guidelines, and environmental regulations.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

1. In accordance with Celebrity Cruises' Pillars of Safety, Service and Style, as well as through Celebrity Connections, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and Celebrity Family Member (CFM) areas.
2. Operates switchboard equipment to answer questions and take a variety of requests. Takes room service orders, wake-up time requests. Provides guests and fellow CFMs with information, handles special requests and forwards repair requests to the appropriate department. Organizes orders and relays orders to service personnel for preparation.
3. Pages personnel upon request and follows up to ensure requested issues are resolved.
4. Receives babysitting requests and coordinates with the Chief Housekeeper to accommodate the

request.

5. Calls guests to ensure satisfaction with room service delivery and food quality. Tracks room service delivery times and guests' comments.
6. Responds to guest concerns in a considerate, professional and positive manner by showing empathy and listening actively. Takes ownership of guest concerns, by following-up and ensuring complaints are resolved to the guest's satisfaction. Maintains Guest Resolution Log.
7. Assembles brochures, reports, etc. for the Front Office Department.
8. Keeps Front Desk Supervisor informed of potential problems or issues.
9. All records and reports received onboard the vessel are company's property and shall be considered confidential. Telephone Operators on duty receiving such documents should not discuss these documents with anyone outside of the Company or with any member of the Celebrity Family.
10. Telephone Operators will maintain strict confidentiality with records, reports, information and incoming telephone calls received while on duty as well as any outgoing telephone calls placed for guests.
11. Responsible to expedite incoming and outgoing guests faxes.
12. In the event of a Star Code, Telephonist is responsible to contact everyone involved immediately.
13. Ensures all deliveries brought to Guest Services by various departments are delivered to respective person in a timely manner.
14. Responsible to assist with the stuffing of the guests' Seapass in the keycard holder.
15. Maintains telecommunications area and materials in an organized and orderly manner. Ensures equipment is operational; reports and tracks maintenance issues.
16. Attends meetings, training activities, courses and all other work-related activities as required.
17. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

FINANCIAL RESPONSIBILITIES

Financial responsibilities for budget, expenses and/or achievement of revenue targets.

- This position is responsible for indirect cost containment through the proper use, handling and maintenance of records, reports, printed materials and equipment.

MOTIVATIONAL RESPONSIBILITIES

People management responsibilities to ensure optimal performance of the function.

- This position does not have supervisory responsibilities.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- Minimum one year experience in a customer contact position within the food, beverage, hotel, cruise ship or related industry.
- Ability to operate a telephone switchboard console and deal with high call volume effectively.
- Superior customer service and conflict resolution skills.
- Very strong communication, problem solving, decision making, and interpersonal skills.
- Ability to operate basic office equipment, including telephones, computers and copy machines.
- Completion of high school or basic education equivalency preferred.

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following :

- Completion of one contract with a performance rating of satisfactory or above along with demonstrated leadership skills.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- Ability to speak additional languages such as Spanish, French or German preferred.

Physical Requirements:

- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

Related Entries:

END OF SECTION



(manual section is applicable for above companies)

**JOB DESCRIPTION MANUAL -
CELEBRITY**

Revision 24 : August/08/2007

**Chapter 9 - Position Description
Shipboard - Guest Relations**

9.09 2nd International Host

Position Title: 2nd International Host/ess (seasonal)

Reports To: Front Office Manager

Direct Reports: N/A

POSITION SUMMARY

Provides personalized customer service, language assistance and translation to non-English speaking guests to enhance their understanding and enjoyment of the Celebrity experience.

ESSENTIAL DUTIES & RESPONSIBILITIES

To support Celebrity Cruises' mission of sustaining "the world's ultimate premium cruise line with a taste of luxury," all duties and responsibilities are to be performed in accordance with Celebrity Cruises' Pillars of Safety, Service and Style, ISM/ISO standards, USPH guidelines, and environmental regulations.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

1. In accordance with Celebrity Cruises' Pillars of Safety, Service and Style, as well as through Celebrity Connections, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and Celebrity Family Member (CFM) areas.
2. Needs to be fluent in the following languages oral and written: French, German, Italian and Spanish.
3. Coordinates language translation services throughout all service related departments onboard the vessel. This includes coordinating the distribution of in-cabin materials and all in-language notices prepared for guests.
4. Translates all varieties of documents and announcements including the daily newsletter

into the five core languages in conjunction with the Desktop Publishing Specialist. Reviews and ensures the accuracy of all materials distributed to guests.

5. Assists guests with translating spoken passages, documents, and other material from one language to another. Provides consecutive or simultaneous translation between languages.
6. Serves as translator for any and all departments when foreign language translation is needed. Translates announcements over the public announcement system.
7. Works closely with Purser's Office staff with all aspects of Customs and Immigration during the embarkation and debarkation process. Conduct individual or group presentations to international guests regarding the embarkation and debarkation procedures. Disseminates information, directs and escorts guests to staterooms and or exits. May provide translation for Customs and Immigration Officers.
8. Report to Front Office Manager if not busy translating to Attends desk hours in the designated area. Provides a variety of translation and interpretation services for guests requiring language assistance. Answers inquiries, offers suggestions, and provides descriptive literature in various languages pertaining to shore excursions, onboard activities, entertainment, etc. Identifies shipboard employees who speak other languages, which may be required to assist guests with translation.
9. Attends meetings, training activities, courses and all other work-related activities as required.
10. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

FINANCIAL RESPONSIBILITIES

Financial responsibilities for budget, expenses and/or achievement of revenue targets.

- This position is responsible for indirect cost containment through the proper use of printed materials.

MOTIVATIONAL RESPONSIBILITIES

People management responsibilities to ensure optimal performance of the function.

- This position does not have supervisory responsibilities.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- Ability to speak fluently, read and write English, Spanish, Italian, German and French. A language proficiency test may be required.
- Customer service experience utilizing multi-languages in a hospitality industry preferred.
- Excellent customer service multi-lingual skills to interact appropriately with guests in a considerate, professional and positive manner by showing concern and listening actively.
- Ability to communicate tactfully with guests, department heads and CFMs to resolve problems and negotiate resolutions.
- Working knowledge of computers, internet access, and the ability to navigate within a variety desktop publishing software packages.
- Bachelor's degree in hospitality management, business administration or related field from an accredited college, university or the international equivalent preferred.

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following :

- Completion of one contract with a performance rating of satisfactory or above.

Language Requirements:

- Ability to speak the languages stated above clearly, distinctly and cordially with guests.
- Ability to read and write the languages stated above, in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.

Physical Requirements:

- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

Related Entries:

END OF SECTION



(manual section is applicable for above companies)

**JOB DESCRIPTION MANUAL -
CELEBRITY**

Revision 24 : August/08/2007

**Chapter 9 - Position Description
Shipboard - Guest Relations**

9.10 Bell Attendant

Position Title: Bell Attendant

Reports To: Concierge

Direct Reports: N/A

POSITION SUMMARY

This position performs a variety of delivery and assistance duties for stateroom guests, as well as assisting the Concierge, by performing the following essential duties and responsibilities.

ESSENTIAL DUTIES & RESPONSIBILITIES

To support Celebrity Cruises' mission of sustaining the world's ultimate premium cruise line with a taste of luxury," all duties and responsibilities are to be performed in accordance with Celebrity Cruises' Pillars of Safety, Service and Style, ISM/ISO and SQM standards, USPH guidelines, and environmental regulations.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

1. In accordance with Celebrity Cruises' Pillars of Safety, Service and Style, as well as through Celebrity Connections, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and Celebrity Family Member (CFM) areas.
2. Delivers a variety of non-food and beverage items to the staterooms such as amenities, flowers, mail etc.
3. Provides boarding and departure assistance to guests with special needs.
4. Assists guests who request packing/boxing services for items purchased onboard or in port.
5. Assists Front Office Staff when not attending to Bell Attendant duties.
6. Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and CFMs with inquiries.
7. Attends meetings, training activities, courses and all other work-related activities as required.
8. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their

supervisor or management.

FINANCIAL RESPONSIBILITIES

Financial responsibilities for budget, expenses and/or achievement of revenue targets.

- This position is responsible for cost containment through the proper use, handling and maintenance of records, reports, supplies and equipment.

MOTIVATIONAL RESPONSIBILITIES

People management responsibilities to ensure optimal performance of the function.

- This position does not have supervisory responsibilities.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- One to two years previous guest service experience in an upscale hotel, resort or cruise ship.
- Superior customer service, interpersonal, conflict resolution and oral communication skills.
- Ability to communicate tactfully with guests, department heads and shipboard employees to resolve problems and negotiate resolutions.
- Completion of high school or basic education equivalency preferred.

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following :

- Completion of one contract in the Housekeeping Department capacity or two contracts in any other department with a performance rating of satisfactory or above along with demonstrated leadership skills.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- Ability to speak additional languages such as Spanish, French or German preferred.

Physical Requirements:

- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- All shipboard employees must be physically able to participate in emergency life saving

procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

Related Entries:

END OF SECTION