

GUEST SERVICES AGENT



PURPOSE OF POSITION

- To provide guests at all times with friendly, personalized front-desk service, including concierge services, 24 hours a day in a manner consistent with Viking River Cruises' high standard of guest services.
- This includes, but is not limited to, maintaining high standards and consistency of outstanding customer service and monitoring of all Guest Services-related tasks.

YOUR RESPONSIBILITIES

- This document is not a definite overview of the expected responsibilities, tasks and duties. Items can be added in the future depending on the final departmental development. The holder of this statement can be asked to take on other tasks in addition of the ones stated on the paper.
- Center "the heart" of information for all guests
- Transaction of all on board sales
- Operation of phone switchboard, cashless system and safety system
- Full understanding of guest infotainment system and guarantee of its smooth operation
- 24h Concierge Services
- Organization and planning of embarkation / disembarkation
- Preparation and execution of a smooth check-in and check-out
- Read and update the logbook daily and take action accordingly
- Check guest manifests and special request lists for all arriving guests
- Ensure that all guest complaints received are either settled immediately or referred to the relative party for follow up. Guest to be promptly advised of all actions taken
- Prepares the guest lists, party invitations, menus, and special notes from the ships management
- Assist in guest medical disembarkations with support of the management
- Coordination, confirmation and assistance with guests' departure arrangements and other travel connections (e.g. flight changes)
- Organizing guest information documents (city maps / brochures / handouts)
- Assistance with coordination and dispatching of shore excursions
- Ability to effectively deal with internal & external customers, some of whom will require high levels of patience, tact and diplomacy to defuse anger, collect accurate information and resolve conflicts

GUEST SERVICES AGENT



TEAMWORK

- Outstanding flexibility: must be able to work alone, in different shifts (day time or night time) as scheduled by the management, under pressure and reflect at all times, even under difficult conditions, a positive can-do attitude and the best image of Viking

PRODUCT KNOWLEDGE

- Entering and controlling of guest checks into IT system (MXP)
- Become knowledgeable about all itinerary-related ports of call and shore excursions
- Production of the daily program
- Update of onboard Infotainment system
- Know all the functions of the computer systems, incl. but not limited to MXP, Anveo, Microsoft Word, Excel and PowerPoint

KPI PERFORMANCE

- Achieve/succeed the KPI goals for the department as a guest services team
- Strong motivation to achieve the company goals and objectives

SECURITY

- Full knowledge about safety & security procedures, participations in all training concerning safety & security, fire prevention, evacuation exercises as required by the company
- In the night shift: hourly fire, safety and security patrols
- Is able to raise the internal alarms correctly

GUEST SERVICES AGENT



YOUR PROFILE

- High school diploma required, and degree with hospitality focus preferred
- Minimum of 2 years previous experience required in an upscale cruise line or hotel of comparable size in the similar position in the scope of the Front Office department
- Must be able to deal correctly with confidential information and must be discrete
- Must be well groomed and maintain impeccable hygiene standards
- Extensive walking required and ability to stand on feet for a long time
- Hours may vary based upon organizational needs and operational demands
- Guest focused, service oriented, positive personality and professional appearance
- Flexible and stress resistant, team player, shows commitment
- Relative accounting and administration skills
- Fluent in English - must be able to address any kind of information in an adequate manner with excellent oral & written English communication skills. A second language as per itinerary is an asset

GUIDELINES AND REGULATIONS

- Implement PSO policies, procedures, standards, as laid out by the management
- Ensure appropriate appearance and clothing according to the updated grooming standards
- The company reserves the right to change/extend this job description if necessary at any point of time during her/his employment

Position:	Guest Services (Agent)
Supervisor:	Guest Services Manager
Gives instructions to:	-
Receives instructions from:	Guest Services Manager, Hotel Manager, Controller, Corporate Enrichment and Program Manager, Corporate Operations Manager