



BELLBOY – MSC CRUISES

JOB PURPOSE

Bellboys (and bell girls) assist in the shipboard equivalent of a land-based concierge facility within the reception area. The basic function is to provide a 24-hour message and general hotel assistance service for Guests and the Hotel Management department of the ship. Bellboys are generally selected because of their 'can do anything' nature and pleasant attitude towards Guests and the ship in general. This is a position of full and frequent Guest contact, and a good knowledge of human communication skills is necessary. Bellboys perform an important Public Relations job for the Ship, and are required to be good-natured, friendly and polite.

KEY ACCOUNTABILITIES

- Have basic training in Sanitation, as some of their duties may involve the delivery of Guest food when required in case of high Room Service demand.
- Operate the Ship's printing facility. This requires training and experience with high-speed colour printing and high-volume photocopy machinery.
- Be responsible for the day-to-day inventory of printing consumables (ink, paper, masters etc), always ensuring there is an adequate supply of this material in the Printing Room for the following day and re-ordering supplies as needed.
- Maintain the printing room in good, safe and clean condition.
- Print all daily programs in all languages required, and all printed matter including (but not limited to) shore excursion and destination information, menus, advertising material for concession personnel, crew lists etc.)
- Help where required by the Guest Services department as a member of the Disabled Guest assistance team.

QUALIFICATIONS (skills, competencies, experience)

- High School graduate
- Bellboys (or bell girls) should have a background in a similar shoreside operation (5-star international hotel) or an internationally-trading cruise ship.

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- 12 months experience in a reception facility in a hotel or cruise ship will be an advantage. All claims concerning past experiences require verification.
- Bellboys with experience as Pest Control helpers will generally have priority.
- Applicants with experience in high speed, 4-color printing machinery will be given priority.
- Basic computer skills in Windows-based programs

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