



## **Guest Relations Manager – MSC CRUISES**

### **JOB PURPOSE**

The Guest Relations Manager is a 'floating' position, empowered to resolve problems and questions of Guests immediately and in most cases, without waiting for a decision from the Hotel Manager. Direct supervisor of the reception staff, Concierge and Head of Reception. This person will be 'Customer-oriented' and will understand the commercial, legal and operational requirements and limitations of the Ship, and will work within those limits. This person will understand and work within the principal that a problem solved immediately, or a question answered accurately has the power to endear the Guest immediately to MSC. There are commercial and loyalty implications that must be respected honoured and followed.

### **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)**

- Senior High School Graduate
- Highly referred ability from previous employer to operate this focal-point operation with composure, self-control, and diplomacy.

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- Demonstrated problem-solving skills.
- Able to communicate with all levels, nationalities, genders, and ages of Guests in a non-discriminatory way.

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