



## **GUEST SERVICE AGENT – MSC Cruises**

### **JOB PURPOSE**

The Guest Service Agent welcomes guests with a warm and friendly disposition, answers their questions, handles their complaints immediately and attends to their requests in a professional and timely manner.

### **KEY ACCOUNTABILITIES**

- Provides information and general assistance to guests;
- Answers phone calls and requests from guests;
- Performs all necessary administrative tasks;
- Manages a variety of financial transactions and is responsible of cash floats.

### **QUALIFICATIONS (skills, competencies, experience)**

- Fluent English, oral and written and at least 3 additional European languages (Italian, Portuguese, German, Spanish and French);
- High School certificate;
- Experience as a receptionist;
- Cruise industry experience is an advantage;
- Proficient use of Microsoft Office and Publisher;
- Knowledge of Fidelio Cruise System is an advantage;
- Excellent communication and customer care skills;
- Problem solving skills;
- Teamwork;
- STCW95 certification is compulsory (Basic fire fighting, personal survival techniques, elementary first aid, personal security and social responsibility);

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- A recognised medical certification is required before starting to work on board.

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