



INTERNATIONAL HOST - HOSTESS – MSC CRUISES

JOB PURPOSE

To socialize with guests and to be a communication specialist.

To provide personalized customer service, language assistance and translation to the guests, enhancing their understanding and enjoyment of their cruise.

KEY ACCOUNTABILITIES

- Maintain the highest level of guest satisfaction by answering inquiries, offering suggestions and being proactive if a problem occurs to guests, by following the MSC Fleet Standard Procedures. Socialize, welcome guests, contribute to social events and functions taking place throughout the ship.
- Perform the requested hours at the dedicated hospitality desk.
- Conduct Travel talks on the various destination of the Cruise, in the languages best known to the incumbent for the enrichment and information of Guests.
- Prepare and deliver a comprehensive talk for Guests in all required languages, at the beginning (welcome), and at the end (farewell) of each cruise.
- Cooperate with the Program Publisher in the translation and check of the Daily Program & Daily Specials, each one for the language of competence.

QUALIFICATIONS (skills, competencies, experience)

- High School Graduated
- Proven and documented experience and expertise in the hospitality industry, in a customer service working environment, at sea or ashore.
- Ability to communicate fluently in written and oral English plus two (2) other languages.
- Working knowledge of computers, Internet access, and ability to navigate within a variety of desktop publishing software packages

Oceangoers Ltd, Digital House, Branch Road, Calbasses Port-Louis, 20201
Mauritius

BRN : C18153895 | T : +230 209 3838

E : recruitment@oceangoers.com | W : www.oceangoers.com