# POSITION SUMMARY

The Concierge’s primary responsibility is to ensure that the finest personal service is delivered to Residents and Guests while focusing on the highest quality services and value according to the specific nature of the request. He/she must ensure that all requests are followed up on promptly and professionally.

In order to consistently exceed Resident and Guest expectations and provide the highest levels of product and services, additional duties and responsibilities may be assigned as needed.

In your position, you are expected to support the following mission statement for *The World* as defined by the Resident/Owners:

- Our mission is to be the world’s finest private mega yacht, benefiting from the rich cultural diversity of its exclusive community of Resident/Owners, harmoniously;
  - exploring the world in safety and luxury without leaving home,
  - offering the best of the best at every level of its activities,
  - preserving and enhancing the lifestyle and investment of its Residents/Owners
ESSENTIAL FUNCTIONS

• Continue own education by staying abreast of trends and sharing this information with the Concierge.
• Ensure compliance with the grooming and uniform standards of the company.
• Is knowledgeable of, and actively supports the goals for the department as well as the company as a whole to ensure high quality and consistent service.
• Ensure his/her duties are carried out in accordance with company policies, job descriptions and Clefs d’Or standards.
• Attend meetings requested by the Chief Concierge.
• Ensure Interns are supported and encouraged throughout their Internship.
• Exceed Resident and Guest expectations of Concierge quality and service.
• Provides prompt, professional and courteous service to Residents and Guests, in a personalized and refined manner.
• Continually deliver and maintain the high service standard required for the daily operation.
• Assist the Residents and Guests with a multitude of individual enquiries in a timely and professional manner.
• Provide special services, (i.e. car rental, taxi reservations, lost luggage, restaurant reservations, flight arrangements and confirmations) to Residents and Guests.
• Assist with the Residents and Guests independent embarkation and debarkation requirements and/or requests, including independent transfer arrangements from the vessel.
• Be a primary contact link for all Concierge related Resident requests, primarily while in residence on board.
• Assist with any foreign language translations if needed.
• Proactively promoting revenue generating outlets and amenities on board and encourage Residents and Guests to attend on board events and activities.
• Research upcoming ports of call, become familiar with local attractions and interests, modes of transportation, suggested restaurants.
• Liaise with other Clefs d’Or members in our various ports of call to offer the best suggestions and services to our Residents and Guests.
• Be available on the floor during busy hours whenever possible.
  o Actively work to prevent conducting/attending any meetings or other business matters during busy hours.
• Be available to interact with Residents and Guests during events.
• Develop a positive working relationship with all shipboard and shoreside departments to facilitate a team-oriented atmosphere.
• Work together with other departments and the ships management team regarding decisions, service standards and suggestions.
• Submit information for the Daily Announcement, The World This Week (TWTW) and Port @ a Glance in a timely manner and review the entire document to ensure that they reflect the correct information including all events taking place, new trends and all advertising that helps bring the destination alive.
  o Complete and submit the Port @ A Glance research to the Editor no later than 5 days prior to arrival into the port of call.
  o Complete the Concierge section of the Destination Report following the departure from port in conjunction with the Tours team.
• Ensure that the Concierge Assist program is being fully utilized.
  o Log all requests into the Concierge Assistant software and keep track all of the steps taken to complete the individual requests as well as the changes and cancellations.
  o Update information in Concierge Assist as information becomes known.
• Record the Concierge TV shows highlighting the main attractions in selected ports of call.
• Implement new policies, standard operating procedures and Company initiatives as assigned.
  o Participate in the ongoing creation of SOPs relevant to their area of responsibility.
• Ensure Resident and Guest complaints are dealt with in a timely, professional manner and recorded.
using the I.C.A.N system and the Operational Log.

- Review the Operational Log daily to identify areas of deficiency and determine appropriate courses of action to correct.
- Ensure necessary reports are completed in a timely manner.
- Continuously review the operation and make recommendations to the General Manager on how to enhance the product.
- Regularly communicate with the General Manager, Corporate Concierge and Director of Destination Services regarding Concierge matters.
- Ensure that all team members are referencing the F&B event calendar to ensure that they are aware of upcoming events.
- Ensure work orders (AVOs) are submitted to Reception and followed up on to ensure timely completion.
- Enforce cost control procedures by minimizing waste.
- Ensure that all working hours, including overtime, have been recorded accurately and truthfully on his/her timesheet for each time period worked

**Other Functions**

- Ability to work long hours, day and night, including weekends and holidays.
- Able to work 7 days a week for a minimum period of 16 consecutive weeks.
- Ability to live in close quarters.
- Ability to handle stress well and work under pressure.
DIMENSIONS

- Is able to read, write and fluently speak English and does so at all times while on duty.
- One additional language preferred (French, Spanish, German, Japanese etc).

QUALIFICATIONS

- Experience as a Concierge, Front Office Staff/Guest Relations or similar position on a ultra luxury Cruise Ship, Private Club, Boutique Hotel, ultra luxury Hotel or Resort.
- Member of Union Internationale des Concierges d'Hotels "Les Clef's d'Or" is an advantage
- Shipboard experience preferred.
- International Hospitality experience and travel.

- Administrative Requirements
  - Excellent computer skills to include Microsoft Office (Word, Excel, PowerPoint), Microsoft Outlook and Fidelio Cruise
  - Working knowledge of the Concierge Assist (Gold Key Solutions) is an advantage

- Business Skills
  - Excellent time management skills
  - Strong organizational skills
  - Excellent listening skills
  - Exceptional follow-up abilities
  - Follow/enforce company policies and procedures
  - Resolve problems
  - Assume responsibility/accountability
  - Excellent safety, sanitation and environmental skills
  - Provide overall direction, coordination and ongoing evaluation of operations
  - Ability to quickly evaluate alternatives and decide on a plan of action
  - Think creatively
  - Balance the needs of the organization

EDUCATION

- Hotel School qualification or foreign equivalency in Hospitality or Travel Industry
- Additional Hospitality courses or tuition are an advantage

ATTRIBUTES

- Being the good heart and soul of the vessel
- Proactive, Team Player, Problem Solver
- Passionate about hospitality and is service driven
- Must have a professional appearance and good hygiene
- Respect for all co-workers, Residents and Guests
- Pride in your work by creating positive energy, excitement and fun
- Demonstrate positive behaviors; smiling, being polite and courteous
- Able to develop a camaraderie with team members

PHYSICAL REQUIREMENTS

- While performing the essential functions of this job, all team members are required to stand; walk long distances on the ship; use hands to touch, handle or feel; reach with hands and arms; talk, hear, taste and smell. All vessel positions require repetitive motion of bending, climbing, going up and downstairs and lifting more than 25 pounds. This job requires specific vision abilities to include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
• All team members must be physically able to participate in emergency life saving procedures and drills. All vessel positions require full use and range of arms and legs as well as full visual, verbal and hearing abilities to receive and give instructions in the event of an emergency including the lowering of lifeboats.
• Work within different temperature changes—indoors to outdoors.
• Able to pass basic safety course.
• This is a minimal description of duties. Other work requirements may be necessary and assigned as business or maritime law dictates.

The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the associate a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change, so may the essential functions of this position.