

INTERNATIONAL GUEST SERVICES

The Guest Services Desk is the heart of every cruise ship operation. Like any big hotel, guests visit Guest Services for assistance and information about things happening during their cruise. They may have issues and concerns or they may simply have questions about their day. It's the job of the professionals at the Guest Services Desk to help provide timely, accurate information to our guests.

If you have exceptional hospitality skills and you're keen to be a front-line Ambassador, this may be the department for you!



German Language is mandatory for the International Guest Services (IGS) position.

OTHER GUEST SERVICES ROLES:

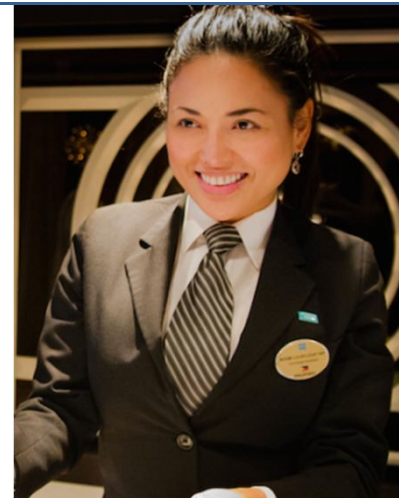
- Receptionist / Guest Services Associate
- Guest Relations / Guest Services Manager
- Concierge
- Desktop Publisher



Do you speak other languages?
Ask about opportunities for Spanish, French, Japanese,
Portuguese and Mandarin speaking applicants!

ABOUT THE INTERNATIONAL GUEST SERVICES POSITION:

International Guest Services (IGS) Representatives assist guests at the Guest Services Desk, but concentrates specifically on non-English-speaking guests or groups with special needs and translations in to their native languages. Fluency in the German language and ability to perform translations between English and German is required. IGS Representatives are expected to deliver group presentations and translate documents as part of their standard job responsibilities.



TO APPLY: Go to: <http://bit.ly/2EUSYKo> (or www.ncl.com / Career section)



Norwegian Cruise Line Holdings Ltd. is a leading global cruise company which operates the Norwegian Cruise Line, Oceania Cruises and Regent Seven Seas Cruises brands. With a combined fleet of 25 ships and approximately 32,000 crew, we offer itineraries to more than 520 destinations worldwide. Endless career opportunities and experiences await you!

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INTERNATIONAL GUEST SERVICES

ATTRIBUTES WE'RE LOOKING FOR:

- ✓ Proactive, team player, problem-solver, and front-line Ambassador.
- ✓ Passionate about exceptional customer service and resolution.
- ✓ Professional appearance and excellent personal hygiene.
- ✓ Keen ability to create positive energy and engage our guests.
- ✓ Must be able to work 7 days a week, various shift schedules.
- ✓ Must be able to complete a 4 month contract.
- ✓ Ability to live in close quarters and share limited space with cabin-mate.
- ✓ Must be able to live and work in a diverse, multi-cultural environment.



BENEFITS OF WORKING AT SEA

- ✓ You can save \$\$\$!! (bi-weekly paychecks / direct deposit)
- ✓ Room & board is covered. Flights & transportation are covered.
- ✓ Linens, towels are provided. Uniforms & laundry service provided.
- ✓ Opportunity to live and work in a multi-cultural environment.
- ✓ Internal opportunities to advance your career.
- ✓ You will gain invaluable life skills while working at sea.
 - ✓ Safety skills & awareness
 - ✓ Unique training & learning opportunities
 - ✓ Mariner skills & credentials
 - ✓ Teamwork & communication

WORKING ON A SHIP?

Working onboard a cruise ship is more than a job change. It's a lifestyle change! You would be working AND living onboard where you can build your career while sailing to cool destinations! The work is rewarding, but it's not easy. Crew work 7 days a week in a fast paced, demanding environment but most of our crew will tell you they've mastered the art of 'work hard' / 'play hard'!



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www.ncl.com
www.oceaniacruises.com
www.rssc.com

WORK SCHEDULES

- ✓ Crew are hired in advance for future openings.
- ✓ All team members work assignment rotations.
- ✓ Standard assignments are approximately four months away at sea, followed by two weeks off.
- ✓ Crew work 7 days a week; no full days off.
- ✓ Crew work rotating shift schedules on board.

