

# CERTIFICATE

THE CERTIFICATE IS PRESENTED TO:

*Mr. Michal Paraj*

This is to certify that Mr. Michal Paraj, Slovakian national, was working in our organisation from 02.09.2018 to 06.01.2019 on board of river cruise ship MS Prinzessin Sisi as Purser. MS Prinzessin Sisi is 4 \*cruise ship which meets the high standards of our main business Partner – Klug Reisen, one of the biggest company in this business area. Average occupancy rate of hotel is 95%. As a Purser was Mr. Paraj leading the reception area as high quality information point for all passengers and visitors and ensuring the correct settlement between guests, shipping company and the on-board cash desk in compliance with the internal rules. As Purser reports to the Hotel Manager all matters relating to the Front Desk operations and directly supervises, supports and evaluates the performance of all Front Desk. He coordinates passenger's onboard special requests as well as requests for shore – side services in ports. Was responsible for overseeing and coordinating the entire passenger's embarkation and disembarkation process, were handling passenger's complaints and inquiries, making sure that all issues are resolved immediately and in a professional and friendly manner. He supervises and audits the onboard payroll, revenue and cash systems and manages efficiently all details for passengers financial issues, made completion of all accounting works necessary for the final settlement with passengers, performs the end of cruise reports and analysis according to the present scheme and maintains all records from each cruise on file in an organized manner as well as updates the Home office of any unresolved issues at the end of each cruise.

Mr. Paraj was responsible for handling of all lost luggage reports, for communication with shore – side office, port agent's, customs and police officers. Mr. Paraj organizes all assignment of duties, working schedules, ensures the proper on the job trainings, and was organizing the Safety Management program according to the ships Emergency plan.

The Management takes this opportunity to thank him for his contribution and is always ready to welcome him back in our structures.



*6.1. 2019*

Date

Martin Polastik  
Quality and standard