



## **Beauty Specialist Shop – MSC CRUISES**

### **JOB PURPOSE**

The Beauty Specialist Shop cares for our on-board retail shops and our customers by providing our high-quality Perfumes & Cosmetics retailing standards, continuously driving maximum beauty sales results and excellence in guest service.

### **KEY ACCOUNTABILITIES**

- Welcomes customers and helps creating the Halo effect to maximise selling opportunities.
- Customises selling approach to different guest targets and demographics.
- Meet and greet customers with enthusiasm.
- Discover customer needs with attentive communication by building relationships and trust with all customers.

Follows directions and instructions given by the Shop Manager.

- Accurately operates cash registers, being responsible for processing payments.
- Follows and understands the company's environmental policy, the safety and security rules and regulations as outlined by Company and cruise line command at all times.
- Maintains a dependable work attendance record in accordance with the established company policies.

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

- High School Diploma or higher (professional certification for on-job trainings in makeup or beauty products sales are desirable);

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- 24 months minimum experience as a professional Beauty, ideally with full Perfumes & Cosmetics & Skincare & Make up Specialist certification (a previous experience on cruise lines is a plus);
- Sound knowledge of fragrances, makeup, cosmetic and skincare products, with interest in Beauty industry novelties & tendencies.
- High expertise on use and combination of beauty products, with a strong passion to serve and be in contact with people.
- High standard of personal grooming and positive personality that generates enthusiasm in potential customers.
- Excellent English with a fluent level in at least 2 of the following languages: German, Italian, French, Spanish, Portuguese, Japanese, Russian, Chinese. Any other other language is considered as a plus.

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