



PHOTO HOST/HOSTESS – MSC CRUISES

JOB PURPOSE

Following all relevant company policies and procedures, the Photo Host/Hostess promotes photo products in order to support and increase sales of the Photo Department. She/he provides a superior customer service by creating a courteous and effective business rapport with guests.

KEY ACCOUNTABILITIES

- Welcomes customers by greeting them, offering them assistance and directing them to the photo racks.
- Advises customers by providing information on active offers and promotions.
- Processes payments through the RPOS system.
- Keeps the Manager constantly informed on the sales trends tracked at the counter, to adjust the marketing and sales techniques accordingly in sight of revenue optimization.
- Takes care of the Photo Gallery, ensuring a proper setup according to the Company's standards of tidiness, cleanliness, and merchandising.
- Organizes and controls lockers.
- Assists the Photo team in setting up the studios in the various onboard locations.
- Helps the team in loading the merchandise and performing inventory counts when required.
- Ensures that excellent customer service is delivered by the team through continuous training.
- Organizes quality meetings with the Photo Managers aimed at improving sales processes.
- Ensures revenue improvement.

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QUALIFICATIONS (skills, competencies, experience)

- High School Diploma (Professional certificates preferred but not essential).
- 2 years minimum experience as a professional seller (previous experience on cruise lines is a plus).
- Basic photographic knowledge (Photoshop and other professional photo editing softwares) is a plus.
- Ability to work and deliver under pressure in a fast-paced environment.
- Excellent communication and interpersonal skills.
- Strong orientation to revenue and target-oriented approach.
- Ability to work in a team, unsupervised or with little supervision.

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