



## **SHORE EXCURSIONS STAFF – MSC CRUISES**

### **JOB PURPOSE**

- To sell MSC Shore Excursions by positive selling techniques
- To assist the Shore Excursions Manager and Assistant in the general operations of the Shore Excursions department
- Escorting tours ashore

### **KEY ACCOUNTABILITIES**

- Ensure the Excursions Desk is never left unattended.
- Keep the Excursion office/desk-s clean, in good order, with adequate promotional material.
- Follow up Guests' requests, questions or complaints.
- Set up a selling point in the Passenger Terminal at the Home Port, or wherever embarkation is scheduled.
- Approach arriving guests to inform them about the excursions, assisting them to select the tours (how to book, deadlines, best excursions etc.) and to hand out informative material.

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

- High School or college graduate
- Dynamic, adaptable, outgoing and highly motivated, able to work in sometimes stressful situations for long hours at difficult times of the day or night; able to solve problems diplomatically and quickly and win the trust and confidence of Guests.
- Outgoing personality, able to get along with a variety of personalities, well organized and open minded. Able to follow direction with detail and care and work well to deadlines.
- Qualified at a high level of computer-based skills (Windows with Word, Excel, PowerPoint, and Publisher).

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