



## **SHOP SELLER- MSC CRUISES**

### **JOB PURPOSE**

To maximise revenue by convincing guests to buy, through initiating conversation and presenting products based on guests' desires & needs. Maintaining excellence in selling skills, service standards, event execution and model store maintenance.

### **KEY ACCOUNTABILITIES**

- Welcomes guests into our stores or to our retail events and delivers positive interaction by initiating conversation.
- Uses effective questioning skills to understand guest needs & desires.
- Demonstrates confidence in product knowledge when presenting features & benefits to gain commitment to buy.
- Maximize revenue through effective use of add-on, up-selling and cross-selling techniques at every interaction.
- Ensures every guest leave with a positive lasting impression, by thanking, smiling, and inviting to return again.
- Assist with loading, checking, storage and distribution of merchandise onboard the vessel.
- Complies with all standard operating, departmental, and shipboard policies and procedures, and maintains professional working relationships all Officer, Staff and Crew for duration of contract

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

- High school graduate
- High level of socializing skills with Guests of all ages, national or ethnic backgrounds, physical status, gender orientation etc.
- A good working understanding of Windows-based computer programs

Oceangoers Ltd, Digital House, Branch Road, Calbasses Port-Louis, 20201  
Mauritius

BRN : C18153895 | T : +230 209 3838

E : [recruitment@oceangoers.com](mailto:recruitment@oceangoers.com) | W : [www.oceangoers.com](http://www.oceangoers.com)



- Tested and proven geographic and cultural knowledge of the cruise areas of the Company.
- Above average skills in tactful problem handling.
- High degree of spoken, written and negotiation skills.
- Ability to work in a harmonious productive team environment.

Oceangoers Ltd, Digital House, Branch Road, Calbasses Port-Louis, 20201  
Mauritius

BRN : C18153895 | T : +230 209 3838

E : [recruitment@oceangoers.com](mailto:recruitment@oceangoers.com) | W : [www.oceangoers.com](http://www.oceangoers.com)