



Amusement Specialist – MSC Cruises

JOB PURPOSE

In line with the department guidelines and under the supervision of the Head of Amusement, the Amusement Specialist maintains a constant presence throughout the amusement area by assisting guests, providing games information, push related promos, and activate minor maintenance on the machines.

KEY ACCOUNTABILITIES

- Explains and promotes the different games, services and activities available in the amusement area
- Increases and promotes sales opportunities;
- Informs guests of special offers, new products and promotions;
- Assists guest in game activation;
- Collects and delivers receipts and cash to the Head of Amusement to handle all payments.
- Looks after amusement area equipment and alert if maintenance or technical troubleshooting is needed;
- Constantly strives to create an entertaining gaming environment, which intrigues, attracts, and retains the attention of our guests
- Handles guests' complaints and queries;
- Focuses on ratings, monthly revenue targets, and operational goals to deliver outstanding customer service and sales results.
- Takes part in any extra duties as requested by the specific situation to support the Onboard Revenue team.

QUALIFICATIONS (skills, competencies, experience)

- High School graduation certificate;
- Previous experience on cruise lines is an advantage;
- Computer literacy;
- Strong communication and negotiation skills;

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

BRN : C18153895 | T : +230 209 3838

E : recruitment@oceangoers.com | W : www.oceangoers.com



- Sales orientation;
- Attention to details;
- Energetic attitude and ability to connect to the guest;
- Good public speaking skills is a must.

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