



OBR Department Shipboard Salesperson

POSITION DESCRIPTION 50602

Standard Procedures Manual ©

Prepared by Tim Skinner	Approved by Emilio La Scala	Authorized by Alessandro Guerri	For use on Cruise Fleet	Original File Apr 27 2010	Last Revision Jul 30 2011	Revision No 1	Page 1 of 2
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POSITION NO.	50602
Title	SHOP SALES STAFF
Department	Hotel - MSC Shops
Main Function	To increase revenue to the maximum by selling to your maximum ability, and to convince passengers to buy.
<i>Reports to</i>	Shop Manager
<i>Subordinates</i>	Nil
<i>Replacement</i>	Colleague Shop Salesperson
Fundamentals of Position	As a Shop Salesperson, your objective is to use your talents and ability to increase revenue by convincing passengers (and crew where this applies) to spend money in the shops, and to buy as many items as possible from the shop to which you are assigned.
Operational Bibliography	MSC Standard Procedures Manual and Position Descriptions documents.
Requirements & History	
<i>Certification & Documentation</i>	Basic Safety Training (BST) and all other certification and documentation in force at the time of engagement compliant with the flag state requirements of the vessel to which you are assigned.
<i>BST</i>	
<i>Visas etc.</i>	All other certification (including visas etc.) required and in force at the time of your employment to comply with the Flag State requirements of the ship to which you are assigned.
<i>Language Skills</i>	<ul style="list-style-type: none"> • Fluent in oral and written English (working & Safety language of the Company) • Ability to speak, read and write in Italian is a major benefit and may be a requirement. • Ability to speak, read and write in any major other languages (German, Spanish, Portuguese, French, Russian, Chinese etc.) is considered a major advantage that could eventually influence the selection for some positions.
<i>Health</i>	Validated current documentation certifying the health and fitness of the applicant meets fundamental requirements of seagoing personnel on basis of assigned office and verifying all sanitary precautions have been taken against diseases that may be endemic to the cruising area.
<i>Experience</i>	You are required to have proven experience as a retail salesperson, either ashore or on board
Qualifications	
<i>Minimum Education Standard</i>	<ul style="list-style-type: none"> • 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 • 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.

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Physical Requirements

1. While performing the duties of this job, you may be regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell.
2. You must occasionally lift and/or move up to 25 Kg.
3. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
4. You must be physically able to participate in emergency life saving procedures and drills.
5. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats.
6. If working in any Guest area (or where Guests may see you), you are not permitted to display any tattoos on any exposed part of your body when wearing uniform (summer or winter).

Safety & General Discipline

You are required to:

1. Know, understand, and implement the Mission Statement of MSC Cruises.
2. Read, understand and comply with the Crew regulations and all requirements relating to your position.
3. Wear your prescribed uniform and name badge at all times, on and off duty.
4. Take part as required in all emergency drills and understand your emergency duties.

Responsibilities

The following defines your duties:

1. In the most persuasive and friendly way, convince passengers to buy from the shops.
2. Act responsibly with initiative in the day to day management of the shops.
3. Be on duty seven days each week, and at hours advised by the Shop Manager. These hours will vary in accordance with the ship's itinerary.
4. Be on duty always at least 10 minutes before the advertised opening time of the shops to allow you to make a quick check of the premises before doors are open for business.
5. When in the home port or any other port, and when advised by the Shop Manager, you are to be available to assist with the loading of merchandise, and distribution to the storage areas or to the shops.
6. When the shops are closed, you are to carry out the following duties with colleague shop personnel: Stock control, shop arrangements, window decoration.
7. You are to have a professional and full understanding of all merchandise sold in the shop to which you are assigned, and a good superficial understanding of merchandise sold in all other shipboard shops.
8. You are required to take great care of all articles for sale in the shops.

Privileges & Limitations basics

Status	Staff
Accommodation	Staff Cabin – Shared use
Assigned Mess	Staff Mess

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