



# REVENUE AMUSEMENT SPECIALIST

**POSITION  
DESCRIPTION**  
**50606**

Prepared by Hotel Operations	Approved by Product Development, GVA	Reviewed by Crew Director, CM UK	Authorized by President & MD, CM UK	For use on Cruise Fleet	Original File 3-May-17	Last Rev. -	Rev. No 0	Page 1 of 3
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**POSITION NO.** 50605

**Title** Amusement Specialist

**Rank** SHOP SELLER

**Department** Hotel

**Main Function** 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.

**Reports to** Head of Amusement

*Subordinates* none

*Replacement* NA

*Uniform* As per SP Manual (chapter uniform)

*Operational bibliography* VSP Manual, Shipsan Manual, Anvisa Regulations (South American program), MSC Sanitation Manual, Safety Handbook, MSC Employee Handbook, MSC Housekeeping Manual. These manuals are available for your reference in the Crew Library.

**SAFETY MANAGEMENT** *This position description is to be read in conjunction with the responsibility statement for this position in the shipboard organization chapter of the MSC Safety Management System.*

**POSITION BASICS**

- 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.

**POSITION REQUIREMENTS**

*Minimum Education Standard*

***You are required to possess and meet the following basic requirements***

- High School graduation certificate;
- Previous experience on cruise lines is an advantage;
- Computer literacy;
- Strong communication and negotiation skills;
- Sales orientation;
- Attention to details;
- Energetic attitude and ability to connect to the guest;
- Good public speaking skills is a must.
- A recognized medical certification is required before starting to work on board.

**The user of this document is responsible to ensure it is the latest version**

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**BST & Certificates** Basic Safety Training (BST) and all other certification and documentation in force at the time of your contract.

**Visas & documentation** Visas and entry documentation for countries and regions in which the ship will operate.

**STCW 95** Satisfy the requirements of STCW 95 regarding certification for this position

**Health**

- 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.

**Language skills**

- Fluent in English, oral and written (B2 level) and level B1-A2 in at least 2 of the following languages: German, Italian, French, Spanish, Portuguese, Japanese, Russian, Chinese. Any of other language is considered an advantage;

## QUALIFICATIONS

**The applicant for this position is required to have:**

**Problem solving** Effective problem solving mindset.

**Public Relations** Effective communication, teamworking, outgoing personality with a respectful approach towards diversity.

**Computer skills** Computer literacy.

## PHYSICAL REQUIREMENTS

**The following physical requirements apply to this position**

- While performing the duties of this job, the shipboard employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell.
- The employee must occasionally lift and/or move up to 25 Kg. If required to lift more than this weight, the wearer must use an appropriate lumbar support belt
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- All shipboard employees must be physically able to participate in emergency life saving procedures and drills.
- 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.
- No tattoos on any exposed part of body when wearing uniform

## SAFETY & DISCIPLINE

**You are required to:**

**Mission Statement**

- Know, understand, and implement the Mission Statement of the Company.

**Standing Orders**

- Read, understand and comply with the Crew regulations and all requirements relating to your position.

**Uniform**

- Wear your prescribed uniform and name badge.

**Emergency Exercises**

- Take part as required in all emergency drills and emergency duties.



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## RESPONSIBILITIES

*You are responsible for the following duties and activities:*

*Standard Procedures*

- Apply all MSC Standard Procedures relating to this position.

## Governing Status

Status	Crew
Accommodation	Crew Cabin – Shared based
Assigned Mess	Crew Mess