



Standard Procedures Manual ©

ENTERTAINMENT Cruise Staff

POSITION DESCRIPTION 50905

Prepared by Andrea Correale	Authorized by Gary Glading	For use on MSC Cruise FLEET	Original File Apr 12 2010	Last Revision April 11, 2017	Revision No 2	Page 1 of 3
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POSITION NO.	50905
Title	Cruise Staff
Rank	Staff – Entertainer
Department	Hotel
Main Function	To perform individually and as part of the Entertainment team to Socialize with and entertain Passengers throughout the cruise.
Reports to	Cruise Staff Manager
<i>Subordinates</i>	Nil
<i>Replacement</i>	Colleague Entertainer selected by the Cruise Activities Manager
POSITION BASICS	<ul style="list-style-type: none"> To develop and bring to life entertainment and entertainment program. To socialize at all times without any specific program. To make proposal for new activities. To work in collaboration with the Entertainment team under the supervision of the Cruise Staff Manager To collaborate with the Cruise Director's department to create activities during the Cruise.
REQUIREMENTS FOR POSITION	<ul style="list-style-type: none"> Basic Safety Training and all other certification and documentation in force at the time of engagement compliant with the flag state requirements of the vessel to which the incumbent is assigned. Passports, visas, permits as specified by the company and as required for exit from the port of origin and entry into the destination cruising area.
<i>BST</i>	
<i>Passports, Visas</i>	Vaccinations, health books or other documentation applicable to Passenger to verify vaccination against any endemic disease known to be prevalent in the destination cruising area.
<i>Health</i>	
<i>Language Skills</i>	<ul style="list-style-type: none"> Ability to communicate fluently in, Italian and English is a requirement. Ability to communicate in German, Spanish, French and Portuguese is highly desirable for all regions. Preference is given to candidate able to communicate easily in all above languages
EXPERIENCE	Proven experience and expertise as a Cruise staff (male or female) in a similar working environment at sea or ashore
SAFETY & DISCIPLINE	You are required to:
<i>Standing Orders</i>	<ul style="list-style-type: none"> Read understand and comply with the Standing Orders of the MSC Cruise fleet, ensuring all personnel in the Entertainment and Entertainment team comply accordingly. Read, understand and apply the Mission Statement of the Company.
<i>Mission Statement</i>	<ul style="list-style-type: none"> Wear the complete prescribed uniform and name badge at all times in Passenger areas setting an example of appearance, presentation and good grooming.
<i>Uniform</i>	<ul style="list-style-type: none"> Attend all emergency drills, carry the personal emergency card, and understand emergency duties. Emergency duties for the Cruise Staff may involve specific responsibilities assigned by the Safety Officer.
<i>Emergency exercises</i>	

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ABILITY & QUALIFICATIONS

You are required to have the following::

1. Demonstrated ability to entertain, communicate and socialise with persons of all nationalities and all ages and backgrounds
2. Wide knowledge of indoor & outdoor sports and games as applied to the Cruise Industry: (Bridge, Shuffleboard, Deck tennis and other tournament games)
3. Good geographic knowledge of the Cruise Area operated by the ship for which position applies.
4. Above average skills in tactful, diplomatic crisis and problem handling
5. High degree of oral, written communication and negotiation skills
6. Proven ability to work in a harmonious productive team environment.

RESPONSIBILITIES

This position requires you to achieve the following responsibilities:

Support team leader

*Pool games
Tournaments*

*Indoor activities
Cultural*

*Performances
Table games
Quizzes etc.*

Dance Classes

Preparation

On duty always early

Promote activities

Socializing

Dance with Passengers

Respond to comments

Stimulate Passengers

Meetings

Report progress

1. Support the Cruise Activities Manager in all entertainment activities and games on board and ashore (ex. Islands). These activities include, but are not limited to:
 - o Games by or in swimming pools
 - o Tournaments and sports activities (using prescribed standard procedures where these exist).
 - o Games and activities in lounges
 - o Cultural activities
 - o Mimes, plays, concerts and other performances as directed by the Cruise Activities Manager.
 - o Board games and close-up activities
 - o Trivia, talent shows, and other Passenger-involvement activities
 - o Workshops of graphic or body expression, dance classes, arts and crafts, language lessons, etc.
2. Prepare all material required for scheduled activities, and return all said material to specified storage areas after any such performance or activity.
3. Be on station at the point of performance at least 15 minutes before the activity start.
4. Advertise by socializing and circulating with Passenger all opportunities for Passenger involvement in these activities, taking great care at all times to ensure no Passengers are embarrassed by or forced into taking part in activities if they resent any such involvement.
5. Socialize with Passenger at all times, giving special attention to the very young, the very old, any disadvantaged persons, Passengers travelling alone, or Passengers of minority languages where involvement may be difficult.
6. Dance with Passengers
7. Listen to requests and comments of Passengers, taking positive action to remedy any problems by reporting any problems advised by Passengers to the Cruise Director.
8. Stimulate and help to create a social atmosphere amongst the Passengers.
9. Participate in all meetings of the entertainment and entertainment team as required by the Cruise director or the Cruise Staff Manager.
10. Report continuously about his/her job and activities to the Cruise Staff Manager

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Translation help

11. Help other members of the entertainment team with language or translation when this becomes necessary.

Embark & Debark duties

12. Be present during embarkation and disembarkation of Passengers, offering welcome on board, and good wishes at the end of a cruise

Shore Excursions

13. Participate in shore excursions in the role of an escort, representing the Company, and offering reassurance, high visibility and socializing to Passengers on those excursions: Reporting any problems, shortcomings and difficulties connected with the excursion to the Shore Excursion Manager at the end of the excursion.

Cruise Director support

14. Provide general assistance as required by the cruise Director at all performances. These duties include, but are not limited to:

- Monitoring door access
- Assistance for performers
- Taking part in performances
- Guiding Passengers

Shore activities

15. Assist and co-operate as required at Beach landings and ports where tendering may require entertainment support.

Governing Status

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

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