



Standard Procedures Manual ©

ENTERTAINMENT WATERPARK CRUISE STAFF

**POSITION
DESCRIPTION
50933**

Prepared by Guest Activities Manager	Authorized by Head of Entertainment	For use on MR Class	Original File Apr 11 2017	Last Revision 14 nov 2017	Revision No 1	Page 1 of 3
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POSITION NO.	50933
Title	Waterpark Cruise Staff
Rank	Staff – Entertainer
Department	Hotel
Main Function	Aqua Park Staff is primarily responsible for the safety of guests in the Aqua Park area during the opening hours.
Reports to	Water Park Cruise Staff Supervisor
<i>Subordinates</i>	Nil
<i>Replacement</i>	Colleague Entertainer selected by the Cruise Staff Manager- Cruise Activities Manager
POSITION BASICS	<ul style="list-style-type: none"> Cover all the Waterpark duties (Slides, Himalayan Bridge and zipline) according to the schedule done by the Waterpark Cruise Staff Supervisor 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- Cruise Activities Manager To collaborate with the Cruise Director's department to create activities during the Cruise.
REQUIREMENTS FOR POSITION	
<i>BST</i>	<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.
<i>Passports, Visas</i>	<ul style="list-style-type: none"> 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>Health</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>Language Skills</i>	<ul style="list-style-type: none"> Ability to communicate fluently in English is a requirement. Ability to communicate in Italian, 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/Water park 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.
<i>Mission Statement</i>	<ul style="list-style-type: none"> Read, understand and apply the Mission Statement of the Company.
<i>Uniform</i>	<ul style="list-style-type: none"> Wear the complete prescribed uniform and name badge at all times in Passenger areas

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Emergency exercises

- setting an example of appearance, presentation and good grooming.
- 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.

ABILITY & QUALIFICATIONS

You are required to have the following:

1. Ability to recognize safety concerns and provides a safe environment. Ability to recognize safety concerns and provides a safe environment.
2. Demonstrated ability to entertain, communicate and socialise with persons of all nationalities and all ages and backgrounds
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:

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|--------------------------------|-----|---|
| <i>Support team leader</i> | 1. | Support the Cruise Activities Manager- Cruise Staff Manager in all Aqua Park duties and during the evening entertainment activities and games on board and ashore (ex. Islands). |
| <i>Preparation</i> | 2. | Prepare all material required for scheduled activities, and return all said material to specified storage areas after any such performance or activity. |
| <i>On duty, always early</i> | 3. | Be on station at the point of performance at least 15 minutes before the activity start. |
| <i>Promote activities</i> | 4. | Advertise by socializing and circulating with Passengers 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. |
| <i>Socializing</i> | 5. | Socialize with Passenger at all times, giving special attention to the very young, the very old, any disadvantaged persons, Passenger travelling alone, or Passengers of minority languages where involvement may be difficult. |
| <i>Dance with Passengers</i> | 6. | Dance with Passengers |
| <i>Respond to comments</i> | 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. |
| <i>Stimulate Passengers</i> | 8. | Stimulate and help to create a social atmosphere amongst the Passengers. |
| <i>Meetings</i> | 9. | Participate in all meetings of the entertainment and entertainment team as required by the Cruise Activities Manager- Cruise Staff Manager. |
| <i>Report progress</i> | | Report continuously about his/her job and activities to the Water Park Cruise Staff Supervisor |
| <i>Cruise Director support</i> | 10. | Provide general assistance as required by the cruise Director at all performances. These duties include, but are not limited to: <ul style="list-style-type: none"> ▪ Monitoring door access ▪ Assistance for performers |

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- Taking part in performances
- Guiding Passengers

Shore activities 11. Assist and co-operate as required at Beach landings and ports where tendering may require entertainment support.

Governing Status

<i>Status</i>	Staff
<i>Accommodation</i>	Staff Cabin – Shared use
<i>Assigned Mess</i>	Staff Mess

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