



Standard Procedures Manual ©

Excursion Dept.
Shore Excursions
Staff

POSITION DESCRIPTION
51004

Prepared by	Approved by	Authorized by	Original File	Last Revision	Revision No	Pages
Corporate Tour Managers	Emilio La Scala	Marco Maresca	April 19 2010	June 14 2019	1	1 of 4

POSITION NO.	51004
<i>Title</i>	SHORE EXCURSIONS STAFF
<i>Department</i>	Hotel-Excursion
MAIN FUNCTION	<ul style="list-style-type: none"> ▪ To sell MSC Shore Excursions by positive selling techniques ▪ To assist the Shore Excursions Manager and Assistant in the general operations of the Shore Excursions department ▪ Escorting tours ashore
<i>Reports to</i>	Shore Excursions Manager
<i>Replacement</i>	Shore Excursions Staff
<i>Uniform</i>	As per SP Manual (Chapter Uniform)
POSITION BASICS	<ul style="list-style-type: none"> ▪ Operate Profitability By Putting Guests First ▪ The objective of all Shore Excursions Staff is to generate the highest possible revenue (Gross and Net) and exceed the expectations of Guests in keeping with Company policies and guidelines, under the direction of the Shore Excursions Manager. ▪ Knowledge and understanding of ports of call and shore excursions. ▪ Knowledge of Gross and Net revenues / PPD targets ▪ Knowledge and understanding of the Tour Escort Manual ▪ Complete the Check list based on contract level
REQUIREMENTS FOR POSITION	
Certification & Documentation	<ul style="list-style-type: none"> ▪ Basic Safety Training Certificate including Advanced Firefighting experience and Swimming & Rowing c competence. ▪ All other certification (including visas etc.) required including Compliance with the requirements of STCW 95 regarding certification for this position and all documents in force at the time of your employment to comply with the Flag State requirements of the ship to which you are assigned. ▪ You must be in possession of a valid Panama Seaman's Book.
Language Skills	<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 and German is a major benefit and may be a requirement. ▪ Ability to speak, read and write in any major other languages (Spanish, Portuguese, French, Russian, Chinese etc.) is considered a major advantage that could eventually influence the selection for some positions.
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.
Team attributes	Proven ability to work in a harmonious productive team environment
Preferred candidate	Non-Smoker
Experience	<ul style="list-style-type: none"> ▪ A full understanding and working knowledge of the Fidelio Cruise system. Re-training will be provided by MSC. ▪ At least 12 months similar experience on board an MSC or another

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<p>QUALIFICATIONS</p> <p>SAFETY & DISCIPLINE</p> <p>PHYSICAL REQUIREMENTS</p> <p>GUEST RATINGS</p> <p>RESPONSIBILITIES ADMINISTRATIVE</p> <p><i>Operate the Desk Revenue</i></p> <p><i>Manage complaints</i></p>	<ul style="list-style-type: none"> international cruise vessel ▪ Tourism Background ▪ High School or college graduate ▪ Dynamic, adaptable, outgoing and highly motivated, able to work in sometimes stressful situations for long hours at difficult times of the day or night; able to solve problems diplomatically and quickly and win the trust and confidence of Guests ▪ Outgoing personality, able to get along with a variety of personalities, well organized and open minded. Able to follow direction with detail and care and work well to deadlines ▪ Qualified at a high level of computer-based skills (Windows with Word, Excel, PowerPoint, and Publisher). <p>You are required to:</p> <ul style="list-style-type: none"> ▪ Read, understand and implement the Mission Statement of the Company. ▪ Read, understand and follow the MSC Crew Regulations. ▪ Wear the complete prescribed uniform and name badge as specified in Company Standards, complying with regulations relating to tattoos, hair and body decorations. ▪ Attend and participate as required in all emergency drills, carry personal emergency card, and understand emergency duties. <p>The following physical requirements apply to this position</p> <ul style="list-style-type: none"> ▪ 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. ▪ You must occasionally lift and/or move up to 25 Kg. ▪ Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. ▪ You must be physically able to participate in emergency lifesaving 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. ▪ 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). <p>The rating objective for the Company is no less than 8.10. The Shore Excursions rating objectives are shared from the Shorex Corporate Office every season with the aim of enhancing the performance vs the previous year/season and reducing the dissatisfaction %.</p> <p>You are required to:</p> <ul style="list-style-type: none"> ▪ Ensure the Excursions Desk is never left unattended. ▪ Be acquainted with Revenue and PPD (gross/net) targets and actual performance and act consistently to achieve the objectives. ▪ Manage complaints on the spot, resolving problems immediately – remembering always the company's revenue and Guests satisfaction objectives. Problems requiring intervention beyond your capabilities must be
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<p><i>Cancellation Policy/Refunds</i></p> <p><i>Tidiness</i></p> <p><i>Selling excursions</i></p> <p><i>Fidelio</i></p> <p><i>MSC4Me</i></p> <p><i>Ticket Stocks</i></p> <p><i>Printing deadlines</i> <i>Tickets on time</i></p> <p><i>Working time</i></p> <p><i>Tours meeting point</i></p> <p><i>MSC Cruise Guide</i></p> <p><i>Others</i></p> <p>ON EXCURSION</p>	<p>referred without delay to the Shorex Excursions Manager or Assistant.</p> <ul style="list-style-type: none"> ▪ Know and apply the Shore Excursions cancellation policy as per procedure (free cancellation up to 48hrs before the call / 50% fee after 48hrs). Be careful with refunds. Try to resolve Guests problems encountered, but in difficult situations refer to the Shore Excursions Manager or assistant. ▪ Keep the Excursion office/desk-s clean, in good order, with adequate promotional material. ▪ Follow up Guests' requests, questions or complaints ▪ Set up a selling point in the Passenger Terminal at the Home Port, or wherever embarkation is scheduled. ▪ Approach arriving guests to inform them about the excursions, assisting them to select the tours (how to book, deadlines, best excursions etc.) and to hand out informative material. ▪ Every day and based on sales needs, set up a mobile/extra selling desk in Passenger areas according to schedule provided by the Shore Excursions Manager. ▪ Collect bookings and process them using the Fidelio Cruise System or Digital Channels available on board. ▪ Fully understand ship services, equipment and ecosystems for each unit (e.g. MSC for ME) and supports their functions outlined in all applicable SOPs (16.03.05/16.03.05) ▪ Ensure the Office always has an adequate supply of Boca tickets and stationery. ▪ Ensure any material to be printed is delivered to the Printing room on time. ▪ Ensure all communications (including excursion tickets) are delivered to cabins at the most convenient time for guests – Target time – always before 18:00 (6 p.m.) when possible. ▪ Arrive at the Office at least 15 minutes before the opening times to issue tickets and to organize the office before Guests start arriving at the desk. ▪ Arrive 30 minutes before the scheduled meeting time for excursion departures taking along with you: Shorex attendees' lists, stickers, lollipops and Shorex forms. ▪ In the meeting point, ensure the excursion signs are highly visible and that the meeting points are properly organized (Exit/Meeting point Roll up in place, Slide in the theatre, etc). ▪ When dispatch is over, recollect all signs, roll ups and other materials used in the ships lounges and bring back to the office. ▪ Assist the Cruise director staff while the Cruise Guide is performing, distribute Destination Guides and Booking Forms to Guests, and assist the Guests for any further information and to take tour bookings. ▪ In case of need perform the Cruise Guide (Excursions part) ▪ Before leaving the Office, make sure all your daily duties are completed, organize with the tour team any excursion signs, copies of the excursion Operational Forms, Tour Escort report and stickers for the next day's excursions and make sure nothing has been left behind. <p>ON EXCURSION</p> <ul style="list-style-type: none"> ▪ Board the bus assigned to you by the Shore Excursion Manager and introduce yourself by microphone. ▪ Assess the guide's performance, the bus condition and check the participants are satisfied with the service. ▪ Take a copy of the Shorex form with you. Check that the route and timing of the excursion is performed as per contract; If not, act consistently.
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	<ul style="list-style-type: none"> ▪ Provide translation in case the Local Tour Guide does not cover in the language/s spoken by the Guests. ▪ In the event of any accident, inform the Shore Excursions Manager immediately by telephone or radio. If the accident involves a Guest and medical assistance is needed, help find the medical assistance if needed and offer help to the Guest as required. ▪ While on tour, take advantages of this opportunity to talk to the passengers, promote or suggest tours for the following port of calls. Any interaction should turn into a selling process. ▪ Upon you return from excursion inform the Shore Excursions Manager or the Assistant and provide feedback about it and fill attentively the Tour Escort Report. <p style="text-align: center; border: 1px solid black; padding: 2px;">END OF POSITION DESCRIPTION - SHORE EXCURSIONS STAFF</p>
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