



# Infinity Brazil

## CRUISE STAFF

### **Position Summary:**

Under the direction of the Cruise Director and Assistant Cruise Director, the Cruise Staff is responsible for participation and leadership of all assigned activities and events.

In addition to engaging guests in an entertaining manner, responsible for supervision and control of all guests in many of the entertainment-related activities to meet and exceed guest satisfaction.

In order to consistently exceed guest expectations and provide the highest levels of services, additional duties and responsibilities may be assigned as needed.

### **Principal Duties and Responsibilities:**

The Cruise Staff is responsible for serving as an effective leader in any of the assigned Cruise Programs activities, ensuring that each event takes place safely and promptly as scheduled.

It is the responsibility of the Cruise Staff to aid in the training of new Cruise Programs team members.

Each Cruise Staff must have the ability to serve as an effective Master of Ceremonies using their personality, talents and language ability to engage audiences of all sizes.

Each Cruise Staff must have the ability to work as a team member in cooperation with other Cruise Department members, as well as with all other shipboard departments.

Each Cruise Staff is expected to be proactive and creative in relation to programming to maintain and/or increase guest satisfaction scores.

- Each Cruise Staff must effectively practice proper time management to prepare, execute and break down set ups and venues for assigned activities and events.
- The Cruise Staff is responsible for ordering, organizing and maintaining inventories and safe storage of all supplies, equipment, gifts & prizes in all Cruise Staff storage areas, under the supervision of the Assistant Cruise Director.
- The Cruise Staff is responsible to assist in the corrections, additions, printing and copying of any of the printed material used in the Entertainment Dept..
- It is the responsibility of the Cruise Staff to be accessible to and approachable with the guests at all times. He/She must be capable of being a patient listener while making the guests feel at home.
- Problem solving and conflict resolution for our guests are the direct responsibility of the Cruise Staff following shipboard guidelines and under the direction of management.
- Meet & Greet guests upon embarkation and disembarkation.
- Escort guests to the stateroom if the situation warrants special consideration.
- Assist with private parties and functions.
- Performs other related duties as assigned or as directed. The omission of specific duties does not preclude the supervisor from assigning duties that are logically related to the position.

### **Experience**

- Minimum 2 years experience as an Entertainer onboard a Cruise ship or in a 4/5 star hotel/resort.
- Passionate about people and able to handle guest complaints with a smile!
- Strong written & verbal English skills

\*this job description is to be considered as a general reference of duties and responsibilities for the position as it might change according to ship and cruise line.

Effective: Jan/2020

