



Infinity Brazil

SHORE EXCURSIONS

Position Summary:

Responsible for selling various & multiple excursions to guests; coordinating tour dispatches and assisting in various clerical and administrative duties when required.

Principal Duties and Responsibilities:

Represents the image of the company and perform all activities in an enthusiastic and professional manner.

- Works at the Shore Excursion desk; pier and/or remote location conducting tour sales and assists guests and answers questions.
- Staff is to ask open ended questions regarding the guests tour expectations, recommend tour options, upsell when possible and close all tour sales sold by Norwegian.
- Promotes all excursions included in the itinerary, answer guests question concerning local port highlights & general port information.
- Resolves issues related to an excursion by utilizing all tools provided in the Shore Excursion Guest Service Standards Policy.
- Assists with tour ticket delivery & voyage preparation.
- Assists with end of voyage and end of month inventories.
- Escorts and evaluate tours as needed.
- Promotes, sells & guides the Behind the Scenes Tours.
- Regular duties also include: cross training employee candidates and the training new employees. Managing and conducting tour dispatches from a ship lounge or from the pier.
- Assist with other onboard activities such as but not limited to Pier Welcome Back, and Guest Engagement as required by onboard management.

- Familiar with the roles and responsibilities of the Assistant Shore Excursion Manager.
 - Must be able to provide effective Shore Excursion briefings and conduct Q & A sessions with guests and colleagues.
 - 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.
- Responsible for oversight and maintenance of onboard shore excursion equipment/supplies.
- Responsible for sales of various tours based on itinerary and meeting budgeted goals.
 - Oversee and provide quality service for a large passenger vessel that can include 4,000+ guests for tour sales and dispatch.
 - Must be familiar with the Safety and Environmental Protection Policy and the SEMS, and carry out the policies and procedures appropriate for his/her position.

Experience

Minimum of two (2) years' experience at the position in Cruise Lines or 4-5 star hotels/resorts or Travel Agencies with specific international destinations. Advanced to fluent level of English verbal and writing skills, including the proper use of English grammar is required. Ability to apply customer service skills when interacting with guests and coworkers.

Preferred

College graduation in Hospitality or Tourism.
Advanced to fluent level of additional languages such as French, Italian, German, Japanese on verbal and writing 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