



Infinity Brazil

SALES ASSOCIATE

Position Summary:

The Shipboard Sales Associate will deliver our high quality retailing standards, continuously driving maximum sales results and superior quality guest service.

Principal Duties and Responsibilities:

- Achieve/exceed sales goals as outlined by the company.
- Achieve/exceed promotional targets, including the Critical Success Factors, as outlined by the company.
- Utilize add-on selling, cross-selling, and merchandise upgrading techniques to meet the guest's needs and maximize sales.
- Inform the guest of in-store specials and promotions and their advantages in order to drive sales.
- Successfully close sales by advising the guest of our warranty and "Shop with Confidence" guarantee policy, along with the primary reasons to choose Starboard as their vacation retailer.
- Accurately process sales quickly and efficiently through the POS system.

Service

- Acknowledge and offer a welcoming greeting to the guest as they enter the store.
- Initiate a friendly conversation and establish rapport with each guest.
- Ask open-ended questions to determine guest needs and accurately answer questions in a helpful and courteous manner.
- Present merchandise with enthusiasm, and assist in the selection by making recommendations.
- Create value to the guest by explaining features and benefits.

regarding the merchandise with accuracy.

- Accurately advise the guest on use/care of the merchandise in order to close the sale.
- Always thank the guest for visiting the store and give them to a reason to return.

Merchandise & Visual

- Accurately receive and check-in merchandise deliveries to the vessel.
- Ensure all merchandise is accurately SKU'd and priced at all times.
- Always present a clean, neat and tidy store according to Corporate HQ's visual merchandising directives (i.e. PQ's - Presentation Quality).
- Keep shelves and fixtures organized and fully replenished on a timely and ongoing basis.
- Partner with the visual team for merchandise placement and display maintenance.

Experience

2 Years of retail experience and/or customer service experience

Basic computer skills

Intermediate to Advanced knowledge of Microsoft Office, especially Word, Excel and Outlook.

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 Degree in Business, International Affaires or Marketing.

Multiple language skills preferred for certain ship assignments.

*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