



Infinity Brazil

BOX OFFICE

Position Summary:

The Box Office Staff are responsible for operating the Box Office onboard the Norwegian Epic and Breakaway class vessels, under the direction of the Box Office Manager and Cruise Director. A majority of the entertainment outlets are controlled using a ticketing system and the Box Office Staff will ensure a smooth and effective operation issuing tickets for the shows in different formats and loading the venues for the performances. They are also required to handle any guest concerns that may arise and provide exceptional customer service.

Principal Duties and Responsibilities:

Must be fully familiar with all aspects of the FC ticketing system and how iTV will work with the FC ticketing system.

- Have full understanding of the entertainment options available to guests; including times, locations and durations of shows, show content and any costs involved.
- Displays exceptional customer service and guest resolution skills to deal with any issues that may arise, following the company guidelines and under the supervision of ship's management.
- Displays strong diplomatic and negotiation skills to prevent or solve conflict that may arise in certain situations. Should conflict become a factor, resolving the situation needs to be done in the most professional and discreet manner.
- It is the responsibility of the Box Office 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.

- Works closely with the Concierge and Casino Host to take care of the VIP guests' needs.
- Processes in conjunction with the Group Service Coordinator any group requests when space is available.
- Monitors the digital signage to make sure it is correct in the area of the Box Office and entertainment venues. If appropriate, directs the Digi Signage Technician to update with accurate messaging.
- The Box Office Staff is responsible for ordering, organizing and maintaining inventories and safe storage of all supplies and equipment in assigned storage areas, under the supervision of the Box Office Manager.
- Has the ability to work with large crowds and control situations with strong communication techniques.
- Required to attend and contribute where applicable to any departmental or ship meetings.
- Maintain a close working relationship with department heads and keep them informed of any necessary changes to the Box Office hours or operations.
- The Box Office Staff is responsible for serving as an effective leader in any of the assigned Cruise Programs activities and Recreational facilities, ensuring that each event takes place safely and promptly as scheduled.
- Each Box Office Staff must effectively practice proper time management to prepare, execute and break down set ups and venues for assigned performances, activities and events.
- 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.
- Must be familiar with the Safety and Environmental Protection Policy and the SMS, and carry out the policies and procedures appropriate for his/her position.

Experience

Minimum of two (2) years' experience as a seller of entertainment activities or receptionist in Cruise Lines or 4-5 star hotels/resorts.

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.

Positions exclusive for some Norwegian Cruise Lines ´ ships.

*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