

 		<h1>ONBOARD SHOP SALESPERSON</h1>			<b>POSITION DESCRIPTION</b> <h1>50602</h1>	
Prepared by	Approved	For use on	Original File	Last Revision	Revision No.	Pages
Francesca Sartori	Emilio La Scala	Cruise Fleet	August 01 2006	Jan 22 2008	1	1 of 3
<b>POSITION NO.</b>	<b>50602</b>					
<b>Title</b>	<b>SHOP SALES STAFF</b>					
<b>Rank</b>	Staff Member					
<b>Department</b>	MSC Shops					
<b>Main Function</b>	<ol style="list-style-type: none"> <li>To increase revenue to the maximum by selling to your maximum ability, and to convince passengers to buy.</li> </ol>					
<b>Reports to</b>	Shop Manager					
<i>Subordinates</i>	Nil					
<i>Replacement</i>	Colleague Shop Salesperson					
<b>POSITION BASICS</b>	As a Shop Salesperson, your objective is to use your talents and ability to increase revenue by convincing passengers (and crew where this applies) to spend money in the shops, and to buy as many items as possible from the shop to which you are assigned.					
<b>REQUIREMENTS FOR POSITION</b>	<ul style="list-style-type: none"> <li>Basic Safety Training and all other certification and documentation in force at the time of engagement compliant with the flag state requirements of the vessel to which the incumbent is assigned.</li> </ul>					
<i>BST</i>						
<i>Passports, Visas</i>	<ul style="list-style-type: none"> <li>Passports, visas, permits as specified by the company and as required for exit from the port of origin and entry into the destination cruising area.</li> </ul>					
<i>Health</i>	<ul style="list-style-type: none"> <li>Vaccinations, health books or other documentation applicable to Guest to verify vaccination against any endemic disease know to be prevalent in the destination cruising area.</li> </ul>					
<i>Language Skills</i>	<ul style="list-style-type: none"> <li>Fluent in oral and written English, and good working (and practical) knowledge of at least one other foreign language (German, French, Spanish, Portuguese) Good knowledge of Italian is highly desirable.</li> </ul>					
<b>EXPERIENCE</b>	You are required to have proven experience as a retail salesperson, either ashore or on board					

<p><b>SAFETY &amp; DISCIPLINE</b></p>	<p><b><i>You are required to:</i></b></p> <ul style="list-style-type: none"> <li>▪ Read understand and comply with the Standing Orders of the MSC Cruise fleet, ensuring all personnel in the Entertainment and Animation team comply accordingly.</li> <li>▪ Wear the complete prescribed uniform and name badge at all times in Passenger areas setting an example of appearance, presentation and good grooming</li> <li>▪ Attend all emergency drills, carry the personal emergency card, and understand emergency duties. Emergency duties for the Entertainment team may involve specific responsibilities assigned by the Safety Officer</li> </ul>
<p><b>RESPONSIBILITIES</b></p>	<p><b><i>These are your duties:</i></b></p> <ol style="list-style-type: none"> <li>1. In the most persuasive and friendly way, convince passengers to buy from the shops.</li> <li>2. Act responsibly with initiative in the day to day management of the shops.</li> <li>3. Be on duty seven days each week, and at hours advised by the Shop Manager. These hours will vary in accordance with the ship's itinerary.</li> <li>4. Be on duty always at least 10 minutes before the advertised opening time of the shops to allow you to make a quick check of the premises before doors are open for business.</li> <li>5. When in the home port or any other port, and when advised by the Shop Manager, you are to be available to assist with the loading of merchandise, and distribution to the storage areas or to the shops.</li> <li>6. When the shops are closed, you are to carry out the following duties with colleague shop personnel: Stock control, shop arrangements, window decoration.</li> <li>7. You are to have a professional and full understanding of all merchandise sold in the shop to which you are assigned, and a good superficial understanding of merchandise sold in all other shipboard shops.</li> <li>8. You are required to take great care of all articles for sale in the shops.</li> </ol> <p style="text-align: center;"><b><i>See following page for list of Obligations, Privileges and Limitations for this position.</i></b></p>

<p>Following is the list of Obligations, Privileges and Limitations applied to this position</p> <p><b>SHOP SALES STAFF</b></p>		
<b>Governing Status</b>	Status	Staff Member
	Accommodation	Staff Cabin
	Dining:	<ul style="list-style-type: none"> <li>• Staff Messroom</li> <li>• Buffet areas not permitted</li> </ul>
<b>Obligations</b>	Random Drug Testing	If required by Staff Captain
	Random Alcohol Testing	If required by Staff Captain
	Return to the ship in Port	60 minutes before sailing
<b>Privileges</b>	Access to Tenders to go ashore	Permitted After passengers
	Shore Leave	According to Port Manning
	Access to all Guest Lounges & Disco	Only on duty
	Bar Discount	30%
	Uniform Laundry & Dry cleaning	Free
	Wearing Uniform Ashore	Permitted
	Private TV in cabin	Permitted
	Access to Spa and Sauna	After Guests, Full rates apply
	Sunbathing	Near Crew Pool
	Use of Crew Internet	At Crew rates - Unlimited
	Shore Excursions	30% discount
	Watches & Jewellery in shops	5% discount
	Discounts on shop items	As applied for crew and staff
	Hairdressing	35% discount
	Hairdressing shop products	15% discount
	Photographs	25% discount
	Smoking	In designated smoking areas
Personal food in cabin	Sealed for use in Messroom	
<b>Limitations</b>	Private clothes in Passenger area	Not permitted
	Access to or through galleys or in bars	Not permitted
	Use of Passenger elevators	Not permitted
	Dining in Passenger restaurants	Not Permitted
	Access to Passenger Pool & Jacuzzi	Not Permitted
	Access to Passenger Gymnasium	Not Permitted
	Sitting at bar front	Not Permitted
	Use of Passenger Room Service	Not Permitted
	Gaming in Casino	Not Permitted
	Dining in Cabin	Not permitted
	Personal alcohol in cabins	Not permitted
END OF POSITION DESCRIPTION - Shop Salesperson		