



Heinemann
Americas, Inc.

Job Title: Liquor and Tobacco Specialist

Reports to: Shop Manager

Job Summary

The Liquor and Tobacco Specialist drives sales of liquor and tobacco products within Heinemann Americas Shipboard stores through his/her excellent product knowledge, organizational skills, and by providing excellent customer service to all shop guests.

Duties and Responsibilities

- Demonstrate a high level of product knowledge to effectively promote and sell products.
- Effectively communicate product features, distinguish between brands, and identify best product for each customer. Ensure customers are aware of promotional items and events.
- Work under the direction of the Shop Manager to ensure watches are displayed in a visually appealing manner and merchandised to maximize sales.
- Responsible for cleanliness and organization of his/her shop area.
- Be accountable for ensuring that there is an optimal supply of products and recommend additional inventory when necessary; especially of products that have been identified as "best sellers".
- Responsible for organizing liquor deliveries to guests on final day of cruise.
- Must be prepared to multitask and take on additional duties as needed (including vessel safety duties).

Required Skills and Experience

- Previous liquor sales experience is required. Shipboard retail sales experience is preferred.
- Excellent knowledge of liquor brands.
- Excellent customer service and watch presentation skills.
- Ability to work in a close-knit, team environment.
- Ability to stand for extended periods of time and move boxes weighing up to 25lbs.
- Ability to work well under pressure.
- Ability to speak multiple languages (preferred, but not required).