CARNIVAL CRUISE LINES
JOB DESCRIPTION

JOB TITLE: Shore Excursion Associate (SEA)

REPORTS TO: Assistant Shore Excursion Manager
Shore Excursion Manager
Senior Shore Excursion Manager

LIAISE WITH: Guest Service Manager & Staff
Cruise Director and Staff
Chief Accountant and Staff
All Heads of Department

JOB SCOPE:

To assist the Shore Excursion Manager in maximizing net revenues for the shore excursion department, ensuring that maximum capacities are available and utilized to their full potential whilst maintaining the highest level of guest service and product quality.

The Shore Excursion Associate is responsible for operating at peak productivity and profitability in the Shore Excursion Manager's absence. To complete on the job training as laid out in the "Passport To Success" training document.

RESPONSIBILITIES:

Continually monitor and evaluate the shore excursions, on the current itinerary, for standards, service and accuracy in accordance with contractual agreements. Report to the Shore Excursion Manager, Hotel Director, Senior Shore Excursion Manager's and Product Manager's on all inconsistencies.

Processing the Fun Ashore Guide and the subsequent distribution of the tickets to the Housekeeping department.

To assist with the dispatch of all shore excursions.

Maintain the system for the handling of the shore excursion complaints. Ensure that all guest comments are answered in a timely manner.

Recommend to shore side management any new opportunities for additional or replacement shore excursions.

All information pertaining to net rates and selling price is to be kept strictly confidential and not to be discussed between the contracted tour operators.

Ensure that all shipboard accounting procedures, as pertains to the shore excursion program are adhered to.

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

Must be familiar with the Safety and Environmental Protection Policy, and the SMS. To carry out the policies and procedures appropriate for his/her position.

To take initiative in the absence of the Shore Excursion Manager.

To understand all aspects of the shore excursion systems, both shore side pre-sales and onboard sales systems.

To work under the supervision of the Shore Excursion Manager, with the joint responsibility of the day operation of the tour program.

DUTIES:

When required, inform all contracted tour operators of their tour counts, ensuring that operators are advised of any peculiarities. Prior to arrival in port, contracted tour operators must be advised of the final count (noting that in some regions we sell to the time of tour departure).

Assist in providing, in a professional and efficient manner, notification to guests of any cancelled or amended excursions. Offer, if available, a similar excursion and therefore minimize the potential loss of revenue.

Maintain an effective communication flow between the contracted tour operators, shore side management and the onboard hotel operation.

Assist in accurately reporting and maintaining all voyage end information; revenues, operational conditions and tour counts.

As required, notify all pertinent departments of any change to the shore excursion program that may have a direct effect on the service provided to the guest, e.g. Tour description content; Meeting place; New excursions; Shore excursions not available/ sold out shore excursions; Tender operations.

Liaise closely with the Hotel Director, Guest Services Manager and Cruise Director with regard to foreseeable and unforeseen operational challenges which may include but not limited to; Itinerary changes; Delayed arrival into port; Tender services.

When required, ensure that the ship's command, Hotel Director and Guest Services Manager is advised when all shore excursions have returned to the ship. Give notification of shore excursions that may be delayed and therefore affect the departure of the ship.

Ensure that sufficient supplies of all shore excursion, printed information are maintained for guest requirements.

Assist in identifying and maintaining the training requirements for all Entertainment and Guest Services staff involved with the shore excursion program.

Be compliant, with the storage of equipment and printed materials in any partial or dedicated lockers for the shore excursion program, as per SMS policies.

Ensure that all displays relating to the shore excursion program are maintained to the highest possible standards.

Maintain a professional work environment with all contracted tour operators.

Refer to the Standard of Performance (SOP) manual for policy and procedures within the Shore Excursion department. This is accessed via the CCL public folders and on the Intranet.

Assist in directing work as required by the Shore Excursions Manager; addressing guest complaints and resolving situations.

To be available at the Shore Excursion desk and/or on the pier for tour sales, as per scheduled hours and as required by the Shore Excursion Manager.

Assist with tour ticket delivery of the pre-sale shore excursion tickets, and IATV tickets.

Assist with the organization and implementation of tour dispatch.

The shore excursions offered on the program are to be reviewed (familiarization trips) on a frequent basis by the Shore Excursion team to ensure that the shore excursions are being conducted as described.

Applications used in the workplace and must become proficient in are: Word, Excel, Power Point, SPMS, SecurCRT, AITV and Tour Invoice Application (last 4 are in-house computer programs)

To assist and or complete all other tasks, as directed by the Shore Excursion Manager, Senior Shore Excursion Manager and Hotel Director, pertinent to their role in the Shore Excursion department.

Because of the changing nature of our business your job description will inevitably change. You will, from time to time, be required to undertake other activities of a similar nature that fall within your capabilities as directed by management.

SIGNATURE: _____   **DATE:**   _____

NAME (PRINTED):   _____
           SHORE EXCURSION ASSOCIATE

SIGNATURE: _____   **DATE:**   _____
           SHORE EXCURSION MANAGER