



(manual section is applicable for above companies)

HUMAN RESOURCES
Chapter 8 - .08 Explorations!

Revision 70 : June/04/2012

8.08.02 Explorations! Staff

Position Description

Position Title: Explorations! Staff

POSITION SUMMARY

Promotes and sells shore excursion tours and packages to guests onboard the vessels by performing the following essential duties and responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

All duties and responsibilities are to be performed in accordance with Royal Caribbean International's Gold Anchor standards, SQM standards, USPH guidelines, environmental, and safety policies.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

*In accordance with Royal Caribbean International's philosophy of *Anchored in Excellence*, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.

*Monitors personal and team's overall revenue performance (Gross and NET) during the voyage. Determines if changes in strategies are necessary for the ship to reach its targets, and discusses these ideas with the Explorations! Manager immediately.

*Provides guest services with regard to tour sales, refunds, complaints, and general port and ship information.

*Works the assigned Shore Excursion shifts on the sales desk, the pier, lounges or other venues as directed by the Explorations! Manager and operates computer sales terminals.

*Prepares and submits all required reports

*Provides training to new staff members.

- *Coordinates tender operations when required with other Marine or Hotel departments.
- *In conjunction with the Explorations! Manager, meets with tour operators, to reconcile sales and ensure quality assurance
- *May conduct scheduled tour presentations to guest audiences. Participates in maintaining shipboard shore excursion video. May rewrite scripts or work with Broadcast Technician to shoot footage as needed.
- *Assumes the responsibilities of the Explorations! Manager in their absence.
- *Attends meetings, training activities, courses and all other work-related activities as required.
- *Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

- *Minimum 6 months experience in a customer contact related position with working
- *Knowledge of customer service techniques preferred.
- *Knowledge of ports-of-call and associated tours preferred.
- *Ability to sell, up-sell and cross-sell tour products and services.
- *Ability to conduct tour presentations to large groups of guests.
- *Ability to perform basic math functions with regard to ticket sales procedures.
- *Ability to apply customer service skills, according to Royal Caribbean International's Gold Anchor Standards, when interacting with guests and coworkers.
- *Working knowledge of computers, Internet access, and the ability to navigate within a variety software of packages such as Excel, Word, and PowerPoint. Completion of high school or basic education equivalency preferred

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following:

- * Completion of one contract with a performance rating of satisfactory or above.

Language Requirements:

- *Ability to speak English clearly, distinctly and cordially with guests.
- *Ability to engage in a positive, friendly, interaction with guests, operators and crew.
- *Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- *Ability to speak additional languages such as Spanish, French, Italian, Portuguese, or German

preferred.

Physical Requirements:

*While performing the duties of this job, the shipboard employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

*All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

Related Entries:

END OF SECTION