

# Job Description

## Shore Excursion Assistant

### Overview

Aide to the Shore Excursion Manager involving sales, ticketing, advising, administration, shore excursion presentations and escorting of shore excursions.

### sole responsibilities

- Manning the Shore Excursion desk
- Arranging the dispatch of tours
- Operating the Fidelio/Cruise Manager excursions system
- Liaison with the ground handlers
- Escorting tours
- Preparing and attending the disembarkation procedures
- Preparation and distribution of the Port Information, as required by Shore Excursion Manager
- Preparing and executing Shore Excursion presentations as required
- Assisting with the disembarkation arrangements and information to passengers and the disembarkation process lead by the Shorex Manager
- Any other duties as required or specified by your line manager

### line management

Reporting directly to the Shore Excursion Manager

### Notes

A varied and challenging job for those with energy and team work skills. A love of travel and a desire to expand on location knowledge is essential, as well as a constructive and positive attitude. There is also scope to have a more social presence onboard and to assist further with the administration.

The enjoyment and wellbeing of our passengers is paramount and therefore the ability to interact with all passengers in a polite and helpful manner at all times is essential.