

Job Description

Shore Excursion Manager

overview

To manage a team of shore excursion personnel, increase revenue and ensure the smooth running of all shore-excursions.

joint responsibilities

- In conjunction with the Cruise Director and Passenger Services Director you will be responsible for:
- Ensuring consistently high levels of passenger satisfaction
- The development and maintenance of the Cruise and Maritime Voyages on-board product
- Strategic planning
- Maintaining company policy
- Liaison with the ship owners' Heads of Department
- Evaluation and response to the results/analysis of passenger questionnaires and other feedback.
- Passenger announcements over the P.A. System

sole responsibilities

- Managing and organising the Shore Excursion programme
- Maximising tour revenues
- Planning, organising and managing disembarkation procedures
- Organising the opening hours of the Shore Excursion desk
- Organising the staffing and demarkation within the Shore Excursion department
- Overseeing the production and distribution of Port Information
- Liaison with ground handlers and CMS shoreside excursion personnel
- Organising shuttle bus services as, and when, required
- Compiling and delivering Shore Excursion presentations to passengers
- Managing the Fidelio / Cruise Manager excursions system
- Planning and arranging the tour escort requirements
- Producing end of cruise Shore Excursions Reports
- Compiling and reconciling the Tour Revenue Reports
- Managing and overseeing disembarkation operation of passengers
- Distribution and maintenance of luggage labels for d/bark
- Any other duties as required or specified by your line manager

line management

Reporting onboard directly to Passenger Services Director

Reporting shoreside directly to CMS office