

## **TOUR EXPERT**

### **Aim of the Position**

As Tour Expert, you will be the focal point of the excursions offered within the cruise itinerary transmitting your passion for discovering destinations, their history, art and culture to our Guests. To reach the target assigned, you will use your marked propensity to sales and service, especially during visits to ports of call

### **Main Responsibilities:**

- Establishing, developing and maintaining relationships with Guests on-board and on-tours to generate new business selling packages
- Maximizing revenues for the tours area suggesting new opportunities
- Organizing back-office activities by preparing all support material (i.e. tickets, stickers, maps)
- Overseeing the correct organization of excursions and transfers from start to finish
- Reporting to the Tour Manager about Guests needs and interests, scouting for new products and services opportunities in liaison with other departments whenever needed

### **Job Requirements:**

- Secondary school (Tourism or Languages is a plus)
- Degree in languages tourism communication is highly appreciated
- Experience in Sales or Tour Operator is a plus
- Enthusiastic and good communicator
- At ease with public speaking
- Expert of sales techniques
- Problem solving oriented
- Computer literacy
- English knowledge B2
- Shipboard experience is a plus