



POSITION DESCRIPTION

Job title: Sales and Customer Service Intern – Chicago, IL
Department: National Contact Center
FLSA status: Non-exempt
Reports to: Contact Center Team Leader/Supervisor on duty

Job Summary:

Inspired by a commitment to excellence, Shipmates at Entertainment Cruises create unforgettable memories for our guests. The successful sales and customer service intern will vividly describe products, accurately answer questions, and persuade customers to make purchases while maintaining an upbeat attitude.

This 14 week -long internship will provide you with the opportunity to expand your knowledge in the field of sales and seeks to prepare you for your future career goals.

We provide an extensive training and development program with hands on real-life business training and experience.

As a Sales and Customer Service Intern, you will:

- Gain first-hand sales experience through selling Entertainment Cruises five product brands in 9 US cities.
- Learn how to convert the maximum number of calls to sales.
- Learn how to cross promote between brands.
- Learn the basics of business communication and professional conduct.
- Develop your communication, organization and time-management skills as well as strengthen your self-confidence.
- Participate in Meet and Greet sessions with the Executive Team Members.
- Create unforgettable memories with every sale you make!

Essential Functions:

Sales

- Using learned "EC Sales Skills" to explain products or services and prices, and answer questions from customers on every call.
- Answer incoming calls promptly and professionally.
- Obtain customer information and accurately enter orders into reservation systems.
- Deliver prepared sales talks, using sales scripting to describe products or services in order to persuade potential customers to purchase a product or service.
- Adjust sales statements to better target the needs and interests of specific individuals.



Customer Service

- Resolves guest problems utilizing strong customer service skills and exercising diplomacy
- Utilizes appropriate methods to note important customer information and special requests

Cross-Training Opportunities:

- Marketing
- City Sales Team
- Operations Management
- Quality Assurance
- Accounting
- Revenue Management
- Information Technology

Additional Responsibilities:

- Assist with outbound telephone promotions to our existing customers
- Assist with Data entry
- Other duties as assigned by the manager or supervisor on duty

Accountabilities:

The successful summer sales intern will personally contribute to the unforgettable guest experience, be favorably viewed by supervisors and peers, and be swift and efficient in the execution of their assigned duties. Performance will be measured by sales bookings, departmental tests, management evaluation, and feedback from customers and peers on the city's team.

Job Specifications / qualifications:

- Interns should preferably be in their sophomore or junior year of college majoring in Sales, Public Relations, Communications, Hospitality, Tourism Management or any Business related field.
- Must have strong interpersonal skills.
- Must have excellent oral and written communication skills – expression and comprehension
- Must have a minimum of 1 year customer service experience; contact center/reservation experience a plus
- Must be reliable, responsible, punctual and dependable
- Must possess a service orientation
- Required to use computers and computer applications such as Microsoft Word & Excel



- Must be careful about details and thorough in completing tasks
- Must deal calmly and effectively with high-stress situations
- Must have a satisfactory background and credit check

For purposes of this job description only, references to the 'Company' are to the following subsidiaries of Entertainment Cruises, Inc.: Premier Yachts, Inc., Mystic Blue Cruises, Inc., Seadog Ventures, Inc., and Spirit Cruises, LLC. You are employed by one of these subsidiaries, not by Entertainment Cruises, Inc.