

DISCOVERY CRUISES

Position Description

<i>Position:</i>	Discovery Crew Member
<i>Reports to:</i>	Captain / General Managers
<i>Shifts:</i>	Full and Part time / Seasonal May thru October / Weekends and Holidays Shifts revolve around cruise schedules.
<i>Wages:</i>	Hourly – Wage based on experience. Minimum starting \$14.00 per hour
<i>Uniforms:</i>	Required and provided
<i>Drug Testing:</i>	Pre-employment and random required

GENERAL STATEMENT OF DUTIES:

The crewmember is the most important person on the team. They are responsible for the safety and well-being of our guests and that is our number one priority. This individual will have a “can do” attitude and should not be afraid to take ownership of responsibilities assigned to them. As a new start-up company, this position will require an individual to accept change, be willing to learn duties above and beyond this job description, if necessary, and be a quick, innovative thinker, ready to take on unexpected challenges. The desire to be part of a team and be highly motivated to succeed is most necessary to allow Discovery Cruises the growth it will be striving for. To maintain professional and personal etiquette is vital to allow Discovery Cruises the opportunity for an outstanding reputation.

JOB RESPONSIBILITIES:

This job description is to be used as a guideline only. Duties are not completely limited as defined in this document.

- Consistently follow the customer service, personnel and operations policies as designed by Discovery Cruises.
- Consistently follow all safety procedures, maritime rules and regulations as outlined by Discovery Cruises and the United States Coast Guard.
- Participate in an ongoing basis in safety/emergency training and drills for U.S.C.G. requirements and inspections.
- Prepare the Discovery for operations. This may include, but is not limited to, preventive or necessary maintenance, basic cleaning (including restrooms!), checking supplies, washing decks/windows/hull/railings, preparing mooring lines, taking out trash.
- Load equipment necessary for the vessel. This may include, but is not limited to, food and beverage supplies, tables and chairs, linens, décor, basic supplies.
- Review cruise manifests for knowledge of public tour and private charter cruises of the day.
- Assist guests upon arrival to vessel to include greetings, manifest check in and assistance with safe boarding.
- Assist Captain with departure and arrival from dock and safety presentation to guests.

- Service the food and beverage bars when needed. Training will be provided.
- When it is safe to do so, and all necessary duties have been performed for departure from or arrival to the dock, you will be required to visit with guests to ensure they are comfortable, be attentive to their needs, answer any questions they may have about the vessel or the Traverse City area. Provide outstanding customer service at all times.
- Check in with Captain periodically to update on passengers and activities taking place onboard, advise of any situations or concerns, check on any additional duties that need to be performed, conduct engine room checks and perform ongoing maintenance and cleaning during cruise.
- Review event orders from sales and events staff for private charter and theme cruises and assist with necessary event set up to include table and chairs, linens, centerpieces, buffet tables, props, dance floors, audio/visual, portable bars, band and DJ requirements.
- Assist vendors and caterers in set up requirements for charter and special themed cruises.
- Return vessel set up to public tour configuration after private charter cruises.
- Attend and participate in any training, operational and/or departmental meetings as requested.
- Obtain CPR and First Aid certification. Training provided by company.
- Complete TIPS Training for alcoholic beverage service. Online training provided.
- Complete ServSafe certification for food service. Online training provided.

SKILLS AND TRAITS:

- Must be comfortable and personable in dealing with people. Able to maintain positive relations and work effectively with other team members, government officials, vendors and the general public.
- Requires excellent verbal communication and excellent customer service skills.
- Good personal appearance.
- The ability to work well under pressure and use good judgment when required to make quick decisions.
- **BE ON TIME AND RELIABLE.** Your place of employment leaves the dock with or without you and you are nothing less than critically needed as a team member and for the safe operation of the vessel.
- Must be able to offer opinions and suggestions for the better of the company.
- Must be focused, alert and pro-active at all times.
- Some knowledge of or the desire to learn the relevant maritime laws, U.S.C.G. rules and regulations governing the operations of passenger vessels.
- Should be in good physical condition, strong and agile, and able to lift, pull, push and maintain strength in strenuous on-going circumstances.
- Must have good vision and hearing to act as lookout when vessel is underway.
- Must not be affected by motion sickness.
- Must have some basic knowledge of the waterways in which the Discovery cruises and some knowledge of local weather conditions.
- Knowledge of Traverse City area and local attractions/dining/recreation.