

**PURPOSE OF POSITION:**

To ensure passengers receive excellent customer service and contribute to the smooth running of Doubtful Sound cruise operations.

**DIVISION:**

Te Anau/Manapouri Operations

**LOCATION:**

Manapouri

**REPORTS TO:**

Day Operations Manager –  
Manapouri

**DIRECT REPORTS:**

No staff report directly to this position.

**REAL JOURNEYS VALUES:**

There is an expectation at Real Journeys that you will contribute towards delivery of our values:

**Keep It Real – Make It Remarkable – Share Your Backyard – Play As One Team – Do It Better – Safe As**

**CORE COMPETENCIES:**

**CREATING REMARKABLE CUSTOMER EXPERIENCES:**

- Be a gracious host by welcoming and acknowledging all customers;
- Proactively engage with customers. Establish their needs through listening and questions and respond with clear and accurate information;
- Ensure all communication and interactions are conducted in a personable and professional manner;
- Conclude the customers’ experience by thanking them with a genuine farewell;

**DEMONSTRATING LEADERSHIP:**

- Be able to demonstrate initiative, and make decisions using sound judgement;
- Lead by example and go the extra mile to make it Remarkable;
- Keep our promises. For the team to work well we do what we say we do;

**A COMMITMENT TO SAFETY**

- Safety is the first consideration in everything we do. It is everyone's responsibility – we comply with current industry standard and best practice. We learn from corrective actions and will not tolerate negligence;
- Safety is openness – you will be encouraged to attend health and safety meetings and where possible provide solutions and feedback. Information is shared, investigation conclusions are open and we report every incident with the intention of taking immediate remedial action;
- Safety is about identifying and reporting all hazards and taking a proactive part in reviewing all hazards and risks associated with them;

## **ROLE SPECIFIC REQUIREMENTS:**

### **MARITIME SAFETY**

Ensuring compliance with regulations pertaining to safety.

- Be familiar with the Real Journeys Maritime Transport Operator Plan, and when working on board and vessel the specific Safety System Manual and Hazard Register.
- Understand and fulfil the specific duties and responsibilities required of you by the Real Journeys Maritime Transport Operator Plan.
- If unsure about anything maritime-related, report to your Launch Master
- When suitably qualified (QDC, SRL, RJ MA) undertake watchkeeping duties as specifically delegated by the Master. Adhere to all requirements of Standing Orders.

### **HOSTING**

Welcome customers and ensure their needs are satisfied during their stay/experience.

- Welcome customers warmly and engage with them in a polite and friendly manner.
- Anticipate our customers' needs and be available to offer assistance.
- Public areas, tables and service areas are kept clean and tidy. Service areas are fully stocked.
- Customers are thanked and 'farewelled' with sincerity.

### **CREW DUTIES**

Maintain ships' equipment and procedures

- Handling ropes and operating mooring equipment when berthing and unberthing.
- Assisting with loading all stores and equipment needed on the vessel
- Actively participate in safety drills, such as man over board and fire fighting.

### **FOOD SAFETY**

Uphold the highest hygiene practice in food preparation, kitchen and galley areas

- Appropriately handle and control foodstuffs and stores.
- Awareness of safe food handling, preparation, serving and storage regulations and regularly checking that these standards are being adhered to (including personal hygiene).

### **FOOD SERVICE**

Efficiently and politely sell and serve food and beverages for consumption.

- Taking customers' food and beverage orders, upselling where possible and ensuring food and beverages are given to the customer excellently presented
- Operating cash registers accurately and recording payments.
- Clean equipment, clearing tables and dishes.
- Ensuring souvenirs and food stocks are maintained at adequate levels.

### **BARS**

Prepares, mixes and serves alcoholic and non-alcoholic drinks to patrons.

- Bars are operated lawfully, enforcing regulations in relation to an On Licence and adhering to the Sale of Alcohol Act
- Bars and tills are operated accurately with any discrepancies immediately reported to the Duty Manager
- Bars are staffed and functioning during hours of operation, including re-stocking when required
- Upselling at any available opportunity, and ensuring table service during quiet periods

### **OTHER DUTIES**

To undertake any other duties as determined by your manager

- Sometimes in the course of your role, you may be delegated responsibility by your manager, or need to report to someone who has been delegated responsibility.
- Ensure all work environments, wharves, coaches and vessels are maintained to a high standard of cleanliness and presentation
- Ensure that all rubbish is collected, disposed of appropriately and recycled accordingly