



www.clydecruises.com

Job Description

Title:	Deck Hand/Customer Service Representative
Location:	Banavie, Fort William – sailing on Caledonian Canal
Hours of Work:	March – 2 days per week April/May/June– 4/5 days per week July/Aug – 5/6 days per week Sept/Oct – 2/4 days per week
Reports to:	Skipper
Rate of Pay:	£7.50(over 25) £7.05 (age 21-24) £6.70 (age 18-20)

Clyde Cruises, part of Clyde Marine Services Ltd operate a range of short cruises across Scotland. We currently have a position for a Deck Hand/Customer Service Representative with strong interpersonal and customer service skills for our cruises on the Caledonian Canal. Please see www.clydecruises.com

Role & Responsibilities

- Greeting & welcoming customers onboard
- Selling tickets for our range of short cruises
- Dealing with customer enquiries
- Cash handling and recording of passenger figures
- Serving tea/coffee & biscuits from coffee bar
- Assisting passengers to embark and disembark from the vessel
- Ensuring passenger safety & comfort onboard vessel
- Operation of life-saving appliances and fire fighting equipment
- Assisting passengers in an emergency
- Maintaining a lookout for sound signals and lights at all times
- Maintaining the vessel in a clean and tidy condition, at all times of the working day

Skills Required

- Excellent interpersonal skills, pleasant manner and enjoys talking to passengers
- Hospitality/tourism background/experience highly desirable
- Sailing experience and keen interest highly desirable

How to Apply

Please send your up to date CV along with a short note about why you would like to work with Clyde Cruises to: Julie@clydecruises.com .