



[www.clydecruises.com](http://www.clydecruises.com)

## Job Description

Title:	Deck Hand / Customer Service Representative
Location:	Loch Lomond Shores
Hours of Work:	April/May/Sept/Oct – Saturdays & Sundays June/July/Aug – 5 shifts over 7 days
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 departing from Loch Lomond Shores. Please see [www.clydecruises.com](http://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
- 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](mailto:Julie@clydecruises.com) .