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**JOB DESCRIPTION**

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**POSITION TITLE: Boat Host & Customer Service**

**BUSINESS UNIT: Southern Discoveries Milford Sound Cruise Operations**

**LOCATION: Milford Sound**

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**Position Objectives**

* Ensure a high and safe standard of service to all customers sailing on one of our cruises in Milford Sound
* Ensuring Customers have a positive experience with Southern Discoveries at all times.
* The role requires you to prepare food, clean the vessels prior the first sailing in the morning and between cruises, cleaning tables and clearing plates during the buffet and communicating with customers when suitable.
* There will be a requirement to source stock from dry stores when required to ensure adequate stock maintenance and rotation.
* All hosts will need to be signed off to ensure that passenger safety is paramount and be aware of all Health and Safety requirements when reporting incidents/accidents.
* Be comfortable informing customers during cruising especially when at the head of the fiord.
* Assist at the ticketing desk and café as required
* Shuttle guests from the wharf to the café as required (must hold appropriate licence)

**Reporting Responsibility**

* This position reports to the allocated Team Leaders and vessel

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| **Key Duties**  | **Outcomes**  |
| **1.1 Health & Safety**  | * Under the Health and Safety at Work Act (HSWA) 2015, all staff must take responsibility for health and safety, and ensure wherever practicable and reasonable that they, or others, are not harmed by something they do, fail to do, or do incorrectly.
* Promptly report any accident, incident or near miss that occurs in the workplace using the appropriate procedure.
* Maintain a safe working environment by monitoring safety procedures and equipment.
* Understand how to use equipment effectively in accordance with manufacturers’ instructions.
* Be knowledgeable of procedures in the event of emergencies such as fire, earthquake, in line with company policy and legislation
* Adhere to all operating procedures including identifying and acting upon any new hazards or risks.
* Suggest improvements and participate in Health & Safety matters
* Attend and participate in Health & Safety meetings
* Assist passengers in case of emergency, and be observant of guests to ensure general safety
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| 1.2 Food preparation: Assist with daily food preparation as required. | * High quality food preparation and presentation.
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| 1.3 Food Hygiene: Follow food handling and storage policies, to HACCP standard. | * Maintain high food hygiene standards.
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| 1.4 Stock rotation. | * Maintain fresh stock at optimum temperature and volume.
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| 1.5 Undertake and apply any safety training that may be required. | * Full awareness of all safety procedures and systems and onboard hazards.
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| 1.6 Complete daily and periodic cleaning duties. | * Ensure that the boats are maintained to a high level of cleanliness for maximum customer and staff satisfaction, safety and hygiene, and attractive appearance.
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| 1.7 Create a safe and memorable journey for passengers. | * Be observant of passenger’s actions to ensure their safety. Interact with guests whenever time and duties permit.
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| 1.8 Serving patrons. | * Optimal quality of experience for patrons, and maximum sales, within “good host” restrictions.
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| 1.9 Galley Hand Duties | * Washing up and food preparation as required
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| 2.0 Front Desk duties | * Working on the ticketing desk as required
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| 2.1 Café & Information Centre Duties | * Provide customer service in the Café & Information Centre if required
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| 2.2 Other Duties | * Carry out other tasks that the company may reasonably ask you to complete.
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Plus any other tasks that the Employer may reasonably ask you to complete.

You acknowledge that your role may develop to include other tasks in addition to those listed above.

**Position Profile**

The position is best suited to a person with a desire to live and work in Milford Sound, accepting the remoteness of the business, and the climatic and environmental factors that occur in Fiordland.

**Qualifications and Experience**

**Essential**

* Good communication skills.
* Customer service and/or hospitality experience
* Be mature and demonstrate a degree of self-reliance.
* Ability to work with and without supervision.
* Ability to work as a team member.
* Health & Safety conscious

**Desirable**

* Previous experience in hospitality on boats.
* Food handling/hygiene certificate.
* A thorough knowledge of Fiordland National Park, and surrounding areas.
* Current First Aid Certificate.
* NZ class 1 driver’s licence.
* Small Passenger Vehicle Licence endorsement

**Key Relationships**

**Internal**

* Team Leaders and Skippers – perform requested tasks efficiently and to a high standard.
* Terminal Staff – maintain a good working relationship.
* Milford Cruise Manager
* Other boat staff – maintain a good working relationship.

**External**

* Customers – serve in a friendly, efficient manner.
* Sharing knowledge about fauna and flora and the history of Milford Sound and the environment.
* Tour Leaders – when appropriate, liaise in a manner that reflects well on Southern Discoveries Cruises.

**I have read and understood this position description (please initial each page as acknowledgement)**

**Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**