

JOB DESCRIPTION

Position: Deckhand – Seward and Whittier
Reports To: Operations Manager

Summary

This position provides exceptional customer service to the cruise passengers. The primary objective of this position is to assure that the customers receive the very best in service and support not only during the cruise, but during boarding and disembarking, as well. Incumbent will display professionalism, enthusiasm, and teamwork in dealing with customers and fellow staff members. A quality customer service orientation is a must. Actively seek out ways to help others and assist in projects. While this position reports to the Operations Manager, the incumbent takes direction from the Captain in matters of safety and the First Mate in terms of operational and customer service activities on the cruises.

Accountabilities

- Assist First Mate in making vessel ready to receive passengers.
- Assure that rest rooms are clean and stocked with supplies, both before and during the cruises.
- Greet passengers, as they come aboard, in a warm and friendly manner, and show them to their reserved table.
- Assist “sea-sick” passengers and immediately clean up any accidents.
- Actively look for ways to assist passengers to assure they have an excellent experience.
- Become knowledgeable with the trip and all other Major Marine Products and answer passengers’ questions.
- Assist as directed in untying the vessel.
- Help set up the buffet line.
- Assist First Mate to keep buffet stocked, neat and clean.
- Keep silverware and condiment trays full and clean.
- Take dirty silverware and serving trays to the appropriate place.
- Empty trash containers before they become too full, assuring that the trash container lids are wiped clean.
- Keep tables cleared as people finish, and wipe tables clean.
- Check outside deck areas during cruise, picking up any trash (cups, cans, paper, etc.).
- Help First Mate to break down and clean buffet line after everyone has been served.
- Assist as directed in tying up the vessel.
- Assist passengers as they leave the vessels, thanking them in a warm and friendly manner.
- Work with other crew members in cleaning the vessel according to our cleaning procedures.
- Load garbage bags from the vessel onto the garbage cart and haul it to the dumpster at the top of the dock. Dispose of trash in the “south” dumpster, and return cart to loading dock.
- Take dirty silverware, dishes, and remaining food to the M/V Star of the Northwest.
- Other duties as assigned.