



CREWMEMBER ROLE DESCRIPTION

The following gives a brief description of the crew role available during the 2018 season at City Cruises York. If you are selected for interview we will be happy to go into more detail.

Ω CREW MEMBER / BAR STAFF (Seasonal position)

This is not a traditional bar staff position. It combines the role of bar person with boat crew member. As well as working the bar, serving drinks at table, and cleaning the boat, your duties will include helping to moor the boat, selling tickets, and helping customers on board.

VACANCIES: We have these roles to fill, with a start date on Tuesday 19th June 2018.

INTERVIEWS: Interviews to be held Tuesday 5th June 2018.

PAY: £7.83 per hour, £7.40 per hour (if under 25).

AGE: Min 18 years

HOURS: Full - time seasonal contract, approximately 35-50 hours per week.
(Includes evening and weekend shifts)

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HARDWORKING, HAPPY, SMILEY PEOPLE!

When recruiting new staff to join our team, we are very interested in your personal qualities and your attitude to working with our customers. The following list of indicators helps us to decide who will fit into our team.

☞ You will have a positive attitude to work, which means we are looking for people who will be:

- ☺ Happy to be at City Cruises York
- ☺ Smiling and cheerful
- ☺ Interested in their job
- ☺ Seeking solutions not just seeing problems
- ☺ Happy to laugh at their own mistakes
- ☺ Tolerant when others make mistakes

☞ Happy customers are essential to our continued success. As a member of our team you will need to be:

- ☺ Helpful towards customers
- ☺ Understanding of customer needs
- ☺ Happy to talk to customers
- ☺ Able to take an interest in customers- ask them questions
- ☺ Thinking about how you can increase our customer's enjoyment

☞ Whilst at work you will be flexible and happy to:

- ☺ Perform other duties
- ☺ Understand the interdependency between the different roles
- ☺ Work different shifts

☞ You must have a positive work ethic. Although we hope that you enjoy your time with us, we are not interested in you if you think working at City Cruises York will be easy. Your positive work ethic means that you will:

- ☺ Start work on time and get on with your work
- ☺ Manage your own time
- ☺ Understand why the work is important
- ☺ Understand that customers are the reason we have jobs

☞ During your time at City Cruises York you will:

- ☺ Want to learn new skills and ways of working
- ☺ Think your actions through and consider how they will affect both customers and colleagues
- ☺ Recognise you can learn from others

We will be happy to spend as much time as necessary training you in the technical skills that you may require doing your job. However, we want to employ people who from their very first day have the right attitude and will contribute to our success, whilst having some fun afloat with the City Cruises York team.

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SO, WHAT'S IT LIKE WORKING AT CITY CRUISES YORK?

The following will give you a feel for what it is like to work at City Cruises York. To save our time and yours PLEASE read this sheet carefully.

Every job role at City Cruises York involves lots of customer contact, if you don't like working with the public, then this isn't the place for you. We are looking for people who will enjoy working in this type of environment.

How long is the season?

Your seasonal contract can run up to the end of October, however we can accommodate seasonal staff that need to leave in mid-September for college or university term dates.

What do full-time hours mean?

This means you will work between **35 – 48** hours per week, sometimes when due to weather, river conditions or other factors we may not be able to guarantee the minimum hours.

What days in the week will I work?

The City Cruises York rosta is based around a shift system. We aim to give all staff 2 consecutive days off in every 7, although sometimes the days off together is not always possible.

Will I have to work evenings?

Yes, all staff are required to work **evening shifts** when rostered, this may be up to 3 shifts per week.

Will I work weekends and Bank Holidays?

Your rostered shifts **will** include most Saturdays, Sundays, and Bank Holidays.

What time will I start work?

DAY SHIFT: Starts between 8am and 11am and finishes when there are no more customers wanting a cruise! In high season this can be between 5.30pm and 7.30pm.

EVENING SHIFT: This shift normally means you start work at about 4.30pm and you may occasionally work as late as midnight.

When customer demand is at a peak, you will be required to work both a day and night shift.

I live outside York. Is there any onsite parking?

NO: Please be aware we are a city centre location with **no parking**. With late night finishes and early morning starts public transport may not be available so please consider this before applying for the position.

Will I get a lunch break?

The nature of our work means that breaks are taken as time allows during your shift.

Will I wear a uniform?

Yes, everyone at City Cruises York wears the company uniform that you will be responsible for cleaning and ironing. The company supplies all items **except** shoes.

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When will I start?

If you are selected to work at City Cruises York, you will be offered a job that will commence during the induction week we have in May.

What's it like working on a boat?

City Cruises York only operate boats on the non-tidal stretch of the River Ouse in York where the river is very calm. All our boats are modern; steel built and have twin decks.

What experience do I need?

We are **not** looking for ex-sailors or former Navy captains; so, don't worry if you have no previous boating experience. We **are** looking for staff that will enjoy working with our team and more importantly the public. If you have experience of hospitality, such as working in a bar, hotel, or any customer service environment, then that is always an advantage.

Will I enjoy working at City Cruises York?

We hope so! Most seasonal staff members are eager to return in subsequent years, so we must be doing something right!

Now that you've finished reading about working at City Cruises York, there are 2 choices:

- ☰ **OPTION ONE** - If you have decided that working at City Cruises York isn't for you, that's fine, at least we haven't wasted too much of your time and we wish you all the best for the future.
- ☰ **OPTION TWO** – If you can still manage a smile after reading all this, then please apply in writing to either: joanned@citycruises.com or:

**Miss Jo Dykes,
General Manager,
City Cruises York,
The Boatyard,
Lendal Bridge,
York
YO1 7DP.**

Please include:

- ☺ Why you would like to work for City Cruises York?
- ☺ When are you available to start work?
- ☺ Any holidays booked, music festivals, commitments etc.
- ☺ A brief job history/C.V.
- ☺ Date of birth.
- ☺ Email correspondence address.

****From the applications in writing we will then select people for interview.***