

## Cabin Host

Role	Cabin Host
<b>What would I have to do?</b>	<p>Work as part of the Electra team, taking responsibility for customer care and guest welfare, including food safety, hygiene and first aid</p> <p>Work with the skipper when opening up, boarding and closing down</p> <p>Welcome guests, ensure they feel safe and comfortable, provide information, answer questions, gather feedback</p> <p>Maintain stock levels in the galley</p> <p>Serve hot and cold drinks and packaged snacks from the licensed café/bar, taking payment for these using the electronic order pad and card reader</p> <p>On selected public and charter trips, plate up and serve pre-paid light meals such as cream teas or ploughman's lunches</p> <p>Assist with emergency procedures and occasional boat handling</p>
<b>What do I get in return?</b>	<p>3 days of training, including Emergency First Aid at Work and Level 2 Food Hygiene Certificate, Electra basic boat handling and cruise training, alcohol legislation, food service, using FareHarbor and electronic payment training.</p> <p>Satisfaction of giving guests a great new experience visiting the canal and parks of Milton Keynes</p> <p>Varied days out on different types of cruises for different groups, working with different volunteers</p> <p>Useful experience for your CV</p> <p>Option to get involved in Onshore roles, in projects to develop the canal through Milton Keynes, and in the work of the B&amp;MK Waterway Trust</p> <p>Mandatory annual refresher training</p>
<b>How much time is needed?</b>	<p>Time for initial and then annual refresher training</p> <p>Regular crew commitment for minimum of 18 half days each season, choosing from a roster of opportunities that runs from April to December</p> <p>Flexibility is required when offering your time during periods of peak demand (June – August) and will include weekends and occasional evenings</p>
<b>What skills are needed?</b>	<p>Good communication skills</p> <p>Ability to deal capably with all likely customer care scenarios</p> <p>Medical fitness for crewing responsibilities</p> <p>Willingness to learn to operate all galley equipment to provide café/bar and light meal service</p> <p>Willingness to learn food hygiene and first aid practical skills</p> <p>Reliability to undertake rostered sessions following Electra processes</p>
<b>Person spec</b>	<p>Outgoing, friendly, open, welcoming, organised, calm, safety-conscious, team player with a sense of humour</p>
<b>Working with?</b>	<p>Skippers, Lead Cabin Host and Cabin Host Mentor, Guests and Onshore team members and suppliers</p>
<b>Keeping up to date</b>	<p>If for any reason you do not crew for a period of 10 weeks or more, then you are required to complete two refresher trips with experienced crew. This is to enable you to familiarise yourself again with boat handling, the waterway and guest safety and enjoyment</p>

## Skipper role

Role	Skipper
<b>What would I have to do?</b>	<p>Helm / handle the boat competently to agreed procedures</p> <p>Take ultimate responsibility for boat movement and safety on the cruise, including safety briefing</p> <p>Work as a second skipper on longer cruises, taking over as helm and then as cabin host to give both a break.</p> <p>Brief and work with the crew to meet the requirements of each trip</p> <p>Open up and close down the boat following all procedures with crew</p> <p>Obtain guest list and provide welcome alongside the Cabin Host</p> <p>Complete online end-of-cruise reports (maintenance, accident, incident, waste, customer feedback)</p>
<b>What do I get in return?</b>	<p>4 days of training spread out over several weeks and delivered via a combination of Zoom theory sessions and face to face practical sessions, including a national qualification (Certificate in Community Boat Management) plus Electra e-boat, practical cruise training, alcohol training, EPOS and use of galley equipment</p> <p>Cutting edge experience operating a fully-electric trip boat</p> <p>Varied days out on different types of cruises for different groups, working with different volunteers</p> <p>Useful experience for your CV</p> <p>Option to volunteer also as a Cabin Host, get involved in Onshore roles, projects to develop the canal through Milton Keynes, and in the work of the B&amp;MK Waterway Trust</p>
<b>How much time is needed?</b>	<p>Time for initial and then annual refresher training</p> <p>Regular crew commitment for a minimum of 18 sessions each season, choosing from a roster of opportunities that runs from April to December</p>
<b>What skills are needed?</b>	<p>Medical fitness for crewing responsibilities</p> <p>Proven safe and sound boat-handling (or willingness to learn)</p> <p>Teamwork with other Skippers, Cabin Hosts, and with onshore teams such as Maintenance, Sales</p> <p>Customer care and courtesy to all canal/canalside users</p> <p>Reliability to undertake rostered sessions following Electra processes</p>
<b>Person spec</b>	<p>Outgoing, calm, clear-thinking, good under pressure, safety-conscious, team player with a sense of humour</p>
<b>Working with?</b>	<p>Cabin Hosts, Boat Assistants, Lead Skipper, Skipper Mentor/Deputy, Guests</p>
<b>Keeping up to date</b>	<p>If for any reason you do not crew for a period of 10 weeks or more, then you are required to complete two refresher trips with experienced crew. This is to enable you to familiarise yourself again with boat handling, the waterway and guest safety and enjoyment</p>