

# Boathanding At Scudamore's

## What's Involved?

As a Boathand at Scudamore's your duties will be varied, ranging from setting up craft to dealing with queries to boarding and disembarking customers. Unlike a cashier, you will not operate the till systems, handle money or liaise with or direct chauffeurs regarding tours, but the aim of your job is still the same, namely:-

- Providing first class customer service.
- Maintaining a safe working environment.
- Operating an efficient, high quality service.

## Main Duties

### 1. Customer Service

- Maintain a visible on-station presence in key areas, such as the pontoons, walkways and access areas.
- Respond to and anticipate customers' needs, e.g.
  - Help those who may need a hand, such as disabled people, or people with push-chairs.
  - Ask self-hire customers whether they would like advice on how to use their craft.
- Provide accurate, up-to-date information through verbal announcements and written notices.
- Face-to-face answering of individual customers' questions.
- Deal with enquiries and complaints, either yourself or by referring them to the appropriate colleague.
- Supervise customer boarding of craft on the hire pontoons to:-
  - Help people get on and off with minimal delays.
  - Make sure valid tickets are being used.
  - Prevent unauthorised boarding.
- In sum, to ensure that customers are given the best possible service.

### 2. Station Safety

- Observe Company safe practice procedures in your daily work, including issuing safety information to customers and observing manual handling guidelines.
- Watch for safety hazards and take action to prevent potentially dangerous situations from occurring.
- Ensure people keep moving in crowded areas and at busy times, so that the station does not get excessively congested.
- Ensure that craft are not overloaded.
- Carry out regular station checks.
- Report any equipment damage or defects to your line manager.
- Accident reporting.

### 3. Operations

- Assist with punt station opening or closing, including setting up and packing away craft and equipment.
- Bail and clean craft and the station, as needed.
- Minimise delays and disruptions to customers by:-
  - Ensuring that customers are not kept waiting unnecessarily.
  - Ensuring the quick and efficient turnaround of craft between hires and tours.
  - Anticipating or responding to customer traffic at busy times by setting up sufficient craft and moving them onto or away from the hire pontoon in good time.
  - Supervising customer boarding to ensure that it occurs smoothly and efficiently, but also without compromising safety.
  - Assisting with any incidents that may occur.

## Pay

We offer competitive hourly rates of pay.

*Further details available upon request.*