

# Punt Chauffeuring at Scudamore's

## What's Involved?

As a Punt Chauffeur at Scudamore's your duties will be varied, ranging from setting up punts to dealing with queries to taking out tours. Ultimately however, it is really about 5 things:-

- Providing first class customer service.
- Maintaining a safe working environment on station and on the river.
- Operating an efficient, high quality service.
- Offering effective, courteous ticket sales.
- Giving a tour that is accurate, informative and entertaining.

## Job Types

There are 2 job types open to Punt Chauffeurs and successful candidates will gain experience in both areas.

- **Rotation Chauffeur:** Involves ticket sales (touting) and conducting tours (on the day and pre-booked) in rotation with other chauffeurs. This role is based on shifts of approximately 8 hours (shift lengths vary according to the season and weather), rostered in advance, and may be full or part-time.
- **Bookings Chauffeur:** Involves taking pre-arranged tours. This role is mainly part-time and a shift may be as short as one booking or as long as most of the day with several bookings. As we receive many last-minute bookings it can be harder to roster these shifts far in advance, so a high degree of flexibility re availability is an asset.

## Main Duties

### **1. Customer Service**

- Maintain a visible on-station presence in key areas, such as the touting areas and tour departure points.
- Respond to and anticipate customers' needs, e.g.
  - Help those who may need a hand, such as disabled people, or people with push-chairs.
  - Provide life-jackets upon request.
- Provide accurate information regarding tour and self-hire options.
- Face-to-face answering of individual customer queries.
- Deal with enquiries and complaints, either yourself or by referring them to the appropriate colleague.
- Assist customer boarding to:-
  - Help people get on and off with minimal delays and without compromising safety.
  - Ensure that people keep moving in crowded areas and at busy times.
  - Prevent unauthorised boarding.
- In sum, to ensure that customers are given the best possible service.

### **Safety**

- Observe Company safe practice procedures in your daily work, including issuing safety information to customers and observing manual handling guidelines.

- Watch out for safety hazards and take action to prevent potentially dangerous situations from arising.
- Ensure that craft are not overloaded.
- Punting with due care and attention.
- Report any equipment damage or defects to your line manager.
- Accident reporting.
- Being on hand to assist on station as required

## **Operations**

- Assist with opening or closing, particularly setting up or packing away craft and equipment.
- Bail and clean craft and the station, as needed.
- Minimise delays or disruptions to customers by:-
  - Ensuring that your tour departure times and tour timings are kept as close to schedule as possible.
  - Taking instructions from station staff regarding your tour departure times and ensuring that you leave on time.

## **Ticket Sales**

- Sell tickets for College Backs punt tours in the touting area by the punt station.
- Provide other customer information as needed.

## **Tour**

- Being able to deliver a properly conducted tour is the single most important part of the job, as it brings most of the other components of your role together, combining excellent customer service, safe practice and operational efficiency.
- The key aim is to try to engage with customers and give them the best possible experience of Cambridge, the River Cam and punting. Accuracy should not preclude spontaneity – our aim is always to avoid supplying a routine service.

## Life at Scudamore's

At Scudamore's we pride ourselves on having a smart, resourceful, and highly sociable team of staff. While this means Scudamore's staff enjoy a lovely social side outside of hours, it is important to recognise that we expect focus and hard work during shifts.

## Pay

We offer competitive rates of pay which are based on the following components:-

- Commission on ticket sales made during a Rotation Chauffeur shift.
- A fixed rate per 'rotation' tour or booking carried out during a Rotation Chauffeur shift.
- An hourly rate during a Booking Chauffeur shift.

*Further details available upon request.*