

POSITION TITLE: GUEST EXPERIENCE ASSISTANT – PIER CREW	
Reports to: Pier Manager (Pier Location)	Department/Location: Operations – Pier Crew /London

POSITION SUMMARY

City Cruises UK is part of the City Experiences division of the Hornblower Group, a global leader in world-class experiences and transportation services. We operate public dining and sightseeing cruises as well as private charters for corporate events, birthday parties, weddings, or other special occasions across London, Poole and York.

Operating as the first point of contact for our visitors, the Guest Experience Assistant – Pier Crew supports us in our mission to create amazing experiences for our guests by delivering a professional, polite and proactive service at the Ticket offices and across the Piers. As a member of the Pier Crew, you will rotate between working as a sales agent in our ticket office, managing passenger flow and assisting guests with boarding and disembarking of our vessels.

ESSENTIAL DUTIES & RESPONSIBILITIES

Customer Service

- Provide exceptional hospitality to guests and coworkers as prescribed in our RESPECT service system
- Ensure that the highest level of customer care is shown at all times to ensure a clean, comfortable and safe environment for all our passengers
- Process pre booked Voucher and Trade customers accurately and efficiently at the ticket office
- Deliver clear and effective Communication to customers in regards to service delays or cancellations.
- Troubleshoot discrepancies with customers’ tickets / boarding information
- Responding to customer queries using your knowledge of London, its attractions and City Cruises products

Safety

- Adhere to all Health and Safety requirements in accordance with the company’s Safety Management System (SMS), ensuring the safety of passengers is protected at all times
- Participate in routine safety drills to prepare for major incidents
- Maintain the cleanliness and safety of all common areas
- Manage visitor flow, especially when large groups of passengers are on-board the vessel

Sales

- Work as part of the Pier team to ensure that Daily Revenue Targets are met by selling a variety of tickets for our local Sightseeing, Attractions and Dining products
- Actively promote our local and global products and services
- Strive to meet daily targets through a proactive and planned approach, actively promoting on-board/ticket promotions as appropriate
- To account for all cash handling and credit card payments accurately and in accordance with company policy and procedures

Administrative/Other

- Completion of all pre-departure forms and checklists
- Full completion of all daily forms and logs
- Support with the delivery of Special Events
- Be prepared to begin work at scheduled time
- Maintain uniform and personal grooming in compliance with appearance standards
- Additional duties as may reasonably be required

- Be an Ambassador for our RESPECT Service System

REQUIREMENTS & QUALIFICATIONS

- Previous experience in a guest services/customer facing role within the visitor attraction/hospitality industry
- Previous experience of providing an “At Seat” service with a willingness to proactively approach guests
- Customer Service orientated – Actively looks for ways to promote our business and enhance the guests’ experience
- Ability to work effectively as part of a collaborative team to achieve on-board sales/revenue targets
- Excellent communicator with the ability to effectively understand and convey written and verbal information to guests and coworkers
- Demonstrable experience in upselling and cross-selling multiple products and services
- Flexible “can do” approach with the ability to stay calm and work well under pressure
- Intermediate level Maths and English language skills (minimum A-C at GCSE level or equivalent)
- Available to work shift patterns covering Monday to Sunday and inclusive of public/bank holiday and some evenings to assist with special events
- Able to work for extended periods of time without sitting

*****Post holders will be required to serve alcohol and must therefore be over 18*****

Desirable though non-essential

- Experience with POS systems, apps and software highly desirable
- Ability to speak a second language
- Relevant industry/customer service related qualifications
- Knowledge of Health & Safety procedures and/or first aid qualified

OUR VALUES - RESPECT

All employees must commit to upholding out RESPECT values. They are as follows:

Respect	We will value, appreciate and respect each other. We will foster diversity and inclusivity.
Environment	We will Respect our Planet. We will conserve, protect and educate. We will practice environmental stewardship.
Safety #1	We will think and work safely. We will follow safety standards and instructions. We will create a safe and secure workplace.
Professionalism	We will conduct ourselves professionally. We will take responsibility for our actions. We #will own the problem until it is solved.
Exceed	We will continuously improve. We will exceed standards and expectations.
Communication	We will be open and honest. We will choose a respectful approach. We will share information with others effectively.
Teamwork	We will exist to serve others. We will anticipate the needs of others. We will have fun and practice “enthusiastic friendliness”.

EQUAL OPPORTUNITIES IN EMPLOYMENT

As an equal opportunities employer, we are committed to the equal treatment of all current and prospective employees and do not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

We aspire to create a diverse and inclusive environment. Candidates for employment or promotion will be assessed objectively against the requirements for the position.

What we give you in Return

- Salary between £20,995 - £23,205 based on full time hours
- Earn while you work incentive scheme which will see you taking home a percentage of daily sales and increasing your annual salary by an average of £1,000 pro-rata for full time hours.
- A generous food & drink allowance whilst working onboard our vessels.
- Shift Pattern to give you a work/life balance.
- Branded Uniform
- 23 days holiday per year based on full time equivalent
- Company Sick Pay of 5 days per year
- Company Pension
- A range of store and attraction discounts
- Company discounts of products and services offered by the Company
- Cycle to work scheme