

## Job Description

**Job Title**            **Tour Guide - Historic Vessel Boat Tours**

**Department**        **Visitor Services**

**Reporting to**       **Head of Visitor Experience**

## Summary

The Tour Guide will be responsible for providing an interesting, knowledgeable and enjoyable commentary to passengers as they enjoy a 45-60 minute tour around the local waters in Falmouth in one of the historic boats from our collection, which carry between six and eight passengers. The Tour Guide will deliver an informative tour that is accurate, interactive and entertaining.

The Tour Guide will work well with the Skipper who will have overall responsibility for the safety and well-being of the passengers, but you will be expected to assist in the basic operation of the boat e.g. line handling.

## Specifics

We will be operating four scheduled boat trips every day, seven days a week, running from 2 July 2018 until 30 September 2018; typical hours would be 10.00am-5.00pm, a six hour day. You will be working as part of a team of Tour Guides and will be allocated days according to a rota.

## Job Role

- Welcome passengers for each tour, checking their tickets upon arrival
- Ensure that all passengers have arrived in good time and be pro-active in chasing up late arrivals
- Maintain a safe working environment on the pontoon and whilst on the water
- Escort the passengers down to the vessels and assist with boarding
- Assist with the basic operation of the boat as directed by the Skipper
- Carry out a welcome on-board briefing ensure that safety guidance is provided to all passengers
- Deliver an interesting and knowledgeable commentary, providing outstanding customer service and an unforgettable experience for all passengers
- Assist passengers to disembark at the end of the tour, ensuring that no personal belongings have been left on the vessel
- Carry out any other tasks that may be assigned to you in line with this role.

## Competencies

### *Essential*

- Strong customer service skills, experience of working with the general public
- Have a passion and enthusiasm for Falmouth and the local area
- Enjoy working outdoors and be physically active
- A friendly and approachable communicator with people of all ages; excellent communication skills
- Confident with excellent interpersonal skills
- Reliable and punctual
- Be safety aware, knowledge of emergency procedures with the ability to give clear instructions to passengers in an emergency situation
- Flexible to work weekends and bank holidays according to rota

### *Desirable*

- Experience of sailing or power boat handling around Falmouth and the local waters
- First Aid qualification (must be prepared to undertake training), which includes CPR
- Fluency in a second language would be desirable