

# Crew Job Description

Revised February 2023

## OVERVIEW

Six Watermark vessels require crew to be stationed onboard to assist the Captain in ensuring the safety of passengers and safe operation of the vessel. Each vessel and each cruise is different. Thus, crew members are to know and follow the Watermark “Company Policies”, “Dress Code”, “Appearance Standards”, and any sheets written about procedures particular to specific vessels, in addition to the following job requirements.



## SOME OF THE CREW'S RESPONSIBILITIES

1. To arrive at work promptly and prepared to work
2. To be polite and professional to both guests and fellow employees.
3. To adhere to all written policies and instructions
4. To attend required training sessions: One-time C3ST, annual REP, and Crew Day.
5. Crew should be familiar with the location and use of fire extinguishers, procedures for security and man overboard drills, and Captain's procedure for line handling on departure and return.
6. Ensure vessel is spotless to the very best of your ability.
7. When passengers are boarding, Crew should be stationed at both ends of the boarding area, counting the passengers as they board and greeting them. Don't forget to smile!
8. Demonstrate how to use a PFD (Personal Flotation Device) to the guests on board. The routine, location, how to use PFD's and fire extinguishers are accompanied by an instructional recording that the Captain plays over the loudspeaker
9. Crew should always be monitoring and roaming the decks, ready to react to any questions, spills, or other situations. Crewmembers should always be on opposite decks, and never behind the bar or in the pilot house unless at the specific request of the Captain.
10. Crew shall have full understanding of the Captain's vocabulary and process with regards to docking, before the docking procedure takes place.
11. As passengers disembark, one crew shall be stationed at the gangway, assisting passengers off the vessel and thanking them for joining Watermark while the other is on board cleaning the vessel, and scanning for out of place items.
12. Once passengers have disembarked, Crew should quickly move through the vessel arranging chairs, wiping tables, and clearing any trash and spills. On busy days, turnaround will be very quick, and the Captain or Director may order a Crewmember to assist wherever necessary to expedite the turnaround time.



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