



**citycruisesplc**  
**Job Description**

<b>Job Title:</b>	Customer Service Agent - Cabin Crew
<b>Company:</b>	City Cruises (Cherry Garden Pier, Cherry Garden Street, London SE16 4TU) <a href="http://www.citycruises.com">www.citycruises.com</a>
<b>Department:</b>	Operations
<b>Location:</b>	Bermondsey, London
<b>Reporting to:</b>	Senior Customer Experience Manager

---

### **About City Cruises**

City Cruises plc is the leading operator of passenger services on the River Thames, carrying in excess of 2 million people annually on its extensive sightseeing, entertainment and charter services. Based at Cherry Garden Pier, City Cruises operates 16 revenue earning passenger-carrying boats, along with a small fleet of support vessels and barges.

### **Main Purpose**

- To ensure high standards are achieved in the safety and sales onboard the vessel as well as the customer service experience of the passengers.
- Provides our visitors with the best service possible in terms of bar sales, customer relations and providing information about City Cruises services.

### **Principal Responsibilities**

- To follow company Health and Safety procedures and ensure that the Health and Safety of all our passengers is protected at all times and inform your Captain of any incident or near miss
- To provide information for the passengers in a professional, polite and helpful manner
- To 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
- Increase the company's revenue by providing a high level of customer service, information and advice on products, sell and up sell the onboard stock accurately
- To acknowledge and promote the Company culture
- To be familiar with all the services within the Company and our trade customers for day to day running
- To ensure that the bar area and vessel is kept clean and tidy at all times
- To ensure the bar remains fully stocked at all times by replenishing the bar accordingly
- To sell, accurately record and account for stock onboard the vessels of the company
- To account for all sales (cash and credit card) accurately and in accordance with Company policy and procedures
- To welcome all passengers onboard the vessel and anticipate their needs
- To assist the crew with passenger boarding and counting
- To achieve all Sales targets set by the Company
- To promote products/services as requested by the Company



- To act as support crew to the bridge crew in routine and emergency situations including Recovery of Man Over Board, crowd control, evacuation, fire fighting, rendering, first aid and any other instruction issued by the Captain or the Mate
- To ensure that all information of a confidential nature gained in the course of duty is not divulged to third parties
- To maintain communication between bridge crew as instructed by your Captain and company procedure
- Follows the Captain's orders in performing crew duties in emergencies and in maintaining the safety of the Vessel
- To ensure that the bar areas are opened and closed as required and that at all times it is ready to trade
- To ensure that you have the necessary materials to be able to complete duties to the highest standard
- To ensure that audio guided commentaries are present on the vessels
- To dispose of waste products in efficient manner as instructed by Line Manager
- To ensure the security of all Company property at all times
- To undertake training as required by the management
- To use the Haven system efficiently and accurately, in accordance with company's policy and procedures
- To check all tickets to ensure passengers have a valid ticket to travel to/from their destination
- To follow the correct absence reporting procedures at all times to your line manager
- To arrive at work on time agreed by the management team and to finish at the allocated duty time or appropriate time given by the manager

### **Person Profile**

#### **Educational Level/Qualifications**

- Educated to GCSE level or equivalent

#### **Experience/Knowledge**

##### **Required:**

- Worked in a bar/restaurant
- Customer facing role

##### **Desirable:**

- Retail background
- Worked in a sales environment
- At least 12 months work experience
- Hospitality experience
- Knowledge of the Travel & Tourism industry

#### **Personal Skills**

##### **Required:**

- Perform great customer service
- Act with integrity at all times
- Approach everything with integrity with what you do



- Deliver excellence through profit, customer satisfaction and living our City Cruises values
- Work with empathy
- Able to work to high standards of accuracy
- To exhibit a professional attitude at all times
- Smart/Well presented
- Polite
- Excellent communication skills and highly organised
- Sales driven
- Customer focused
- Calm and able to work well under pressure
- Excellent numeracy and literacy skills
- Reliable
- Is able to work to direction
- To be flexible in carrying out your duties at any of the company's locations, offices or departments and fulfill other tasks that fall within your post as required
- Demonstrates a "Right First Time" attitude

**Desirable:**

- Company focused
- Self motivated
- Willingness to learn and progress
- Able to work to own initiative
- Problem solver
- Can speak a 2<sup>nd</sup> language
- Good mentoring skills

If you believe you are suitable for this position please email your CV stating what position you are applying for to [connorc@citycruises.com](mailto:connorc@citycruises.com)

NB. Please note that due to the high volume of applications we expect to receive you will only be contacted if you are shortlisted to the next stage of the recruitment process.