



Job Title: Customer Service Supervisor - Cabin Crew

Company: City Cruises (Cherry Garden Pier, Cherry Garden Street, London SE16 4TU) www.citycruises.com

Department: Commercial

Location: Bermondsey, London

Reporting to: 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

Supervise the retail sales and customer service delivery across the City Cruises fleet. Ensure that the cabin crew staff are working to deliver the customer experience in line with company training, merchandising products to company standards, selling to meet revenue budgets and delivering excellent service to our customers.

Principal Responsibilities

- On the job training and supervision of cabin crew to ensure the correct use of Standard Operation Procedures on a daily basis.
- To ensure that the onboard facilities comply with all relevant legislation relating to health and safety, food hygiene regulations and licensing legislation.
- Support staff in resolving issues and discrepancies during the shift and reporting any unresolved issues to management.
- Issue instructions each day and assign duties to cabin crew. Monitoring and observing cabin crew carrying out these duties as expected by the Food & Beverage department.
- Demonstrate best practice in sales and customer service techniques and ensure the effective supervision of all team members on your shift.
- Observe and evaluate cabin crew performance. Offer advice and recommendations for improvements. Highlight training needs to Food & Beverage department.
- Supervise the preparation of the vessel, making sure that the retail area, cabin and facilities are clean and presentable before departure and throughout the service.
- Supervise cabin crew in their support of the boat crew.
- Provide all the service required as a member of the cabin crew during each shift.
- Audit paperwork and checklists to ensure compliance with company procedures and regulations.

Person Profile

Educational Level/Qualifications



- Educated to GCSE level or equivalent

Experience/Knowledge

Required:

- Proven experience within Customer Services in a customer facing role
- Supervised a team
- Experience working with retail sales

Desirable:

- Travel & Tourism background
- Worked in a sales environment

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 and represent the company at all times
- Excellent communication skills and highly organised
- Sales driven yet Customer focused
- Calm and able to work well under pressure
- Excellent numeracy and literacy skills
- 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

Desirable:

- Company focused
- Self motivated
- Willingness to learn and progress
- Problem solver
- Can speak a 2nd 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 recruitment@citycruises.com

NB. You will not be contacted until after the closing date regarding your application.