



Customer Service Attendant (ferry)

Education and Training

Completion of high school is generally required, as is a valid Seafarer's Medical Certificate. Preference is normally given to those with a Food Safe Certificate, a server certificate, and occupational first aid.

Once hired, in-house training is given with emphasis in the areas of emergency procedures and safety protocol.

Nature of Work

Not only are ferry customer service attendant's responsible for maintenance of the cafeteria and food services on-board the ferry, they are also imperative for the ferry staff response in cases of emergencies including the coordination of passengers in such events.

As ferry services operate throughout the day, and overnight for some routes, irregular work hours, and/or shift work, may be expected.

Main Duties

In addition to being responsible for food and beverage services on-board ferries, the ferry catering staff perform various housekeeping and cleaning routines throughout the vessel. The staff are customer service representatives and therefore must have knowledge of ferry schedules, key contacts, and various locations on-board the ferry to answer any inquires made by passengers.

As high volumes of activities may be expected, individuals should have the physical ability, dexterity and strength to perform for prolonged periods of time.

Most importantly, staff must have the ability to respond safely, effectively and expeditiously during emergencies.

Typical Employer

BC Ferries, ferry operators

Additional Information

BC Ferries
www.bcferries.com
 BC Ferry & Marine Workers Union
www.bcfmwu.com
 Food Safe
www.foodsafe.ca
 Serving It Right
www.servingitright.com
 Work Safe BC
<http://www2.worksafebc.com/topics/firstaid/FAQ.asp?ReportID=24388/>

Earnings

Low:	\$25,000
Average:	\$30,000
High:	\$35,000

Essential Characteristics

- Physically fit
- Interpersonal skills
- Attention to detail

