

SAILING COLLECTIVE



SAILING COLLECTIVE SAFETY & ETIQUETTE SUMMARY 2024

The [Policies and Procedures](#) (P&P) document should be read in its entirety. This is a brief summation of some key points for you to use as a field reference.

Pre-trip

Before the start of each trip [Section 9](#)

- Read all guest forms
- Familiarize yourself with the itinerary
- Fill out your [Risk Management Plan](#) for the trip (captain)

Day 1

A well-formulated and thorough first-day intro and safety talk is your best chance to make guests feel comfortable and secure right from the trip's start. This is a joint effort by the captain and chef. Taking safety seriously is the cornerstone of building trust with the guests. Show that the risks of a sailing voyage are real things you are actively managing. You can find a complete list of topics that should be covered in this talk in our P&P. [Section 14](#)

- Explain in detail the biggest risks on board:
 - Man Overboard [Section 14](#)
 - Galley Safety [Section 20](#)
 - **Swimming** [Section 21](#)
 - Dinghy use/propeller [Section 16](#)
 - Winches, rigging, sails.
 - Movement aboard

Don't downplay the risks! Recognizing risks shows competency. Explain what it takes to stay safe.
- Tell guests that you are there for them 24/7. You should be notified of any safety concerns they have, night or day.
 - Something like an odd noise in their cabin might seem insignificant, but you would rather be woken and notified even if it turns out to be nothing.
 - Small medical issues are best dealt with BEFORE they become an emergency. All hospitals are far away when you are at sea. Don't be embarrassed; any sensitive issues will be dealt with sensitively.
- Some simple ways to stay comfortable on board
 - A detailed explainer on the head and why it differs from home toilets.
 - Closing hatches underway
 - Limiting sun exposure
 - Staying hydrated
 - Avoiding seasickness
 - Where to find snacks and drinking water
 - Noise travels on boats – be respectful of people's sleep.
- Use the first-day talk to encourage people to provide feedback throughout the rest of the week. Provide examples:
 - "We'd love to have another beach day on the trip"
 - "Yesterday was too much for the kids. Can we have a chill day?"
 - "Can we have a less spicy option at dinner tonight for me?"



On-Trip / Crew Etiquette

- Observe the Drugs and Alcohol Policy at all times. [Section 12](#)
 - There is NO drinking until the vessel is at the final anchorage.
 - Captains must stay below the legal limit for safe vessel operation 24/7
 - Illegal substances are NOT tolerated.
- Keep appropriate non-sexual relationships with guests. [Section 10](#)
- Talk about how the crew will be using the ensuite bathrooms.
- Use your phone out of sight and earshot of guests. [Section 10](#)
- Keeping the boat clean is the responsibility of all crew. [Section 18](#)
- Keep a tote bag with you for your essentials – respect the communal space on the boat by keeping your personal items tidy and tucked away in your “kit.”
- Crew should have downtime: make an announcement if you need your own time. Example: “Guests, I am having some downtime and will be on my phone in the saloon if you need me or will have my headphones on. Please let me know if you need anything.”
- Morning call time: 7:00 am.
- Establish a ‘quiet mornings’ crew & guests etiquette.
- Crew in new locations: as charter crew, you are expected to preform professionally and proficiently in new itineraries. SC provides itinerary assistance and local information. Do not dwell on it being your first time in a location to the guests. When asked questions you do not know, use phrases like “I will consult the pilot guide to see if this is possible” or “I will check if the request works with the sea conditions”.

Money

- Check-in with each guest anytime there is an excursion that costs money.
- Any items crew covers/Expensify, explain to guest that they will be billed post-trip
- A gratuity range from 10% - 20% is standard. Any gratuity offered under 10% will be investigated by SC admin team.
 - Mention GRATUITY in a helpful and informational way: “Gratuity is appreciated, and you are welcome to pay any way that is convenient to you, we will share our cash-apps at the end of the week”.
 - Have your preferred payment method handy and accessible on the last day. (venmo, paypal.me, etc.)
 - If you have any issues with a specific client about a tip, alert office staff, who will handle it in a way that is appropriate and likely to get you what you deserve.
- Crew should have cash on hand for moorings and other cash items.

Dining Out

It can make the dining experience easier and more enjoyable for the guests if the crew pay the check and bill the guests after the trip. This is often appropriate on group journeys and usually not necessary on private journeys.

- Put the bill on your expensify card and MARK IT AS BILLABLE. That way, operations crew in the office knows to include it as shared expenses in the post trip email.
- If there are non-drinkers in the crowd, separate the bill into alcohol and food costs and do the math so that food is split amongst everyone but alcohol is not. INCLUDE THE NAMES AND AMOUNTS FOR EACH PERSON AS A NOTE ON THE TRANSACTION IN EXPENSIFY.
- There may be instances where it makes sense to break down the check by person or couple or family and bill people for what they specifically ordered. Read the group and do what is best, take on the responsibility of doing the math and making it easy on guests.

Unless guests offer to pay for crew meals your portion of the bill should be noted so that the guests do not get billed for it.



More Tips for Success

Chef

- The kitchen and dining table are Chef's domain. If you need help, you should delegate.
- Table clearing is the responsibility of the Chef.
- Offer guests a format for dining. Is this plated? Family style? When do we eat?
- Presentation of food is important.
- Nobody should get hungry; make a place for snacks that are accessible to guests without them having to bother you.
- Assist guests in making restaurant reservations for nights out.
- Work together to help the captain where needed.
- Friendly reminder that the Captain has the final say.

Captain

- Normalize feedback throughout the trip. Ask guests questions that help you to make their trip personalized. Offer choices whenever possible.
- Communicate when you are making a decision for safety that is non-negotiable.
 - Share the process of itinerary selection even when you are not sharing the decision-making.
- Help guests to make activity reservations for off-boat excursions. State costs clearly and offer choices.
- Work together to help the chef where needed.
- Mandatory to offer a morning itinerary briefing each day. Tip: set expectations day 1, if a guest is not present, continue the briefing.
- Captains are expected to offer an activity at each anchorage.
- Close holding tanks when anchored, open holding tanks when underway. Do not keep holding tanks closed over 24 hours.

Together

- Have crew check-ins daily:
 - How does the day's itinerary affect meal times?
 - Ask for help when things get hard.
- Be flexible with schedule changes. Sometimes a meal takes longer to get out than expected, and sometimes an itinerary change is needed. Communicate with your crew and your guests when this happens and support each other.
- Take out trash from heads daily.
- Never get frustrated at a guest and always communicate with a jovial and positive tone.
- Keep vessel maintenance issues hidden from guests to the best of your ability.
- Keep an optimistic tone about the vessel and avoid negative frustration in front of guests.

Post Trip

- After the trip is complete crew should submit their billable expenses (items the clients need to be charged for) on Expensify within 24 hours.
- If customers have not offered Gratuity please alert the operations staff in the office so that we can follow up with them and help to get you tipped out.
- A follow up email sharing a quick rundown of the week's itinerary and maybe a few select photos goes a long way towards cementing the good experience in people's minds. Having repeat customers is the highest compliment to you as crew.