

## BECOMING A CLATSOP CRUISE HOST VOLUNTEER

We welcome new volunteers throughout the cruise ship season. Your smile, love for the communities we serve and joy in meeting people are the only requirements for joining our family of volunteers.

**What are Clatsop Cruise Hosts?** We are a non-profit organization of volunteers dedicated to ensuring Cruise Ship passengers, crew and staff are graciously welcomed to our community and encouraged to explore all that the North Coast offers. We are devoted to educating visitors about our history, local culture and activities. We also embrace the economic impact the arrival of these ships provide our community and strive to encourage passengers to shop, explore and play

**How many volunteers are needed:** We need about 50 – 55 volunteers for each cruise ship to provide coverage for all our stations and shifts.

**When are volunteers needed?** Each ship has a different schedule, which we provide with our sign-up.

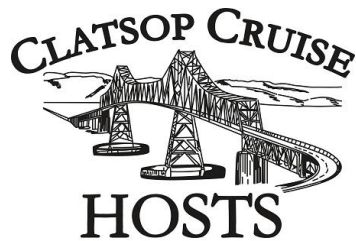
**Are there any dues required to be a volunteer?** No. We value and appreciate your time and do not require any membership dues.

**What do we wear? Is there a uniform?** We provide all new volunteers with a vest. Volunteers who have shown a commitment to volunteering will be assigned a rain jacket, vest or sweatshirt to ensure everyone is visible and easily identifiable as a Clatsop Cruise Host. Volunteers should dress for appropriate weather and wear comfortable shoes. Of course, we also want to present a clean and professional appearance.

**Is there training?** We provide a Spring Training Dinner (usually in April) and a Fall Volunteer Recognition Dinner (usually after the final ship). Specific duties are trained by our experienced volunteers or by the Volunteer Coordinator.

**How many hours do we work?** Most volunteers work a 4-hour shift. We typically have two shifts per ship depending on how long the stay is.

**How am I notified about my shift?** We primarily use email to confirm volunteer schedules, changes in ship arrivals and departures, and any new information that volunteers need to know. It is important to check email before your shift begins as there could be last-minute changes. Ships have been known to arrive early or have other changes in their schedule that affect volunteers.



**Do I have to be an expert on local history?** No, but we certainly encourage volunteers visit our cultural institutions as an important part of our mission is to educate as well as welcome.

**What do I need to know?** Many of our questions are about what is in town to see, where to buy certain items, where to eat or get souvenirs and how to get back to the ship. We have binders available to look up many questions and of course we encourage our volunteers to explore our coastal communities as a tourist to become more familiar with all we offer and to learn about the historical and cultural significance of our region! But the most important thing you need is a smile.

**How do passengers get around town?** Sunset Transportation runs Route 11 in a continuous loop starting at the Port of Astoria with three stops throughout town. Bus tickets include a free ride on the Astoria Trolley. Passengers are also encouraged to explore the River Walk. Crew are offered an opportunity to take buses to Fred Meyer and Costco for supplies.

**Where are volunteers needed?** There are several locations throughout downtown:

**Astoria Port:** There are several volunteer opportunities at the Port Site

a) Information booth: This is the first group of volunteers that cruise passengers see as they exit the ship. Volunteers greet and provide information, including the downtown guide.

b) Ticket booth: This is where passengers board the busses to go downtown, to the column, or out to the shopping malls. Volunteers sell bus tickets, help passengers board busses, and provide visitor information

c) Bus loading/navigation: We have a crew of volunteers who set out the bus cones and guide busses for loading/unloading and to help keep pedestrians safe. They also greet people and provide information

**10th Street:** Volunteers are stationed at 10th Street to be greeters, provide information and assistance with passengers who need help getting on and off the bus.

**River Walk:** Greeters walk the River Walk and help visitors who look lost or need information or other assistance

**17<sup>th</sup> Street at Columbia River Maritime Museum (CRMM):** When we have two ships on the same day we need volunteers at CRMM to sell bus tickets and greet passengers from the ship. Other days we typically have volunteers at the bus stop to assist passengers with any questions or provide directions.