

## **CLATSOP CRUISE HOSTS VOLUNTEER JOB DESCRIPTIONS**

The Clatsop Cruise Hosts is a non-profit organization dedicated to welcoming cruise ships to our amazing community. Our goal is to educate visitors to our community and to encourage passengers and crew to explore, shop and enjoy the Oregon North Coast.

### **AT THE PORT**

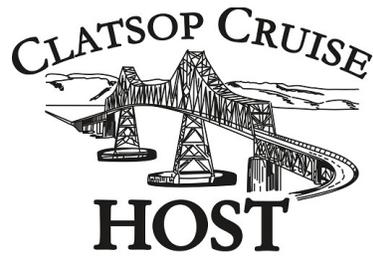
There are numerous volunteer opportunities at the Port. The first shift is often very busy with large ships as passengers disembark, find their excursion buses as well as the buses that take them to downtown. Crew members are looking for buses. Astoria Sunday Market has vendors at the Port – so it is a big bustling scene.

**Port Info Booth:** These are the first CCH volunteers passengers meet. Volunteers here are focused on handing out maps and showing the different opportunities available for site-seeing and ways to get around (buses, walking, cabs, etc.) Volunteers here will get questions about everything from where to eat to historical information and questions about the bridge (which is prominent from where they stand).

**Port Bus Tickets:** Volunteers here sell bus stickers to passengers and crew. Tickets are \$6 for passengers and \$3 for crew. There are two routes: Route 11 takes passengers to downtown Astoria, the Columbia River Maritime Museum and back to the Port. Route 12 takes passengers/crew to Costco area and Fred Meyer where they can walk to the other mall shops. First shift is focused on selling tickets. Later shifts have more time to answer questions. When things get busy we reassure passengers that an entire crew of volunteers are at 10<sup>th</sup> & Marine who can answer so many more questions about where to shop, history of the area, and sites to see.

**Port Ticket Line (also called Shuttle line):** This person is especially busy during the first shift directing passengers/crew to the River Walk, trolley loading, bus loading and especially crew who are eager to get to the malls.

**Port Bus Line:** These volunteers help people get on and off the buses, entertain them when the lines are long, and work with the bus drivers. During the first shift things get busy with the large ships! Patience and a good sense of humor helps passengers as they wait to board a bus.



**Port Crew Line:** This volunteer boards crew onto Route 12, checks for payment sticker, answers questions, and ensures the crew and others taking route 12 are cared for. Mostly first and second shift. No end-of-day shift.

### **OTHER LOCATIONS**

**10<sup>TH</sup> & COMMERCIAL:** Volunteers here help buses pull in by removing/replacing orange cones and assist passengers on/off the buses. Volunteers also answer LOTS of questions about downtown, site-seeing, history, location of restrooms – chowder – t-shirts and so much more! Now that passengers are downtown they have all sorts of questions. Merchants leave brochures at 10<sup>th</sup> and the walking maps are also available.

**Liberty Theatre:** Docents at Liberty Theatre become Cruise Hosts when the theatre is open to visitors. Usually a CCH vested docent is outside under the awning greeting visitors and there is a team of vested volunteers inside the theatre. When open, passengers can use the restrooms and learn all about the historic Liberty Theatre. General questions are also answered and maps distributed.

**COLUMBIA RIVER MARITIME MUSEUM:** Volunteers help passengers on/off the bus and also help people find their way around town and the River Walk. Lots of general questions are answered about the area at this site.

**RIVER WALK:** We also have volunteers along the River Walk to answer questions and help guide people back downtown or to the Port. The Soderbergs typically staff the 3<sup>rd</sup> Street Station and have maps while other volunteers help out walking the section between Safeway and Pier 39.