

E komo mai e'e!  
Welcome Aboard!



Deckhand Training Workbook

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## Trilogy Core Values

### Aloha - Love, Compassion, the sharing of breath

The value of unconditional love. The Hawaiian culture values aloha as a gift given and received freely. It was believed the when this was done that, they shared the breath of essence of life. We should always strive to give openly and freely to other without thought of reward or recognition. We give because we genuinely care for others. We should always go out of our way to meet the needs of our guests.

### Ho'okipa – Hospitality

We have the opportunity to share our homes and lifestyle with new people every day. We often forget the richness and beauty that surrounds us. Our primary focus has, and always will be, to take care of our guests. By embracing ho'okipa, we enable ourselves to become willing servants dedicated to helping others feel welcomed and loved. We openly share all that we have so our guests know we truly care for them.

### Lokahi – Teamwork, collaboration and cooperation, harmony and unity

People who work together can achieve more. Working together as a team should become second nature to crew members. We are on 'ohana. We take care of each other. It is the ethical responsibility to each other that draws our 'ohana together and allows us to overcome any challenge. To be an effective team, we must recognize that we all have a role to play. Utilizing each other's strengths to provide the best trip possible for both guests and crew. Take the time to nurture your fellow crew members weaknesses and rise together.

### Pono – doing what is right without being asked or expecting a reward; rightness and balance

The feeling of contentment when all is well. We are often trained to do one thing and find the training goes right out the window as soon as we start working. It is important that you maintain your moral compass and continue to do what is right, not what is easier. Do what is right for the guests, the company, and yourself. If you do this consistently, you will find that you set standards simply by doing what's right.

### 'ike loa – perpetual student; continually seeks knowledge and wisdom

We are blessed with a rich history on the islands. Crew members should learn about Hawaiian culture in its past and present state. Our profession requires a multi-faceted education. We have implemented a structure training program to introduce you to seamanship, sailing, operations, Hawaiiana, and safety. Trilogy offers paid training clinics throughout the year for all crew and captains. Everyone at Trilogy is a student. We all have something to learn.

Trilogy strives to incorporate these values daily. It allows us to focus on providing the best experiences to our guests while allowing for growth and development of our team. We endeavor to educate ourselves so that we may share this unique culture and environment with others in a personal meaningful way. It all seems like a lot to learn, but if you just remember to be happy and have an open mind while sharing your experiences with other, you will exceed our expectations.

## Operational Focus

### Customer First

For 45 years, Trilogy has built a reputation for setting the standard in the industry for customer service. A good majority of our business is from referrals and repeat guests. The reason all of us have a job is because of our guests. Without our guests, Trilogy would not exist. Always address the customer's needs first. Besides safety, customers always come first.

### Service Oriented

We are in the customer service industry. Throughout the day we are called on to do many duties. They all have to do with serving our customers' needs. Whether it is serving coffee, cinnamon buns, or lunch, we should always remember that we are here to serve our guests.

### Customer Names

Jim and Randy (Trilogy's Founders) built a reputation for learning all their guests' names by the end of the trip. Learning a guest's name shows them that we are genuinely interested in them as a person, not as a passenger. We have a fantastic job that allows us to make new friends every day. Crew members should start a name card at the beginning of the day and use it throughout the day. Small efforts like this are what set Trilogy apart from other boat companies.

### Snorkel Professional

Trilogy is a snorkeling charter. Our service ethics apply to all areas of our charters including snorkeling. Trilogy crew members are required to be snorkel pros. To be a snorkel pro, you should be able to size a fit equipment appropriately. You should also be able to lead and beginner and advanced snorkel class. In the water are responsible for life saving and reef tours. It is a dynamic position that requires flexibility and a keen eye. **We require our guests to wear mask, fins, and flotation at all times** for safety.

### Spirited Crew Member

Trilogy is a team. Every member plays a vital role. During your career here at Trilogy, you will master the various roles and duties required of this position. Every crew member should strive to work well with their co-workers. We are all ambassadors of Hawaii culture and lifestyle; share your knowledge and continue to develop a deeper understanding of what Hawaiiana is. Trilogy as a company will always work to preserve and protect the 'aina. Learning and sharing these

things add to the teams focus and drive to give the guests the best possible experience while here in Hawaii.

## Training Topics

### Customer Service

**Boarding Etiquette:** An old Maritime tradition is to always ask before coming on anyone's vessel. It is Trilogy's policy that we warmly welcome our guests aboard and assist them from the dock to the deck by extending a hand or holding their arm. Guest safety is an utmost importance – TAKE HANDS! Whenever a mate welcomes a guest aboard it fulfills a tradition and opens the door for good relations.

**Greeting Etiquette:** We always introduce ourselves and in return get their names. Write their names on your name card. A common greeting starts with

*"Aloha, my name is \_\_\_\_\_. And your name is? Bob, Sue, Welcome Aboard! A good place to stow your bags is in the cabin. After that, find yourself a good seat and we'll be around shortly with beverages and hot cinnamon rolls."*

This simple exchange has let them know they are welcome, what is acceptable for them, and has let them know you will be there to help them. **Establishing good relationship and order** will help people unwind and relax.

**Learning and Using Names:** When we write the customers names down, it helps to look at the person and add any personal notes (where their from, what their wearing, profession). This helps commit them to memory. Also finding excuses to use their names.

*"Hi Bob, would you like another cup of coffee. I can get that trash for you Sue."*

If you start this simple process with a few people, you will be amazed at how many names you will remember. We guarantee the guests will be even more amazed.

**Service Philosophy:** Make everyone royalty for the day. With this said, we also have the **3-minute rule**. You should spend no more than three minutes with a guest or co-worker before excusing yourself to see if you're needed elsewhere. This allows you to attend to all of the guests needs. Every guest that walks on our boat is a friend. Showing hospitality and aloha to all of our guests is a way of life. Never be afraid to go the extra mile for others and always remember ALOHA is free.

### Trip Basics

**Setting up the Boat:** Every boat has the same basics. Wiping down the boat is a good place to start. Wipe seats, tables, and benches to remove all standing water and sand.

The seat cushions should be wiped before putting them down. Set up heads, making sure there is enough toilet paper and paper towels for the day and the mirror is clean. Set up the galley by putting the coffee cups, cream, sugar, hot chocolate and juice out. Bar mats should be clean and dry, and the soda gun should be inspected for cleanliness. Wipe all surfaces and make sure all cups are clean, dry and stowed. Double check for any prep that may be needed and stow any prep that is received.

**Leaving the Harbor:** When the captain is ready to leave the harbor, all hands should be on deck ready to tend lines and fenders. Crew should wait for the command from the captain before removing lines. If you are tending a line and the captain calls you to clear (untie) the line, be sure to echo the command or tell the captain when the line is clear. After all lines are clear, at least one crew member should remain topside as a lookout until the vessel is clear of the harbor. Roaming fenders may be necessary, especially in heavy weather. The lookout is responsible for notifying the captain of hazards or people in the water. The other crew members should stow fenders, remove dock lines, and ensure gates are closed and secure. It is always good to practice looking alongside the vessel while doing the to ensure nothing is hanging in the water.

**Morning Breakfast Service:** Most captains prefer breakfast served after the initial Coast Guard briefing. Coffee and juice should have been served during boarding, but it is good to go around with refills. Fruit and cinnamon rolls should be taken around more than one time. Use a small trash bucket to collect napkins and fruit rinds.

**Snorkel Gear and Flotation:** Molokini trip distribute snorkel gear before departing the dock, while Ka'anapali trip distribute after breakfast. Both trips usually pull out and stage the snorkel gear during boat setup in the morning. Doing this also lets you inventory equipment and fix problems. **DO NOT DISTRIBUTE OR PUT BACK FALTY GEAR.** Inform your first mate and correct the issue immediately. Lana'i trips will provide gear at the beach. Flotation is required for all guests who enter the water.

**Ocean Safety:** There are two different classifications of lifeguards on Trilogy trips. A roaming lifeguard is a crew member in the water on a surfboard. The roaming lifeguard is responsible for tactfully enforcing the boundaries set by the captain and helping customers solve problems. If a roaming lifeguard is not engaged in either of these activities, they should be actively giving a reef tour. A roaming lifeguard is required to have a mask, fins, snorkel, and whistle. These are mandatory for safety and customer service reasons.

A stationary lifeguard is required to actively scan the water from their platform (vessel or beach). Your duty of care includes instruction, sizing, and fitting of snorkel equipment. Special attention should be given to guest who are apprehensive. Solve problems before they grow into life threatening emergencies. If you are unsure of how to handle a guest's issues, you should ask your captain. The stationary lifeguard is required to have a mask, fins, snorkel, flotation, and whistle on location and ready for immediate use.

**Lunch:** Dining on Trilogy is always a first-class affair.

Lana'i – Lunch is served at the Hale of Manele. 30 minutes prior to the passenger's arrival, the captain cooks the chicken. 15 minutes prior to arrival, a crew member should come up to the Hale to prepare the drink pitchers and butter. 5 minutes prior to arrival, the crew should ice and set the pitchers. Once the guests arrive, one crew will serve salads while the other seats the guests. The remaining crew from the beach should fill in on service as soon as possible. The captain always makes the stir fry when the guests arrive. That gives the crew ample time to finish serving salads and start offering seconds. The captain announces lunch. Lunch is served, seconds are served. Bowls and plates are cleared based on common sense. After guests are finished eating, the captain will address them and direct them into the grass and tropical garden. The tables are cleared and reset as necessary.

Molokini/Ka'anapali – Onboard the vessels, the captain or senior first mate will announce when lunch is ready to be served. They will usually give the crew about 5 minutes notice so you can prepare the soda pitchers, clear the decks of snorkel gear, and pass out silverware. During the briefing we like to emphasize that this is a FULL-SERVICE lunch. It is important that we anticipate the needs of our guests. After the initial service, a crew member should always be circulating with drinks and seconds. A good method for clearing plates is to ask the guests to place their napkin on their plate when finished. This avoids several crew asking the same person over and over. A guest should never have to carry their plate back to the galley

**Prepare to Sail:** on Ka'anapali and Molokini trips, after lunch as been cleared the crew should automatically make ready to sail. Preparing the boat to sail includes clearing the decks of all snorkel gear, lines, or trash. All walk ways should be cleared, and all gates should be closed. The guests should be informed about the wind conditions so that they can store electronics and valuables.

**Ice Cream:** Serving ice cream is self-explanatory, but there are a few tips that help with the quality of the product we serve. All crew need to wash their hands before serving ice cream. If you are working a Lana'i trip, you were just helping people back on board and handling fenders and lines. If you are the scooper, consider your portions. A small container serves 20-22 passengers. Sause just before distributing.

**Post Cards, Comment Cards, and TripAdvisor:** Comment cards guests a chance to let us know how their day went. It helps us get feedback to continue the positive things and identify things that may need change. Post cards are something we give out freely to everyone.

When someone mentions to you about how fun, unforgettable, or amazing the day was, feel free to mention to them that an online review like *TripAdvisor* is a very meaningful thing to us and goes a long way to ensuring more people will sail with us.



**Entering the Harbor:** About five minutes from entering the harbor, the crew should check in with the captain. Dock lines should be made ready to go but be cautious that they cannot end up in the water unnoticed. Fenders should be placed according to the tide. If you are unsure of the tide, final adjustments can be made in the channel. Customers should be asked to remain seated until vessel is secure. A crew should post as a lookout at the bow of the boat.

**Farewell:** The captain does a farewell to the guests. While this is happening, crew should be preparing to disembark the guests. This includes the adjustment of stairs and laying the shoes on the Molokini. Be sure to thank the guests for coming out and wish them a pleasant vacation. This is also a good time to impress them with remembering their name.

## Snorkeling Basics

Trilogy crew members are expected to be expert snorkelers. You will find that many of the questions people have about snorkeling will be answered during the snorkel briefing and snorkel class. Occasionally you will notice guests having difficulty and require assistance. One of our cornerstones of ethical job conduct is compassion. Remember the guests may know nothing about snorkeling or even worse, be misinformed. Always be respectful and tactful when assisting others and approach their issues from an educational or instructional standpoint. Here are the basics:

### Size and Fit

The mask is always a good place to start and is a key aspect to snorkeling. When incorrectly placed on the face, or if hair or mustaches are in the way, water can get in and it can really affect a guest's experience. As guests are entering the water, try and look from a distance and assess: is there hair in the mask, is the strap in the right place, is the mask over tightened? Setting our guest up for success is key is having a wonderful day. Don't feel shy about approaching a guest and offering to fix things so they don't become a problem later.

All snorkels are designed to be on the left side of the face. If placed on the right, the angle of the snorkel tilts any water into the mouth instead of away from it.

Fins should be snug but comfortable. A little too loose is better than a little too tight. Tight fins can cause cramps.

### Flotation

All guests are required to wear some sort of flotation device. Wetsuits do not count as flotation. This serves several purposes: it is required by our insurance, it aids people who underestimate the strength of the ocean or the strain of snorkeling and allows us to easily identify our passengers. Two types of flotation are offered; positive flotation (yellow belts) and adjustable flotation (snorkel vests). It is important that the customer feels they at least have a choice of the type of flotation.

## Body Position

Most people swim with their hands whether they realize it or not. Therefore, we stress the importance of fins. The use of hands in the water causes us to consume more oxygen and does little to propel you.

Body position in the water plays a large role in the person's snorkeling experience. It is best to lie flat on the surface, arms stretched out in front like Superman. Occasionally, you will find a guest who has a hard time putting their face in the water. Hydrophobia is the most common phobia in the world. Be compassionate and offer them a boggie board with instruction on how to use it. Help them relax and obtain the proper body position so their snorkel experience is pleasant.

## Breathing

The snorkel adds about 12 inches of dead air space. It is important that the snorkeler breathes slowly and deeply. If they don't, they will keep recycling the same air which can lead to exhaustion and even pulmonary edema. The best solution to this problem is education. Always be on the lookout and anticipate snorkelers' needs and problems.

Full face masks or ninja masks are a new concern. If used correctly, they can be a wonderful tool especially for people who are hydrophobic. Some key points to let snorkelers know about who are using the full face:

1. If they get a head ache, take the mask off and let a crew member know right away
2. If they get into an emergency, we cannot hear them shouting. They need to remove the mask to yell for help
3. They cannot use the mask for SNUBA

## Fish Identification

There are fish identification cards and book on every boat. It is our job to learn the aquatic environment so that we may be better stewards of the ocean. A deckhand should be able to identify at least 10 different fish and share them with guests. Hawaiian names are just as important to learn as the common name.

## Beach Loading

Beach loading at Ka'anapali can be risky and stressful for the captain and crew. However, if done properly it can be done safely and efficiently. The following guidelines will help you understand what is required of the captain and crew. This will help you understand the role you play and the importance of your duties.

## Approach

The approach to the beach occurs as soon as the vessel enters the mooring roadstead at Ka'anapali beach. From this point on, all crew members should be in full uniform and assume their positions. The most important position is the spotter.

## Spotter

The spotter should be able to communicate clearly with the captain from the bow. This will require you to be clear, loud, and concise. Inform the captain of any moorings, swimmers, or submerge obstructions. Be wary of free divers and scuba divers without flags.

## Give Intent

The spotter and other crew members should give intent and warning to the swimmers and people on the beach. This should be done with tact. Remember that you represent Trilogy while you are doing this. Simply tell them the vessel is coming in and ask them if they could move over. Remember the vessel will be affected by wind and waves so on occasions it is necessary to tell them we will be drifting over.

## Survey Landing Site

On the final approach the crew should inform the captain of rocks and where the shelf is on the shoreline. The shelf is the natural undercut drop off that occurs by the motion of the waves. It is important for the captain to know this because he/she will want to ensure the vessel can safely load there without the propellers and rudders getting too close to the shelf.

## Lowering the Ladder

The ladder should be lower 30-50 feet from the beach. This will ensure that there is not too much pressure on the ladder caused by the water being scooped by the steps. Check the height of the ladder when you lower it. The ladder should stop around 3-5 inches above the sand. Be sure to raise the ladder if it is in the sand because it will act as a scoop and may become embedded in the beach. The next wave that comes along will move the rest of the vessel forward and can snap the entire ladder off at the hinges

## Check In

The senior crew usually does the check in.

1. Check the guests in on the manifest: Be sure to get names and collect vouchers. Show them where to wait. After all guests are checked in, you should join the group and give them the loading briefing
2. Loading briefing: Make sure you have everyone's attention and explain:
  - a. Single file line for Elua, Two lines for T3
  - b. Listen for me to say to board
  - c. Splash warning – let me know they will get wet. Instruct them to not run towards the ladders. Once on board, sit down toward the front of the boat

## Loading Passengers

It's the captain's responsibility to ensure the vessel gets on and off the beach safely. It is the crew members responsibility to load and unload the passengers safely. The captain cannot do both jobs simultaneously. Crew members should direct traffic and resolve problems before they become emergencies.

There should always be two crew members loading and unloading passengers. One should stand at the base of the ladder to direct traffic, control access and pull people on if the vessel leaves

the beach because of surf. The other should stand in the sand at the base of the ladder and tell people when it is safe to go, encourage them to move quickly and when to back up.

If someone falls in the surf it is the crew member on the beach that is responsible for helping them up and pulling them out. Special needs guests should be loaded last just before shoes. If the captain sees a guest waiting until last, they usually understand what that means.

### Load Cargo Last

The shoe bag is considered cargo. Any coolers brought by exclusives are cargo and should be loaded last. Place the priority loading on the passengers

### Signal the Captain

After the last passenger is loaded and the crew picks up the shoe bag, they should signal the captain. This is usually done as soon as the last crew's food hits the ladder. This is extremely important on big surf days. The captain is waiting on you. If there is a big set coming, he/she needs to know as soon as possible. Every second counts.

### Unloading Passengers

- Gather Belongings – encourage guests to look around and not leave anything behind
- Take Seats on the bow – encourage them to sit down or hold on, sometimes there a bump
- Wait for the crew signal – one crew member stays topside to direct traffic and one or two at the bottom of the ladder to give hands
- Unload – instruct the guests when it is safe to step off
- Danger areas – two hulls and the ladders are the biggest threat. If guests want to take photos, ask them to take them from up on the beach, not down by the water
- Signal Captain – As soon as the guests are clear and the crew are aboard, let the captain know

**NOTE: if any guests are injured during offloading, a crew member must accompany them**