

E komo mai e'e!
Welcome Aboard!



New Hire Packet

A Brief Trilogy History

In 1971, the Coon family christened Trilogy, a 50 ft sailing trimaran, and began an adventure that would change their lives forever. Over the next two years, TRILOGY sailed to Mexico, Central and South America, the Galapagos Islands, and eventually to the Marquesas islands in the South Pacific. It was in these remote islands with limited funds that the family decided to sail north to Hawai'i in the hopes of making enough money to one day continue their journey west. However, as Jim and Randy say, "We not only fell in love with the islands, we fell in love with a couple of island girls." So instead of sailing on the family settled down on the island of Maui.

Prior to running any trips to the island of Lana'i, the family met with the Lana'i Kapuna and the island owners, Castle and Cooke, to ask for their blessing and permission to bring guests from Maui over to their private Hulopo'e Beach Park. In exchange for the permission, the family agreed not to use the park on weekends and Lana'i company holidays.

Trilogy Excursions officially started with all day excursion to the private island of Lana'i on July 5, 1973, with a full load of six passengers! In those early years, Mom Coon not only made all the cinnamon rolls, but she also prepared all the food for each trip, took reservations over the phone, did the shopping, bookkeeping, and housekeeping, and still managed to keep Eldon and the boys fed each night when they returned from a long day on the water. Since those humble beginnings, Trilogy Excursions has grown and continues to delight thousands of visitors each year with the best that Hawai'i has to offer.

Check In Times and Locations

BOAT	TRIPS	MEET UP	WHERE TO PARK
LAHAINA			
TRILOGY VI	DL/CSDS/DOLO	Slip 99	Dirt Lot
TRILOGY ELUA	DK/DL/WW/CS/DOLO	Slip 98	Dirt Lot
TRILOGY III	DK/DKSS/DOLO	Dingy Dock	Dirt Lot
TRILOGY IV	DL/CSDS	Dingy Dock	Dirt Lot
TRANSFER	Transfer	Loading Dock	Dirt Lot
MA'ALAEA			
TRILOGY II	DM/DMSS/MCSDS	Slip 62	At boat, Get parking pass on boat
TRILOGY V	DM/WW	Slip 99	At boat, Get parking pass on boat

LAHAINA HARBOR



MA'ALAEA HARBOR



Trips that we offer

Discover Lana'i

Timing: 6:30a-2:30p or 10:00a-6:00p

Description: Our flagship Discover Lana'i trip was started 45 years ago. Trilogy has exclusive permission to escort guests to Hulopo'e Marine preserve on Lana'i where guests can snorkel, play volleyball, hike and enjoy a historic island tour led by the Aunties. After the beach day, guests enjoy a full plantation BBQ lunch, complete with our famous kiawe-grilled chicken, at the Hale o Manele. On the return sail, guests enjoy a cold drink, a premium bar and ice cream sundaes before returning to Lahaina Harbor

Discover Molokini

Timing: 7:00a-12:30p or 8:00a-1:30p

Description: After departing Ma'alaea harbor, guests enjoy a down wind ride out to Molokini Crater, a Marine Life Conservation District (MLCD). Trilogy has one of the best moorings on the North end of the Crater near the drop off. A second snorkel stop is made along the south Maui shoreline to swim with na honu (turtles) usually at Makena Landing or Nahuna Point (five graves). On the return sail, enjoy an open bar and some local ice cream sundaes.

Discover Ka'anapali

Timing: 8:00a-1:00p

Description: This trip starts by boarding our boat from the beach at Ka'anapali. After getting settled onboard, guests enjoy a nice ride up to Honolua bay, an MLCD. This 5hr excursion is a family favorite! It includes 2 snorkel sites, sailing, and an open bar and ice cream sundaes on the journey home.

Discover Olowalu

Timing: 8:00a-1:00p

Description: This tour takes our guests to Maui's mother reef, home of thousands of tropical fish and sea turtles just off the coast of Maui. After snorkeling, guests enjoy a delicious BBQ chicken lunch and premium bar just before setting sail for Lahaina.

Deluxe Ka'anapali Sunset Sail

Timing: 2 hrs

Description: This trip features our premium signature cocktails, delicious plated appetizers, cooked with locally sourced ingredients. Guests will enjoy a breathtaking Maui sunset while Captains share stories of our local history and marine life.

Deluxe Ma'alaea Sunset Sail

Timing: 2hrs

Description: Guests enjoy a deluxe premium bar and two rounds of delicious plated appetizers. Enjoy the sunset and unobstructed views of Kaho'olawe and Lana'i. In the winter, whales fill Ma'alaea bay, giving an added bonus to the gorgeous sunset.

Whale Watch (departs from Ma'alaea, Lahaina, and Ka'anapali)

Timing: 2hrs

Description: During Maui's whale season (Dec 15- April 15) we provide whale watching on our luxury sailing catamarans. Our boats offer a wide stable platform for viewing. We provide a primum bar for our guests and light pupus.

Captains Sunset Dinner Sail (departs from Lahaina and Ma'alaea)

Timing: 2.5 hrs

Description: A four-course dinner with an unbeatable view! Guests are seated at a private table and start the evening with cocktails and our Rosemary Garlic bread and lilikoi butter. As the evening continues, our on-board chef prepared entrees and desserts. Finish the night with star gazing and a star talk given by our Captain.

FAQ's from Guests

Is that Oahu?

Typically, they are looking at the west end of Molokai. Oahu is behind Molokai. On a rare occasion you can see it from the top of Halealaka.

How deep is the water?

The water depth in the Maui Nui Basin is on average 300 ft deep. On the outside of the islands, it drops to 20,000 ft. The waters in Maui Nui are warmer which is why Humpbacks come here to calve

How many people live on Maui? Lana'i?

Maui = 166,000 Lana'i = 3,500

How from here to there?

Maui to Lana'ui = 14 miles harbor to harbor; 9 miles at it's closest point
Maalaea to Molokini = 11 miles Molokini to Wailaea = 2.5 miles

Are there sharks in this water?

Yes, but they aren't anything to worry about. The most common shark we see is a white tip reef shark. They typically are smaller and act like shy puppy dogs

Jellyfish?

Rarely, but they do come in with certain winds and currents. Are you allergic?

How warm/cold is the water?

Our waters are usually between 75-80 F depending on the season.

Can I snorkel w/ contacts on?

Yes, but it's not recommended. We provide Rx masks for your use.

Is Hana worth it? Haleakala?

Absolutely! How can you go wrong with jungles, waterfalls and beautiful beaches? It's good to make a whole day out of it and remember to take your time and enjoy!

When's whale season?

Officially November 15 - May 15 and Trilogy offers whale watch trip from December 15- April 15.

Do you guys operate when the whales are gone?

Yes! We offer multiple trips year round

Where can I buy that shirt?

We sell shirts on the boat! Once you have been working here for 90 days, you will get commission on all logo sales. If were out of a size or they are looking for a style not on the boat, send them up to our office at:
207 Kupuohi St, Lahaina

Why don't you guys offer SCUBA diving anymore?

Although we no longer offer SCUBA, we do offer SNUBA! This is a much safer activity that more people can do. We made the switch to SNUBA back in 2012

How long is the boat?

T1	55ft	2019	Gold Coast
T2	64 ft	2010	Schooner Creek
T3	65 ft	2016	Gold Coast
T4	65 ft	GCY	Gold Coast
T5	55 ft	GCY	Gold Coast
T6	55ft	2000	Pacific Rim

How Many engines?

All our boats are equipped with two turbo diesel engines around 400 HP each

Shift Swaps/Coverage

BEFORE THE SCHEDULE HAS POSTED:

If you are looking to swap shifts with a crew member before the crew schedule has posted, you simply need to inform the scheduler via group text. The text needs to include:

- Date of swap
- Who you are swapping with

Example: John and I are swapping Tuesday 8/16. I will work the 8a DK and he will work the 10a DL.

*you must have approval from the scheduler to swap shifts. If you do not get a response to the text, call them!

If you are looking to get the day off, make sure to include that in your text that you do not wish to be scheduled that day.

AFTER THE SCHEDULE HAS POSTED:

If you are trying to swap shifts after the daily schedule has posted, you will create a group text that includes the person you are swapping with, the scheduler, and the Captains of the shifts you are swapping or covering. Include the same information as above.

Day Off Requests/Vacation Requests

Scheduling Philosophy

The Operations Manager should set the schedules and stay closely connected to the schedule both in the short term and long term.

We have a dynamic working environment that has constant changes and seasonality affects. We try our best to provide year-round steady employment to all and recognize that there are busy times when we all need to pick up some extra shifts, and slow times when we all should expect a reduction in hours. Slow season shift preference will be given based a blend of Rank, Seniority, Performance, and Availability.

We are one of the few boating companies to provide overtime benefits and we encourage all to consider putting aside a percentage of this to help cover the times when shifts may be harder to find due to weather cancellations, slow season, and trip cancelations.

We believe in the importance of time off throughout the year and encourage employees to take an appropriate amount of time off to rest and recharge - whether that be a larger chunk of time off once a year, or shorter and more frequent “stay-cations”. In general, up to 3-weeks during the year is about normal time off requests.

Black Out Periods:

In the hospitality industry, it is very common to have black-out periods to ensure adequate staffing for the busy seasons. In general, when the rest of the world is traveling, is when we are the busiest.

Current Black-out periods:

June 15-August 31

December 20-Jan 6

February 15-April 15

Since we are a relatively “bigger” company, we have been successful in granting some black out time off exceptions, we can usually find coverage, but it comes as the expence of pulling in a lot of favors and increasing overworking and burnout – something we do not want to do

Real Life Scenarios and expected responses:

1. ***“My girlfriend is leaving for a long long time next week and I want to have a week off to spend with her before she leaves”***
 - a. Blackout Period:
 - i. If can, can. We’ll try to make it work, but if someone gets sick or injured or we’re short-handed we’re gonna need to call you in ok? I’m also 100% sure you’ll be needed on that Tuesday.
 - b. Not Blackout Period:
 - i. Cool, we’ll take a look to see if anyone has requested off during this time but should be OK. You can also help by finding some shift coverage.
2. ***“My friends last minute got a cabin in lake Tahoe and it’s a once in a lifetime opportunity to see them for 2 weeks before we’re all old and boring”***
 - a. Blackout Period:
 - i. I’m so sorry, but you’re needed here – everyone is working a lot and it’s going to put us in an unsafe situation. But, perhaps you can make a long weekend out of

it and we can look at getting you a day or two on either side of your normal days off to swap days with someone next week.

- b. Not Blackout period:
 - i. Wow, you're a lucky one. Just turns out that no one has requested this time off and we're overstaffed at the moment. Enjoy the lake!
 - ii. I'm so sorry, other people in your rank have already requested this time off in advance and we're counting on you being here.
3. ***"I want to travel the world for 9 months"***
 - a. Awesome. Since you've given ample notice and are leaving on good terms we'd love to rehire you in the future, but just can't hold a guaranteed spot for you
4. ***"I really want to travel for 6 weeks, possibly a little longer."***
 - a. Awesome, since you have provided ample notice and leave on good terms by picking a time of year that makes sense, we'd love to rehire you in the future. And, if you commit to a return date, we'll hold a spot for you! But, you'll need to re-earn seniority.
5. ***"I'd love to take like 3 maybe 4 weeks off sometime this year."***
 - a. OK you haven't taken any time off in the last year and you've covered so many shifts this last summer. Let's try our best to make this happen – you'll be high priority!
 - b. Ooh, I see you've already taken a bunch of time off earlier this year, so I'd like to make sure others won't be missing out on time off by granting you another long trip first. It'll need to wait, but I wouldn't count on it this go around k?
 - c. This request is during a blackout period? Sorry amigo, no can. But, Let's find some date ranges that would work.
6. ***I'm in my best friend's wedding – I have to go***
 - a. Blackout period: *(Which is always the case because for some reason people seem to ONLY get married during these times)*
 - i. This is very important so Let's try to make it happen, but the trip will have to be short – like a day on either end of the event. A 2-weeker is out of the question.
 - b. Not Blackout period:
 - i. Excellent! Let's plan your trip out and thanks for the advanced notice.

How to Request Time Off

You will need to go to the Kronos website not the app, where you clock in and out.

1. Once you get there, click the side profile which will bring down a drop menu.
2. Select My Account
3. Select My Time Off: Here you can also see your history of what you have taken off this year
4. Select Request
5. Under the Request Setting box, select reason for your time off.
 - a. You can choose any, but most peoples selection is either Unpaid Leave or Paid Vacation
 - b. You can see how much vacation time you have accumulated on the Right side of the screen
6. Select the Request Type
 - a. Full day: This would be wanting a SINGLE day off
 - b. Partial Day: For appointments where you can still either work AM or PM
 - c. Multiple Days: Vacation or Off Island

7. If you select Multiple days, it will ask first for the range and then for the total number of hours off per day. For a vacation day, you will be asking for 8 hours per day NOT 24.
8. Enter any comments needed in the comments section
 - a. Example Doctors appointment, friend's wedding, off island, etc.
9. You will be notified by email if your vacation request is approved. It is usually a courtesy to let the scheduler know that you have submitted the request.

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 hit's 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

Tips and Gratuity

Trilogy Policy

The Company has always and will always continue to put our employee's interest first. It's called being Pono and we apply it to all aspects of our business. In return we expect all our staff to uphold our Company Values and present themselves in the most professional light. While we don't prohibit the accepting of tips, we do prohibit any public or oblique references to the

words “tip” and “gratuity” and prohibit the use of the old hat trick or Kokua bowl, baiting, and credit card charge slips with tip left open for guests to total.

Standard Gratuity Amounts per working Crew:

- Discover Lanai - \$90.00
- Discover Molokini/Discover Kaanapali/Lanai Snorkel - \$75.00
- DOLO - \$70.00
- Kaanapali Deluxe Sunset Sail - \$60.00
- CSDS - \$75.00
- Weddings \$70-\$100 (these can vary due to length of trip and level of detail that is entailed by the client)
- Whale Watches - \$45.00
- Hale Receptions - \$60.00

Perks

- Immediately eligible for 401K with 5% matching after 1 year
- Logo bonus program after 90 days
- Medical coverage after 4 consecutive weeks at 20 hours
- Pro Deals
- Paid vacation after 1 year