

SunCruz Casino Shuttle Procedures

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SHUTTLE PROCEDURES

Who hasn't heard the term "ship shape"? This means clean and neat with a place for everything, and everything in it's place. Mariners have learned over the centuries the value of keeping their vessels "ship shape", for safety reasons primarily, but also for reasons of pride in their ships. True mariners can be spotted easily by the condition of their vessel. A slovenly ship is a sure sign of inexperience or a slob. Trash and debris lying about presents a safety concern as well as being an eyesore. Everything from tripping hazards to pumps clogging can be prevented through a little housekeeping.

We must stay ahead of the mess on our boats. This is due to the pace of our operations, and our commitment to customer service. If we leave a mess on a boat, the next crew to get that boat will have to clean it up. Due to unforeseen circumstances, there is often not time in the morning to clean up a mess from the night before. The passengers who are the first aboard sure won't appreciate it. And neither will your shipmates who are stuck with the mess. Would you?

Even if you may be tempted to think that "we'll be using this boat in the morning, so we can clean it up then", think again and do what is right.

There is never a good excuse to leave trash on a boat overnight.

Remember, learn from the experiences of thousands of sailors, who over centuries came up with the term, and keep your boat ship shape.

1. Before getting underway:

- a. Ensure you have sufficient cleaning supplies to get through your shift; Trash bags, Windex, broom and dustpan, paper towels, and a squeegee.
- b. Make a round of the vessel; upper deck, all weather decks, lockers, heads, main cabin and engine room picking up trash or other loose debris. There should be none, but if any was missed by whoever secured the boat last, you'll find it.
- c. Sweep or vacuum as needed. If the decks, including carpeted decks, need cleaning, make sure it is noted in the Captain's Daily Report. The foredeck should be clean and presentable.

- d. Check all seating. Clean and dry as needed. Upholstered seats should be swept or vacuumed. Painted seats should be wiped down and dried.
- e. The windows are usually in need of cleaning on a daily basis. This is due primarily to salt spray on the outsides, and finger marks on the insides. Rinse the outside windows with fresh water and squeegee them clean. The inside windows should be cleaned with Windex. The upper deck plastic windows should be rinsed off with fresh water. A major advantage to commuting by ferry is the great view. People pay for it and want to enjoy it. That's hard to do through dirty windows.

2. Underway:

- a. Make rounds of your vessel after dropping passengers off. Your reverse runs, or light runs, are the time to do some quick cleaning before picking up another load of passengers.
- b. Check on and under all seats on both decks. Pick up trash or other loose items.
- c. Clean up spills and dirty windows as time allows.
- d. Keep an eye on the level of the trash in the trash cans. If it is getting close to full, the bag should be removed and a new one put in. Tie full bags shut and keep them out of the way until they can be offloaded at your earliest convenience.
- e. On longer routes, check the heads frequently.

3. Securing:

- a. At the end of the day, a thorough cleaning of each boat should be accomplished. Check all items already discussed above. Dump all trash. There should be no trash left on the boats. Open and inspect all void spaces. Report excessive amounts of water or slops to the work dock. The bilges should be kept as dry and clean as possible.

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DAILY PROCEEDURE FOR SHUTTLES

1. Spray boat down thoroughly.

- This includes outside chairs, top deck, restrooms floors, back deck, bridge structure, handrails, etc.
- **THE WHOLE OUTSIDE!!!**

2. Detail bar top and under area.

- Remove everything from the bar top and spray down with cleaner then wipe off.
- Clean the air pots, condiment containers and so on.
- Remember no one likes to drink in a dirty environment.

3. Detail bathrooms.

- The restrooms are a very “special” place and everyone has to use them, so they take “special” care.
- Take advantage of any spare time you have to ensure they are clean and sanitary.
- Wipe down walls, mirrors, sinks, toilet seats and bowls with disinfectant cleaner.

4. Vacuum all floors.

- Vacuum floors as well as using the Shop-Vac on all carpets to get nooks, crannies and corners.

5. Clean windows.

- Windows are a very important issue as you have read, so use some effort to make a good view.
- Don't forget the window ledges.

6. Wipe all tables.

- Spray tables with cleaner provided and wipe down.
- Do the same with the chairs in the inside cabin.

7. Check all compartments.

- Check and report to Captain any abnormalities.
- Keep clean and free of any objects that don't belong such as paper, grass, etc.

8. Empty all trash cans.

- Trash cans can be very smelly and unsightly to everyone.
- Change the bags when needed and wash out ALL trash cans every night.
- Spray with disinfectant and leave to dry out for the morning crew.

9. Leave fuel note.

- We have to take fuel every morning, and we cannot operate without it.
- Make sure to leave note every night.

10. Check all spring lines.

- Another very important item.
- Be sure at end of operations that the vessel has Fore and AFT spring lines.
- Make sure it has bow and stern lines as well.
- Make sure the line has ample "slack" as the tide rises and falls 3-4 feet.

11. Scrub boat with Dawn and water daily.

- Bow and stern areas are to be scrubbed with soap, water and scrub brushes everyday.

12. Clean, vacuum and wipe down the bridge.

- The bridge is a direct extension of the Captain, which is a direct extension of our company. So with that said.....
- KEEP IT CLEAN!!
- Clean windows inside and out including blinds.

13. The dash and surrounding areas are to be cleaned nightly with spray cleaner and a rag.

- DO NOT SPRAY CLEANER DIRECTLY ONTO ELECTRONICS!!
- Sweep and vacuum daily.