

Guidance Notes/Tips For Boat Crew Coordinators – 2010 Season

1. Download the relevant month's Crew Roster from the website as an Excel spreadsheet and save it on your PC as "*Month* Crew Roster Version 1 - *Date*" or similar. It will change quite a few times as the office updates it with your bookings and adds new charters.
2. Some skippers and crew are unable to read .xls spreadsheets via email so type all dates of boats trips and volunteers required, by hand.
3. Draft a first invitation e-mail to all skippers and crew, no more that **one calender month** ahead of the month you are working on. E-mail it to skippers, crew AND the Office, asking Jackie, Julia or Bridget to post a hard copy asap to all crew who are NOT on e-mail.
4. Send two e-mails, one to skippers and one to crew, using group e-mail addresses of skippers@waelboat.co.uk and crew@waelboat.co.uk. These lists are edited by Jennie Tomlinson to omit those who have not attended any Crew Briefing. Important – REMEMBER to ask all crew to let you know EVEN IF they cannot do any dates in the month, otherwise you could end up phoning them later. Fellow Crew Coordinators are on coordinators@waelboat.co.uk. There is also one for month@waelboat.co.uk for anonymity – replies will go only to the month Main Coordinator. This needs to be changed by Jennie when someone steps into replace the designated Main Coordinator.
5. Annual Crew Briefings for 2010 Season are:
Sunday 23rd March at 10.00 - Loxwood Primary School
Monday 12th April at 20.00 - The Granary
Friday 30th April at 20.00 - The Granary
All attendees will be included in the Crew Register organised by Alan Dyer, and updated as new members become enlisted during the season. If any crew contact Coordinators, who haven't been to an official Crew Briefing (see above), please ask them to contact Mike Anderson as he will arrange a 'private briefing'. Do not assign them duties until they are confirmed OK by Mike.
6. As updates come in by phone or e-mail, fill in your own copy of the spreadsheet and e-mail it to the Office and the Assistant Coordinator (appropriate to do this after about 6 new crew slots have been filled, depending also on the time lapse) with any changes from last time (only) highlighted **in bold** (not colour). Ask the Office to update the website version. Change the name of the file sent to the office each time (ie Version 1, 2, etc), so you can keep track of which ones have been sent to them.
7. Check website spreadsheet regularly to make sure your instructed changes have been made correctly - mistakes do happen very occasionally!
8. Watch out for updates to Charters List from the Office as it changes often - ie once a week is common in high season. The office will send out any new charter details to the Coordinators asap.
9. Coordinators MUST phone the skipper 3 days (minimum) ahead of their trip to remind them of their trip. The skipper will phone their crew. The Coordinator is required to tell the skipper the Charterer's details, including name and telephone number.
10. New skipper/crew training is organised for Saturday 13th March, Saturday 20th March & Sunday 28th March. Alan Dyer will identify new crew on list & group e-mail addresses will be updated when new crew are ready to be recruited. All Supernumerary skippers and crew will be arranged by Pat and Kevin Crawley direct with the skipper. Please encourage new crew/skippers by booking them.
11. All crew should be adequately healthy and fit to crew and will have been asked to volunteer only if they able to work the locks and ropes. If they are not fit for this then in the interim, they may volunteer to be Cabin Crew and please direct them to Rosie Sugar, who is organising separately.
12. If you wish to have any financial contribution for using the telephone in your position as Coordinator then please contact Paul French to arrange this.

Paul French - WAEL Crew Coordination Manager
Rosie Sugar - WAEL Boat Operations Manager

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