

## Guidance Notes/Tips For Boat Crew Coordinators – 2008 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. I have tried e-mailing just the spreadsheet to Skippers and Crew (to save having to re-type all the dates in an e-mail), but people have had trouble reading it, so I type in all the dates by hand.
3. Draft a first invitation e-mail to all Skippers and Crew. E-mail it to skippers and crew AND the Office, asking Sue, Jackie or Bridget to post a hard copy ASAP to all crew who are NOT on e-mail, requesting crew phone you direct with their requests.
4. Send one e-mail to Skippers and Crew (or two separate ones – it may then be easier to identify 'crew' or 'skipper' from replies!) using Jennie's group e-mail addresses of [skippers@waelboat.co.uk](mailto:skippers@waelboat.co.uk) and [crew@waelboat.co.uk](mailto:crew@waelboat.co.uk). These lists will be edited by Jennie 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](mailto:coordinators@waelboat.co.uk) There is also one for [month@waelboat.co.uk](mailto:month@waelboat.co.uk) for anonymity – replies will go only to the month Coordinator and Jennie. Also useful if two Coordinators in 1 month.
5. Crew Briefings for 2008 Season are:  
  
Sunday 2<sup>nd</sup> March at 10.00 - Loxwood Primary School  
Friday 14<sup>th</sup> March at 20.00 - The Granary  
Monday 31<sup>st</sup> March at 20.00 - The Granary
6. Mike Anderson has asked that if any crew contact Coordinators, who haven't been to an official Briefing (see above), ask them to contact him as he might be able to arrange a 'private one'. Don't use them until confirmed OK by Mike.
7. As updates come in by phone or e-mail, fill in your own copy of the spreadsheet and e-mail it to the office (I do this only after about 6 new crew slots have been filled) with any changes from last time (only) highlighted in **bold** (not colour). Ask office to update the website version. I change the name of the file sent to the office each time (ie Version 1, 2, etc), so I can keep track of which ones I have sent them. I would advise keeping all electronic copies!
8. Check website spreadsheet regularly to make sure your instructed changes have been made correctly - mistakes do happen but not often!
9. 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 send out to Coords any new charter details asap.
10. Coords MUST phone the skipper 3 days (min) ahead of their trip to remind them. Skipper to phone their crew. Coord to tell Skipper the Charterer's details including name and telephone number.
11. New Skipper/Crew training is organised for Sun 9<sup>th</sup> March & Sat 15<sup>th</sup> March. Alan Dyer to identify new crew on list & group e-mail addresses will be updated when new crew are passed for use.
12. We need to encourage new crew members by booking them, although new crew can be carried as Supernumerary to gain experience.
13. There is concern that crew are adequately healthy and fit to crew - some are not happy to do locks - if so, other crew member (if ZK) MUST be! If JS, then only one crew and they must not have any preferences at all!!
14. Use of '132' or '162' prefix for WAEL phone calls - needs STD code (ie even for local calls). Depending on your ISP, you may be able to set up a separate e-mail server phone number inc this prefix if you wish. Trial dialing should involve just dialling these 3 no's and phone will respond if not recognised.