

EMPLOYER PROFILE

CRUISE WHITSUNDAYS



About the Company

Cruise Whitsundays is an award winning, innovative, and experienced maritime operator, based in Airlie Beach.

Experiences offered include day and overnight tours throughout the Whitsundays and the Great Barrier Reef, as well as resort connection services.

Cruise Whitsundays are proud to offer Australia's first underwater accommodation, Reefsuites, on The Great Barrier Reef and exclusive Reefsleep experience at Reefworld on Hardy Reef.



Water Based Positions

Positions considered to be 'water-based' refers to roles that involve any time working on boats or marine vessels.

Cruise Attendants - responsible for creating memorable experiences for all passengers through exceptional customer service delivery. Tasks of a Cruise Attendant may include (but not limited to) food & beverage service, stock control, cleaning, cash and ticket handling and manifests.

All water-based positions require you to complete the Elements of Shipboard Safety (ESS) Training Course. A 2-day compulsory course that provides you with survival techniques & safe working procedures for emergency situations on board a vessel. This course costs approximately \$500. The qualification doesn't expire and is nationally recognised.



Land Based Positions

Mainly based at the Port of Airlie, land-based positions may include the following roles:

Porters - As an integral part of the Ground Crew team, this role is based at Port of Airlie Terminal. The role involves greeting guests and making them feel welcome from the moment they arrive, managing the movement of luggage and assisting the vessel crew to keep to a timely schedule.

Reservations Consultants - responsible for upholding exceptional customer experience, driving and processing bookings and sales, administration duties, booking transport and catering for our guests; and manning our gift shop selling beautiful merchandise to our guests. Ideal for passionate, polished, service orientated professionals.

Working at Cruise Whitsundays

- Employees generally work on a casual basis, with an average of 30-40hrs per week rostered. Employees may be offered additional hours on request especially during peak seasonality. You must learn to balance your study with your work commitments to ensure ongoing success.
- Whilst working at Cruise Whitsundays, Flight Centre Travel Academy can assist you with your initial accommodation at Kipara Tropical Rainforest Retreat or The Helm - around 2kms from the Port of Airlie - home to the main office.
- Minimum of 6 months commitment to the position is required, with uniform (with the exception of shoes) provided and career advancement opportunities for those that commit and deliver in their employment.



Application Process



Complete 4 subjects, Candidate Profile, Screening Call & Interview Ready Session

01



Flight Centre Travel Academy will confirm an interview

02



1:1 In Person Interview with Department Leader & Operations Leader. These interviews can be formal, be prepared to extensively discuss your transferrable skills and what attributes you can bring as an employee to Cruise Whitsundays.

03



Upon successful interview, references are done & employment offered

04

Employee Benefits

- With a 'family-feel' across their workforce, Cruise Whitsundays greatly value employee reward and recognition. Ranging from their Value Structure which promotes peer-to-peer acknowledge of doing your job well, to company-wise Shout-Outs, team dinners, quarterly business celebrations, Shining Stars Award program and an annual award ceremony.
- Career progression is not only available but strongly encouraged and supported across all levels of the business.
- Employee discounts are available on all ferry transfers, tours and reef experiences.
- Cruise Whitsundays operate from a number of locations, and positions exist on mainland, islands, and on water.

