

Bay City Boat Lines

Princess Wenonah & Islander

Employee Handbook

Updated Spring 2018

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About the Company

History

Since 1998, Bay City Boat Lines has operated private charters and public tours departing from downtown Bay City. The *Princess Wenonah* made her debut in the summer of 1998, followed a few years later by the *Islander*. A third vessel, the *West Shore*, was purchased and partly renovated before her sale to Star Line where she now operates as the *Anna May*.

The *Princess Wenonah* was formerly put to use under the name *William Miller*, and was owned by Miller Boat Lines in Put-in-Bay, Ohio. Passengers and vehicles were ferried from Put-in-Bay to Bass Island on her sturdy decks. A total of 16 vehicles were carried on her lower deck, and the upper deck housed a passenger cabin where our guests now dance the night away after extensive renovation. Built in 1954, the *Princess Wenonah* has now come to be a proud symbol of Bay City, Michigan.

The *Islander* came to us from Chicago, where the Chicago Fire Boat Company operated her as an architectural tour and evening party boat on the Chicago River. Her eye-popping paint job included wild animals and tropical fish, some of which still remains. The addition of new rails and an upper canopy make her upper deck a more open usable space these days. Originally built in 1946, the *Islander* was also a hard-working car ferry, packing up to four cars on her lower deck for service from Wisconsin to the Apostle Islands in Lake Superior.

Principals

Owners of Bay City Boat Lines are Bill and Elaine Fournier. Booking arrangements, human resources, administrative functions, marketing and onboard oversight fall to daughter Michelle (Fournier) Judd.

The Bay City Boat Lines office is headquartered inside the Bay City Antiques Center (also owned by Bill and Elaine) at 1020 North Water in Downtown Bay City. Office hours are by appointment. All ticketing is now handled through our website, www.baycityboatlines.com and through a toll-free number.

Operating Schedule

The business can be contacted year-round for inquiries and booking. Charters are operated from May 15 to October 15 weather permitting. Public cruises (free and paid) generally begin in mid-June and run through August.

Public cruises will appear on the website www.baycityboatlines.com and will be announced on the phone recording [\(989\) 891-2628](tel:9898912628) aka [891-BOAT](tel:9898912628).

Private charters must contact Michelle Judd for information at the business office, [\(989\) 891-2628](tel:9898912628) or make a request via email.

Guest Information

Services

Bay City Boat Lines, LLC is primarily a private charter company, meaning that our income is derived mainly from functions scheduled for specific private parties, with the entire event customized to the host's needs.

We are expanding public trips on our schedule to provide opportunities for individuals to take a cruise without booking the entire vessel.

Free Narrated History Tours

Since its inception the Boat Lines has also offered a series of FREE cruises, which are very well known in the area. As everyone knows, free is good! These trips are scheduled on weekday mornings in July and August.

Trips are offered Monday through Friday mornings on the Islander, departing at 10 a.m. and returning to dock at 12 p.m. Ticketed guests may board the vessel 15 minutes prior to departure.

Routes for the free cruises alternate each day. Monday, Wednesday and Friday cruises travel downriver (north) towards Saginaw Bay, while Tuesday and Thursday trips are scheduled upriver (south) towards the Zilwaukee Bridge area. These informative cruises are narrated by our staff narrators.

Several local businesses are kind enough to help underwrite the expense of Free Narrated Cruise Series. The Bay City Boat Lines picks up the remaining cost as a service to the community.

Our sponsors regularly tell us that they get more positive feedback from this commitment than from any other sponsorships they pursue.

After offering the morning cruises for over 20 years now, we have developed some policies to keep things running smoothly. Here is an overview:

Tickets are open for families and individuals, we cannot handle large groups for these cruises. Groups are expected to arrange a private charter.

A limit of 6 tickets per household is the general rule of thumb. We do make exceptions in some cases.

We encourage guests to reserve tickets at via our website www.baycityboatlines.com. From there they will follow a link to order tickets for a specific date via www.brownpapertickets.com. A toll-free number is also available.

Tickets are released each Monday for the FOLLOWING week. More detailed information can be found on the website at www.baycityboatlines.com

We do not advertise the boats as handicap-accessible but make every effort to accommodate wheelchairs and powerchairs for boarding. Handicapped guests who are comfortable taking the cruise without the need to use the restroom facilities are welcome to join us.

We ask that guests DO NOT bring food or beverage aboard the vessel. A snack bar is open during the cruise.

All guests are subject to security checks at crew discretion. Any large bags, backpacks, etc. are subject to inspection. Coolers are not allowed.

Friday Night Entertainment Cruises

Sunset Entertainment Cruises are typically offered on Friday evenings during the season. We operate a cash bar during the cruise.

See available dates at www.baycityboatlines.com

Saturdays on the Saginaw Tours

These paid tours operate on Saturday afternoons for 2.5 hours, allowing us to reach the Saginaw River Rear Range Lighthouse and talk about points of interest and special things to see and do in Bay City.

Fundraiser Cruises

Many other local organizations rent the boat to put on fundraisers of their own. We post these trips on our website to give additional opportunities for passengers to cruise on the Princess Wenonah. Tickets are generally available directly from the organization hosting the event.

Private Charters

These are our “bread and butter” and comprise the majority of our schedule. With the very short operating season we have here in Michigan, we do our best to keep the boats running seven days a week. Without the private charter business, none of the extras, like FREE cruises, would be possible.

Private charter inquiries and administrative functions are handled during regular business hours during the week in the office occupied by Michelle and Elaine inside the Bay City Antiques Center.

Rate quotes will **not** be provided to guests onboard the vessel. We feel the guests should not be privy to the host’s costs of putting on the cruise. All rates will be quoted by Michelle only, from the office only. If you are asked about the cost of chartering direct them to the office or to Michelle.

Facility Security

Employees working at the facility in preparation for cruise outside the times stated above should keep the boardwalk closed unless a crew member is posted at the gate to supervise entertainer load-in, host set up and general boarding.

The vessels are shown by appointment only. If a guest enters the yard and wishes to view the vessels, please call the office and see if Michelle or Elaine could come show the vessel to the guest. Under no circumstances may a crew member allow unauthorized persons to board the vessel without being accompanied. Any questions regarding the boats, setup, etc. should be directed to the office.

Schedules are posted onboard the ship, on the gate and online.

Human Resources

Drug Testing

Specific classes of employees must be enrolled in random drug testing, including deckhands and captains. This service is paid for by the company for employees that need enrollment due only to their employment with us. A pre-employment drug test is also required.

When we are notified that an employee has been selected for random testing, you will need to pick up a custody form at the office and take it with you to the testing site. The test must be performed as soon as possible after you are notified of selection. Not performing the test within a short period of time may be construed by the consortium as refusal to test and may be reported to the Coast Guard, resulting in suspension from duty.

Seasonal Employer

Bay City Boat Lines has been designated a seasonal employer by the Michigan Department of Labor and Economic Growth. Our regular employment seasons falls between May 1 and October 15, constituting no more than 26 consecutive weeks each year. As such, our employees are seasonal workers.

Pay Periods

Wages are paid in bi-weekly periods. Paychecks are issued from the office **after 3:00 p.m. on Friday** after the pay period ends on Saturday. The crew schedule notes dates to turn in time cards and pay dates.

Time cards should be turned in to the office by Tuesday immediately after the pay period ends. With our busy season, as much time as possible is needed to process all the paychecks. Your late time card can result in all paychecks being delayed, or your paycheck not being issued and the hours held for payment on the next available date. Be kind to your co-workers and be timely, please!

Dress Code

All crew members are issued white and royal blue polo shirts with the Boat Lines logo. These should be kept neat and clean. If you need an extra shirt, see Michelle.

Daytime crews may wear royal blue polo shirts with the Boat Lines logo. All evening and weekend crews should wear white shirts.

Pants should be khaki in color, full-length tailored or cargo pants for gentlemen. Ladies may wear full-length or Capri-length khakis. In hot weather, walking-length (near the knee) khaki shorts may be worn.

Non-slip, closed toe shoes should be worn. Reasonably clean tennis shoes or deck shoes are acceptable.

In case of cooler weather a clean long-sleeved white shirt may be layered under your polo. In the second year of service, crew are provided with a uniform jacket for cooler weather.

Bartenders and any person involved in food handling who has longer than shoulder length hair must pull it up and back per Health code regulations. Gentleman and ladies shall maintain a neat, well-groomed appearance and remain in uniform while any guests are on the premises.

Breaks/Meals

Since there is no dedicated "break room" onboard and the cruises are relatively short, breaks are limited.

Meals may be provided on events scheduled by Bay City Boat Lines (such as the Friday Night Entertainment Cruise). For private parties with catering, the crew does not receive a meal, unless the host offers this courtesy to our us.

Meal break should be taken one at a time and should be out of view of the passengers if possible. Bartenders can find a seat behind the bar, deckhands can retire to the pilot house (Princess Wenonah) or bow area (Islander) briefly. Crew may also have soft drinks from the bar while on duty. No personnel other than bartender behind the bar area unless given permission by management please.

Absolutely no consumption of alcohol is allowed while on duty and guests are aboard the vessel.

Hands must be washed after eating before returning to duty per Health Department code.

Smoking

As required by State Law, no smoking is permitted aboard any of Bay City Boat Lines' vessels, as they are licensed to serve food and alcohol.

Scheduling

Every effort is made to provide a schedule in a timely manner. Due to last minute additions to the schedule, some changes are inevitable.

We try to honor requests for days off whenever possible. Please give a notice well in advance. The schedule is usually prepared for a 2-4 week time period.

Switching Shifts

If you cannot work a scheduled shift, contact the office well in advance and we will try to change the schedule. Shifts may not be traded without office approval. You may attempt to find a trade, but please contact the office to confirm before making a switch.

Positions and Duties

Captain

The Captain, or Master, of the vessel shall remain in control while we are underway. Visitors to the wheelhouse are not allowed unless specifically invited and permitted by the Captain. The wheelhouse is to remain a secure area.

Communication from Ship to Shore should be made by the Captain in an emergency. For maintenance, repair and report of position, deckhands may also communicate with shore as needed.

Deckhand

Deckhands should report for duty at least one hour and thirty minutes prior to departure.

Deckhands will have the responsibility of monitoring passenger safety, keeping walkways clear, monitoring the engine room and mechanics, checking cleanliness and supply of restrooms, seeing that guests embark and disembark safely and working the lines as the vessel leaves and returns to dock.

Before passengers board, deckhands should assist as needed in setting tables and chairs in position, and cleaning and prepping the vessel for the day's function. Visual check for and sweep cobwebs with a broom.

Deckhands will secure the boarding area of the boat until the host has arrived. The host may enter the vessel for setup one hour prior to departure. The host may have a small number of helpers for decorating, etc. No other passengers are boarded at this time.

At one half-hour prior to departure, with the host's approval, and confirmation that the bar area is ready for service, a deckhand will allow guests to begin boarding the vessel. Deckhands must take a count of persons who have already boarded the vessel before regular boarding begins (including crew).

An accurate count of passengers **MUST** be taken during boarding and reported to the Captain and Shore upon departure. This is a Coast Guard requirement. This number is entered into the ship's official log.

For some events, identification will also be checked at the door to verify legal drinking age.

Persons and packages should be carefully observed and packages should be checked if necessary.

Guests may not bring alcohol onto the premises, nor leave the vessel with alcohol purchased onboard. The vessels are each licensed premises and must be treated as any bar or restaurant with a liquor license. This is regulated by the Michigan Liquor License Commission. Infractions of liquor laws can result in citations and license suspension.

During the cruise, be observant regarding engine performance, running lights and other systems vital to the vessel. Immediately report anything out of order to the Captain and make corrections as needed.

Observe passengers for personal safety and keep all aisles and stairs clear of obstruction. If necessary change bag in trash cans and bottle bins.

Periodically check restrooms for supplies and cleanliness.

Make regular rounds of the entire vessel during the cruise and maintain regular checks with the Captain and other crew members. At least one deckhand should be circulating the decks at all times. No more than one deckhand should be stationed at the wheelhouse with the Captain at any time.

Assist catering personnel with meal service in order to expedite clean up of guest tables. Many times, tables must turn over for a second seating and need to be cleared for the next guests. With limited staff on board, assistance during meal times is expected and appreciated.

You will receive specific instruction in handling the vessel's lines and procedures for releasing the vessel from mooring and docking the vessel upon return.

In preparation for docking keep passengers well clear of the disembarkation area until the vessel has been completely secured and the ramp put in place.

Post cruise, crew will stack chairs, clean bathrooms, vacuum as needed, remove trash, shut off all systems as directed and close the ship.

Bartenders

Bartenders report for duty at least one hour and fifteen minutes prior to departure time. For larger events, report at least one hour and thirty minutes prior.

Bartenders are responsible to check inventory, restock as necessary, set up the bar area for service prior to the cruise.

During the cruise, bartenders will serve all beverages, help keep tables clear of cans and bottles, and help catering to clear table service if necessary.

At least one bartender should remain behind the bar at all times, and keep the cash register secure.

After the cruise, bartenders shall tear down the bar area first, then assist deckhands with any remaining cleaning that needs to be done on the vessel.

Open bar sheets and a list of supplies needed for restocking should be given to Bill, Elaine or Michelle at conclusion of cruise. All bar bills will be calculated by Michelle or Elaine if present, or sent back to the office for billing.

Bartender are required to check identification at the bar so that minors are not served alcohol. Allowing a minor to be served is an infraction of Michigan Liquor Control Commission regulations (state law). Citations can result in suspension of the vessel's liquor license, fines to the company and bartenders violating liquor laws.

Bartender may not consume alcohol while on duty. This is state law. No drinks may be prepared for end of shift before we are docked or while guests are onboard.

Tips are split among bartenders. Cash tips may be split among those on shift. Open bar tips are issued from the office and recorded on your paycheck.

When possible, bartenders should assist with keeping the tables and deck spaces clear of bottles, cans, cup and dinnerware. Assistance with catering service is expected and appreciated when the need arises.

Catering Server

Catering personnel are responsible for food service and clearing tables of plates and flatware.

Catering will be served during the majority of the cruise. During approximately the last hour of the cruise, catering personnel will stow the food service properly for removal once we dock.

Catering should not be removed from the vessel until a majority of the guests have cleared the disembarkation area.

Catering personnel are not permitted behind the bar area, or in the wheelhouse.

Bartenders and deckhands are expected to assist catering personnel as needed while food service is underway. Please make yourself available to help change pans if requested, clear plates, flatware, cups, bottles, etc. It is our desire to provide excellent service to our guests so that they enjoy the trip as much as possible.

Narrators

Assist deckhands as needed with vessel preparation, boarding and disembarking of passengers.

Make appropriate safety announcements.

Learn safety and emergency procedures and assist crew with drills or actual situations as needed

Shore

A designated staff member will help release and moor the vessel and will remain in radio or telephone contact with the vessel.

Any change of course or time should be relayed to Shore.

Any unusual incidents, passenger problems or emergencies should be reported to Shore as soon as possible via the Captain. It's always nice to have a heads up if anything needs to be addressed when the vessel docks.

Safety and Emergency Procedures

All personnel onboard should become familiar with the basic safety equipment and emergency procedures of the vessel.

All staff are required to keep a current Basic First Aid certification.

In case of emergency, the Captain will issue instructions.

Locations to know aboard the vessel:

Location of Life Jackets

Location of Instructions for Donning Life Jackets

Ladder (Princess Wenonah), Hook and Life Ring*

*One Life Ring will have a locator light

Retrieval Harness (Princess Wenonah)

Emergency Fuel Shutoff (and how to operate it)

Emergency Rudder (and how it works)

Fire Suppression System for Engine Room (and how to use it)

First Aid Kit

Man Overboard Procedure

Captain Declares "Man Overboard"

Captain and Deckhands don life vests

Captain radios emergency signal to Coast Guard

Captain maneuvers vessel alongside man overboard

One Deckhand remains on bow to spot man overboard and direct Captain

Deckhand installs rescue ladder and hoist (Princess Wenonah)

Deckhand throws life ring to man overboard

Deckhand assists man overboard in boarding the vessel

Emergency Evacuation Procedure

Captain Declares Evacuation of Vessel

Captain Radioes Distress Signal

Captain and all Crew don life vests

Crew assist passengers in locating and donning life vests

Crew launch life floats

Crew assist women and children in boarding life floats

Crew assist remaining passengers in boarding life floats

Engine Room Fire Procedure

Captain is notified of situation

Passengers are moved to safe location.

Fire is extinguished or contained if possible.

If an engine room fire is not contained and the Captain determines it to be necessary, you may be directed to activate the fire suppression system. Be sure engine room is clear of all persons and secure door.

Contact Numbers

Business Phone **989-891-BOAT (2628)**

Bill Fournier **Cell 233-4424**

Elaine Fournier **Cell 233-4427**

Michelle Judd **Cell 233-4426**

Supplement A - Bartender Duties

Setup

Check whether service will be open bar, cash bar, drink tickets or combination of the above.

For open bar service, have open bar sheet available to record stock put out and used. Retrieve bins from storage for displaying soft drinks and beer on ice.

For cash bar service, put cash drawer in register and stow change bag in secure area. Put price signs out on top of bar.

Check stock in coolers. Retrieve cases from storage to fill coolers.

Retrieve cases of liquor bottles from storage as needed. Check levels and retrieve backup bottles likely to be needed.

Check bar supplies:	Bev Naps	Straws
	Toothpicks	Salt/Sugar
	Margarita Salt	Bottle Openers
	Worcestershire	Celery Salt

Prepare garnishes:	Cut Lemons	Cut Limes
	Cherries	Olives
	Pickles	Celery

Check supply of mixers:	Coke	Diet Coke
	Sprite	Root Beer
	Ginger Ale	Margarita Mix
	Tomato Juice	Grapefruit Juice
	Pineapple Juice	Orange Juice
	Worcestershire	Sour Mix
	Cream	

Check supply of cups:	Small Rocks/Wine	Small Shot
	Medium Clear Plastic	Large Colored Plastic

A more detailed stock sheet is kept on board for reference

Champagne: If champagne is to be served, make sure it is chilled, assemble champagne glasses if necessary and be prepared to pour.

Service

Open Bar

For open bar service items in bins, record quantity served on service sheet.

Cash Bar

For cash bar service, collect for all drinks as served.

There is not typically credit card service on board, occasionally we may have a credit card swiper available.

We do not run tabs for any individual except the event host.

Drink Tickets

Drink tickets can be used two ways, with a dollar value or a drink value.

For tickets that have the same dollar value, just collect in a container. They will be counted at the end of the evening.

For tickets used for varying drinks, record an identifying number on the back (i.e 1 for pop, 2 for beer, 3 for premium beer or mixed drink and 4 for wine splits)

Bar Basics

Soft drinks may be served with a small cup of ice if guests request it only. Since our ice supply is limited please refrain from offering ice unless asked.

Beer in cans may be opened for the guest as a courtesy.

Open beer in bottles, garnish as needed.

Mixed drinks are normally served in a medium sized cup.

Doubles can be served in larger colored cup. (They must pay for 2 shots!)

Larger specialty cocktails are served in larger colored cup.

We generally do not give out cups of ice. This can be a tip-off that someone has hidden a bottle of liquor onboard, so keep an eye out.

Sometimes they will also buy a soft drink and ask for ice because they are adding liquor to the drink from a bottle they brought onboard. It's a good idea to circulate through the boat and see if you notice the guest engaged in this activity if you suspect it. This is important because we are a licensed premises. If you find a liquor that has been brought aboard, you must remove it (politely) and explain to the guest that the law requires it.

Don't let a guest badger you into overpouring mixed drinks. Use your best humor to deflect the request and keep it at one pour.

Use your judgment when serving doubles and shots. Try to pace your service and be sure the guest does not overindulge over the course of the evening. Again, humor and conversation can be your ally in delaying service to a guest.

Wine should be poured into or accompanied by a small glass.

Keep bar area clear and floor clean for safety.

Help keep guest areas free of cans and bottles when service is slow enough to permit one bartender to circulate the vessel.

Once the boat is docked, remind guests who buy a drink that it must remain onboard the vessel. Alcohol may not be removed from a licensed premise per the MLCC.

In the case of a guest who, despite your efforts at responsible service, becomes inebriated, alert the Senior Deckhand and determine the best course of action. Some guests can be convinced to have a soft drink or water and take a break from the party for a little while. Use a discreet approach and a light and friendly tone of voice to avoid embarrassing or antagonizing the guest into unpredictable behavior.

It is important to avoid physical confrontation and maintain a dialogue with passengers for your safety and that of the other of the other guests.

Any guest who presents potentially should harmful behavior should be reported to the Senior Deckhand and Captain, who will contact the Shore.

Tear Down

Return liquor to storage.

Cover and refrigerate garnishes and mixers.

Put away cups and supplies.

Wipe down bar.

Remove empty boxes.

Restock if there is a cruise the next day.

Sort cans and bottles into containers.

Assist with remaining clean-up on vessel.

In most cases, the vessel should be cleaned to a state where she is nearly ready for the next day's cruise.