

BECOMING A CLATSOP CRUISE HOST VOLUNTEER

We welcome new volunteers throughout the cruise ship season. Your smile, love for the communities we serve and joy in meeting people are the only requirements for joining our family of volunteers.

What are Clatsop Cruise Hosts? We are a non-profit organization of volunteers dedicated to ensuring Cruise Ship passengers, crew and staff are graciously welcomed to our community and encouraged to explore all that the North Coast offers. We are devoted to educating visitors about our history, local culture and activities. We also embrace the economic impact the arrival of these ships provide our community and strive to encourage passengers to shop, explore and play

How many volunteers are needed: We need about 50 – 55 volunteers for each cruise ship to provide coverage for all our stations and shifts.

When are volunteers needed? Each ship has a different schedule, which we provide with our sign-up.

Are there any dues required to be a volunteer? No. We value and appreciate your time and do not require any membership dues.

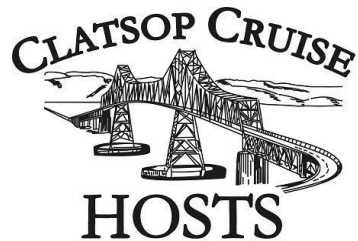
What do we wear? Is there a uniform? Yes! The official uniform that the board provides includes:

- a. Navy blue jacket with vest
- b. One sweatshirt *or* t-shirt (new)
- c. One hat (ball cap)
- d. Additional items may be purchased at cost.

Uniform Guidelines

First time volunteers use available vests or jackets for shift-use only (to be returned at the end of their shift)

Volunteers who have worked three or more ships in either the Spring or Fall (not combined) will be assigned their own uniform (full set).



Is there training? We provide a Spring Training luncheon (usually in April) and a Fall Volunteer Recognition Dinner (usually after the final ship). Specific duties are trained by our experienced volunteers or by the Volunteer Coordinator.

How many hours do we work? Most volunteers typically work a 3-hour shift. We generally have two to three shifts per ship depending on how long the stay is.

How am I notified about my shift? We primarily use email to confirm volunteer schedules, changes in ship arrivals and departures, and any new information that volunteers need to know. It is important to check email before your shift begins as there could be last-minute changes. Ships have been known to arrive early or have other changes in their schedule that affect volunteers.

Do I have to be an expert on local history? No, but we certainly encourage volunteers visit our cultural institutions as an important part of our mission is to educate as well as welcome.

What do I need to know? Many of our questions are about what is in town to see, where to buy certain items, where to eat or get souvenirs and how to get back to the ship. We have binders available to look up many questions and of course we encourage our volunteers to explore our coastal communities as a tourist to become more familiar with all we offer and to learn about the historical and cultural significance of our region! But the most important thing you need is a smile.

How do passengers get around town? We have a bus system that runs in a continuous loop starting at the Port of Astoria with three stops throughout town. Bus tickets include a freeride on the Astoria Trolley. Passengers are also encouraged to explore the River Walk.

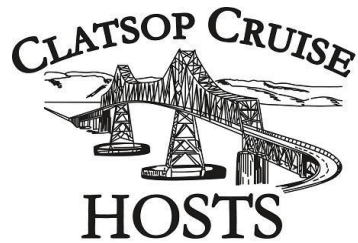
Where are volunteers needed? There are several locations throughout downtown:

Astoria Port: There are several volunteer opportunities at the Port Site

a) Information booth: This is the first group of volunteers that cruise passengers see as they exit the ship. Volunteers greet and provide information, including the downtown guide.

b) Ticket booth: This is where passengers board the busses to go downtown, to the column, or out to the shopping malls. Volunteers sell bus tickets, help passengers board busses, and provide visitor information

c) Bus loading/navigation: We have a crew of volunteers who set out the bus cones and guide busses for loading/unloading and to help keep pedestrians safe. They also greet people and provide information

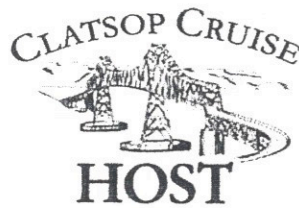


10th Street: Volunteers are stationed at 10th Street to be greeters, provide information and assistance with passengers who need help getting on and off the bus.

River Walk: Greeters walk the River Walk and help visitors who look lost or need information or other assistance

17th Street at Columbia River Maritime Museum (CRMM): When we have two ships on the same day we need volunteers at CRMM to sell bus tickets and greet passengers from the ship. Other days we typically have volunteers at the bus stop to assist passengers with any questions or provide directions.

Who do we contact for questions? Sue Howard is the Volunteer Coordinator and can be reached by phone at 503-440-3361 or by email (preferred for schedule changes) at ClatsopCruiseHosts@gmail.com



CLATSOP CRUISE HOSTS VOLUNTEER JOB DESCRIPTIONS

The Clatsop Cruise Hosts is a non-profit organization dedicated to welcoming cruise ships to our amazing community. Our goal is to educate visitors to our community and to encourage passengers and crew to explore, shop and enjoy the Oregon North Coast.

AT THE PORT

There are numerous volunteer opportunities at the Port. The first shift is often very busy with large ships as passengers disembark, find their excursion buses as well as the buses that take them downtown. Astoria Sunday Market has vendors at the Port – so it is a big bustling scene.

Port Info Booth: These are the first CCH volunteers passengers meet. Volunteers here are focused on handing out maps and showing the different opportunities available for site-seeing and ways to get around (buses, walking, cabs, etc.) Volunteers here will get questions about everything from where to eat to historical information and questions about the bridge (which is prominent from where they stand).

Port Bus Tickets: Volunteers here sell bus stickers to passengers and crew. Tickets are \$15 for passengers. The buses take passengers to downtown Astoria, the Columbia River Maritime Museum and back to the Port. First shift is focused on selling tickets. Later shifts have more time to answer questions. When things get busy, we reassure passengers that an entire crew of volunteers are at 10th & Marine who can answer so many more questions about where to shop, history of the area, and sites to see.

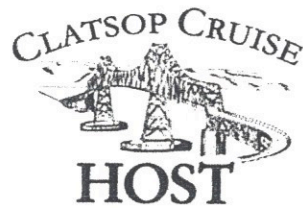
Port Ticket Line (also called Shuttle line): This person is especially busy during the first shift directing passengers/crew to the River Walk, trolley loading, and bus loading

Port Bus Line: These volunteers help people get on and off the buses, entertain them when the lines are long, and work with the bus drivers. During the first shift things get busy with the large ships! Patience and a good sense of humor helps passengers as they wait to board a bus.

OTHER LOCATIONS

10TH & COMMERCIAL: Volunteers here help buses pull in by removing/replacing orange cones and assist passengers on/off the buses. Volunteers also answer LOTS of questions about downtown, site-seeing, history, location of restrooms, chowder, t-shirts and so much more! Now that passengers are downtown, they have all sorts of questions. Merchants leave brochures at 10th and the walking maps are also available.

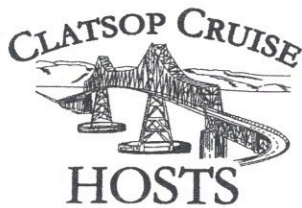
Liberty Theatre: Docents at Liberty Theatre become Cruise Hosts when the theatre is open to visitors. Usually, a CCH vested docent is outside under the awning greeting visitors and there is a team of vested volunteers inside the theatre. When open,



passengers can use the restrooms and learn all about the historic Liberty Theatre. General questions are also answered and maps distributed.

COLUMBIA RIVER MARITIME MUSEUM: Volunteers help passengers on/off the bus and also help people find their way around town and the River Walk. Lots of general questions are answered about the area at this site.

RIVER WALK: We also have volunteers along the River Walk to answer questions and help guide people back downtown or to the Port. The Soderbergs typically staff the 3rd Street Station and have maps while other volunteers help out walking the section between Safeway and Pier 39.



**RETURNING
CRUISE HOST NAME**

Please Print Clearly

NAME: _____

SPRING 2022 CRUISE SCHEDULE

Complete & Return to CCH P.O. Box 1215, Astoria, OR, 97103

Please check dates you can volunteer!

✓ Work	DAY	DATE	ARRIVAL	DEPART	VESSEL	PASS CAP
	Tues	Apr 5	7:00 AM	5:00 PM	Caribbean Princess	3140
	Fri	Apr 15	8:00 AM	6:00 PM	Viking Orion	930
	Tues	Apr 19	8:00 AM	6:00 PM	Viking Orion	930
	Mon	Apr 25	8:00 AM	3:00 PM	Ruby Princess	3080
	Wed	Apr 27	9:00 AM	6:00 PM	Seven Seas Mariner	700
	Fri	Apr 29	8:00 AM	5:00 PM	Serenade of the Seas	2850
	Sun	May 1	8:00 AM	6:00 PM	Viking Orion	930
	Tues	May 3	8:00 AM	5:00 PM	SH Minerva	152
	Thurs	May 5	7:00 AM	5:00 PM	Majestic Princess	3500
	Sat	May 7	7:00 AM	6:30 PM	Seven Seas Mariner	700
	Tues	May 10	8:00 AM	5:00 PM	Celebrity Millennium	2138
	Tues	May 17	7:00 AM	3:00 PM	Oceania Regatta	650

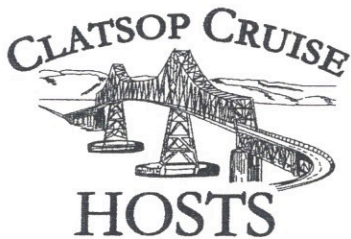
Visit our website for updates and our full 2022 schedule!

Preferred time of day: AM PM Any time

Preferred work station:

- | | | |
|---|--|--|
| <input type="checkbox"/> Port Tickets | <input type="checkbox"/> Port Info Booth | <input type="checkbox"/> Port Bus Line |
| <input type="checkbox"/> Port Ticket Line | <input type="checkbox"/> 10th Street | <input type="checkbox"/> CRMM |
| <input type="checkbox"/> Riverwalk | <input type="checkbox"/> Other _____ | |

Liberty Theatre: Email Aletha Westerberg at westysr@gmail.com to schedule.



2022 NEW CRUISE HOST APPLICATION
Please complete

Last name _____

First Name _____

Cell Phone _____

Home Phone _____

Email _____

Address _____

Emergency Contact (first/last name) _____

Emergency Phone _____

Notes:

CCH Contact:
Sue Howard
503-440-3361

Liberty Theatre Volunteers:
Aletha Westerberg
503-470-2616



2022 Cruise Ship Schedule

DAY	DATE OF ARRIVAL	VESSEL	TYPE	PER	DRAFT	AGENCY	AGENT	ETA	ETD	PASS #	BRF REC'D	Prev Port	Next Port	NOTES (Last updated 3/15/22)
Tues	4/5/22	Caribbean Princess	C	1 F	951'	Intercruises	Kate Anderson	7:00	17:00		2/22/22			Confirmed
Fri	4./8/22	Koningsdam	C	1 F	957'	Intercruises	Kate Anderson	8:00	18:00		3/15/22			Confirmed
Fri	4/15/22	Viking Orion	C	1 F	748'	SMS International	James Lezczano	8:00	18:00					Pending VBR
Tues	4/19/22	Viking Orion	C	1 F	748'	SMS International	James Lezczano	8:00	18:00					Pending VBR
Mon	4/25/22	Ruby Princess	C	1 F	951'	Intercruises	Kate Anderson	8:00	15:00	3080	7/7/20			Confirmed
Wed	4/27/22	Seven Seas Mariner	C	1 F	712'	SMS International	James Lezczano	9:00	18:00		1/20/22			Confirmed
Fri	4/29/22	Serenade of the Seas	C	1 F	962'	Intercruises	Kate Anderson	8:00	17:00	2490	6/21/21			Confirmed
Fri	5/1/22	Viking Orion	C	1 F	748'	SMS International	James Lezczano	8:00	18:00					Pending VBR
Thu	5/5/22	Majestic Princess	C	1 F	1082'	Intercruises	Kate Anderson	7:00	17:00	3500	10/2/20			Confirmed
Sat	5/7/22	Seven Seas Mariner	C	1 F	709'	SMS International	James Lezczano	7:00	18:30		3/18/19	SFO		Confirmed
Tue	5/10/22	Celebrity Millennium	C	1 F	964'	Intercruises	Kate Anderson	8:00	17:00	2138	1/9/20			Confirmed
Tue	5/17/22	Oceania Regatta	C	1 F	594'	SMS International	James Lezczano	7:00	15:00		9/30/19	SFO	SIT	Confirmed
Tue	9/6/22	Regatta	C	1 F	594'	SMS International	James Lezczano	9:00	18:00		6/15/20	YYJ	LAX	Confirmed
Sun	9/18/22	Celebrity Millennium	C	1 F	964'	Intercruises	Kate Anderson	8:00	17:00		1/12/21			Confirmed
Mon	9/19/22	Ruby Princess	C	1 F	951'	Intercruises	Kate Anderson	9:00	16:00		2/3/21	YYJ		Confirmed
Thu	9/22/22	Scenic Eclipse	C	1 F	545"	Intercruises	Kate Anderson	8:00	18:00		9/8/20			Confirmed
Mon	9/26/22	Ruby Princess	C	1 F	951"	Intercruises	Kate Anderson	9:00	16:00		2/3/21			Confirmed
Tue	9/27/22	Grand Princess	C	1 F	951'	Intercruises	Kate Anderson	11:00	21:00		1/19/21	YVR		Confirmed
Tue	9/27/22	Serenade of the Seas	C	A A	962'	Intercruises	Kate Anderson	8:00	17:00		1/19/21	YYJ		Confirmed
Wed	9/28/22	Oceania Regatta	C	1 F	594'	SMS International	James Lezczano	7:00	17:00	650	11/9/20			Confirmed
Thu	9/29/22	Seven Seas Mariner	C	1 F	712'	SMS International	James Lezczano	11:00	20:00		6/15/20	YYJ	SFO	Confirmed
Thu	10/13/22	Seven Seas Mariner	C	1 F	712'	SMS International	James Lezczano	11:00	20:00		6/15/20			Confirmed

Schedules are subject to change at any time.