

# GLADSTONE CRUISE SHIP WELCOME AMBASSADOR PROGRAM VOLUNTEER POSITION



## EXPRESSION OF INTEREST

### Mission

We aim to provide Cruise Ship Passengers and Staff at each Gladstone arrival with:

- ☺ A warm, friendly and most professional welcome
- ☺ Positive Attitude
- ☺ Up to date information about the Gladstone Region

### Responsibilities

#### Specific Duties to be undertaken

- ☺ Provide a welcome and farewell to Cruise Ship Passengers and Staff
- ☺ Provide general visitor information on Gladstone city and region
- ☺ Assist in keeping area clean and tidy
- ☺ Ensure all collateral is ready for distribution – ie brochures, maps, bags etc
- ☺ Participate in training workshops, product updates and familiarization programs when available
- ☺ Foster and contribute to a team approach
- ☺ Attend to other duties as asked by your manager/supervisor

### Qualifications – Professional Attributes

#### Skills and Expertise

- ☺ Good understanding and knowledge of Gladstone and surrounding region
- ☺ Great customer service skills
- ☺ Excellent verbal communication skills
- ☺ Good time management

#### Personal Attributes

- ☺ A friendly, outgoing personality
- ☺ A positive attitude
- ☺ Committed approach to teamwork

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WELCOME AMBASSADOR PROGRAM  
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**EXPRESSION OF INTEREST**

**Cruise Welcome Ambassador Application Form**

I wish to be considered as a member of the Gladstone Cruise Welcome Ambassador Program. I understand that I will be advised if I am successful. I acknowledge that I am required to complete Cruise Welcome Ambassador Training, prior to commencing as an Ambassador.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

*(All communication is via email as this is our preferred method of communication.)*

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Please tell us a little about yourself in 100 words or less:  
(Include previous volunteer service)

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GAPDL Ambassador Programme Co-ordinator: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Please return completed form to GAPDL at 72 Bryan Jordan Drive, Gladstone