



Volunteer Position Description

Position Title: Dive Immersion Program Regular Guest Guide
Department: Dive Operations

I. Position Summary

The DIP regular guest guide will greet Guests when they arrive at the Animal Interaction Kiosk for their DIP session and help them check in. The guide will escort the participants' friends & family (F&F) into Ocean Voyager to observe the participants while they are in the water and then engage the F&F with tours until the participants complete their program.

II. Qualifications:

1. Completed: *231 DIP Volunteer Training*
2. Completed : *230 Ocean Voyager*
3. Completed: *121 Hospitality*
4. Completed: *250 Tropical Diver (if conducting BTS tour to TD)*
5. Completed: *220 Cold Water Quest-Birds and Mammals (if conducting BTS tour to CWQ)*

III. Responsibilities:

1. Greet and check-in each DIP Guest at the Animal Interaction Kiosk before the DIP session.
2. Engage DIP participants until the DIP Dive Master arrives to take them to the classroom.
3. Conduct participant F&F into Ocean Voyager in time to observe the participants in the water from the tunnel and large window.
4. Lead F&F on front-of-the-house or BTS tour.
5. Bring F&F to the DIP classroom to participate in the de-briefing class with the participants.

IV. Description of Activities

1. The DIP regular guest guide will report to the Animal Interaction Kiosk (located in front of the Ocean Voyager gallery) at the beginning of their shift.
2. The guest guide will take direction from the DIP Dive Master or DIP Assistant Manager during their shift.
3. DIP Guests will begin to arrive for their session at about 10:30 (weekends), 2:30 (every day) and 4:30 (every day). The guide will greet them, introduce him/herself and explain that the DIP Dive Master will be down shortly to take them up to the classroom.
4. The guide will make copies of each participant's C-card and drivers license (or other photo ID) and will verify with the participant that their equipment sizes indicated on the roster are correct.
5. The guide will introduce him/herself to the participants F&F and explain how he/she will escort them while the participant is participating in the program.
6. About one hour after the Guests and Dive Master have left the kiosk for the classroom, the guest guide will escort the F&F into the tunnel to observe the participants move past. He/she will then move to the big OV window to continue the observation.
7. After the in-water participants have moved out of view, the guide will take the F&F on a brief tour of any gallery or approved behind-the-scenes area.
8. At 30 minutes before the DIP session ends (i.e., at 1:00, 5:00 or 6:30) the guide will take the F&F to the DIP classroom above River Scout gallery in order to join the participants in the session de-briefing and video presentation.

The shift ends after the classroom de-briefing at 1:30 (weekends) or 7:00 (every day).

V. Uniform Requirements:

1. Acceptable shirt styles include the polo (short and long sleeved), the button up polo, and the button up Oxford shirt. Acceptable colors include navy, Riviera blue, and white.
2. All shirts should be tucked in except for the women's polo.

3. Any shirt worn under your uniform shirt should be black, white, or grey.
4. Pants shall be navy, khaki, black, and charcoal grey. Solid colors only; please no designs or patterns. Also, denim and “cargo” pants are unacceptable. This means no side pockets on or below the knee.
5. Acceptable outerwear includes the soft shell jacket, the navy reversible vest, the cardigan sweater (zip up and button), and the cardigan vest (zip up). These items shall be in navy blue. If you wear a jacket or sweater, you should have collared uniform shirt underneath it.
6. Shoes shall be closed-toe with a full heel in black or dark brown and uniform in color. Solid navy shoes are acceptable for women only. No stripes or other patterns.
7. Name tags are mandatory and must be worn on the outermost layer of clothing on the right hand side of your uniform at all times. Please do not add decorations or other adornments to the name tag.
8. All uniforms shall be neat in appearance and not showing excessive wrinkles. Please iron or have your uniforms pressed before coming to work to present a neat appearance.
9. Uniforms that are faded or stained should be retired.

V. Professional Expectations:

1. Safety & Security
 - a. All Team Members are required to adhere to all Georgia Aquarium safety and security standards.
2. Courteous and Welcoming Posture
 - a. We create a welcoming and positive atmosphere that is indispensable as we strive to create memorable guest experiences.
3. Professional in Uniform and Grooming
 - a. We look the best we can to ensure we deliver nothing less than professional hospitality and customer service.
4. Acknowledgement of the Guest
 - a. We recognize it is exceptional service that will bring our guests back and it begins with a greeting that shows we are approachable and eager to assist.
5. Anticipation of the Guest
 - a. We are ready to provide exceptional service to our guests through well prepared, confident Team members.
6. Teamwork
 - a. We understand we have one chance to make a good first impression and it takes the efforts of all of us to guarantee this happens.
7. Knowledge of Aquarium
 - a. We will meet and exceed our guests’ expectations when we have knowledge of the Aquarium.
8. Ownership of Responsibilities
 - a. We take pride in our Aquarium by being accountable for our actions and the guests’ perception of the facility.
9. Thank the Guest
 - a. We realize the way to seal our relationship with our guests is to show our appreciation through common courtesy.

VI. Georgia Aquarium Values:

Respect, Teamwork, Integrity, Accountability, Hospitality, Innovation, and Fun