



## **Volunteer Position Description**

**Position Title:** Dive Immersion Program Whale Shark Specialty Guest Guide  
**Department:** Dive Operations

### **I. Position Summary**

The DIP whale shark guest guide will greet Guests when they arrive at the Animal Interaction Kiosk for their PADI Whale Shark Specialty DIP session and help them check in. The guide will escort the PADI participants on a focused BTS tour before returning them to the DIP classroom to link up with the regular DIP dive session participants.

### **III. Qualifications:**

1. Completed: *121 Hospitality*
2. Completed : *230 Ocean Voyager*
3. Completed: *231 DIP Volunteer Training*
4. Completed at least 20 hours serving as a regular DIP Guest Guide
5. Completed the WS PADI Specialty Training (contact Training Department to schedule)

### **III. Responsibilities**

1. Greet and check-in the PADI Specialty participants at the Animal Interaction Kiosk before the DIP session.
2. Engage the PADI Specialty participants until the DIP Dive Master arrives to complete their paperwork.
3. Conduct the participant on a brief BTS tour focusing on the whale shark, its conservation status and GAI's whale shark research.
4. Bring the participant back to the DIP classroom to begin the DIP program with the regular DIP Guests.

### **IV. Description of Activities**

1. The DIP Whale Shark Specialty 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 WS Specialty guest guide will take direction from the DIP Dive Master or DIP Assistant Manager during their shift.
  3. PADI Whale Shark Specialty DIP Guests will begin to arrive for their session at about 2:00 (every day) or 10:00 (weekends). The guide will greet them, introduce him/herself and explain that the DIP Dive Master will be down shortly to check and complete their paperwork.
  4. The guest guide will make copies of each participant's C-card and driver's license (or other photo ID) and will verify with the participant that their equipment sizes indicated on the roster are correct.
  5. Once the participant has completed the paperwork with the DIP Dive Master, the guest guide will immediately take the participant on a brief tour of the Commissary and lab areas and then go to topside of OV to observe the whale shark feeding.
  6. The guide will then deliver the PADI participant to the DIP classroom for the start of the DIP orientation meeting at 3:00 (everyday) or 11:00 (weekends).
  7. The guide will then return to the kiosk to assist in engaging the Friends & Family of any DIP participants.
- The shift ends after the classroom de-briefing at 7:00 (every day) or 1:30 (week ends).

### **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