

Crew Retention

Captain William Sabatini

The Challenges

- Increasingly difficult to obtain the appropriate credential
- Number of qualified and properly credentialed mariners is decreasing
- Many tall ship sailors only stay in the industry for a short time
- The seasonal nature of the business makes it very transient
- Employees need for personal fulfillment through the job

Solutions?

Culture

- Family atmosphere
- Feels like home
- Supportive in life as well as work



Leadership

- Having Captains that stay year after year encourages officers and crew to do the same
- Personable with crew and volunteers
- Why I stay
- David Goldman



Positive Reinforcement

- Attainable goals
- Feedback on how to improve when mistakes are made
- Sarcasm is not a teaching tool
- Constant yelling only makes crew avoid Captain/Mate



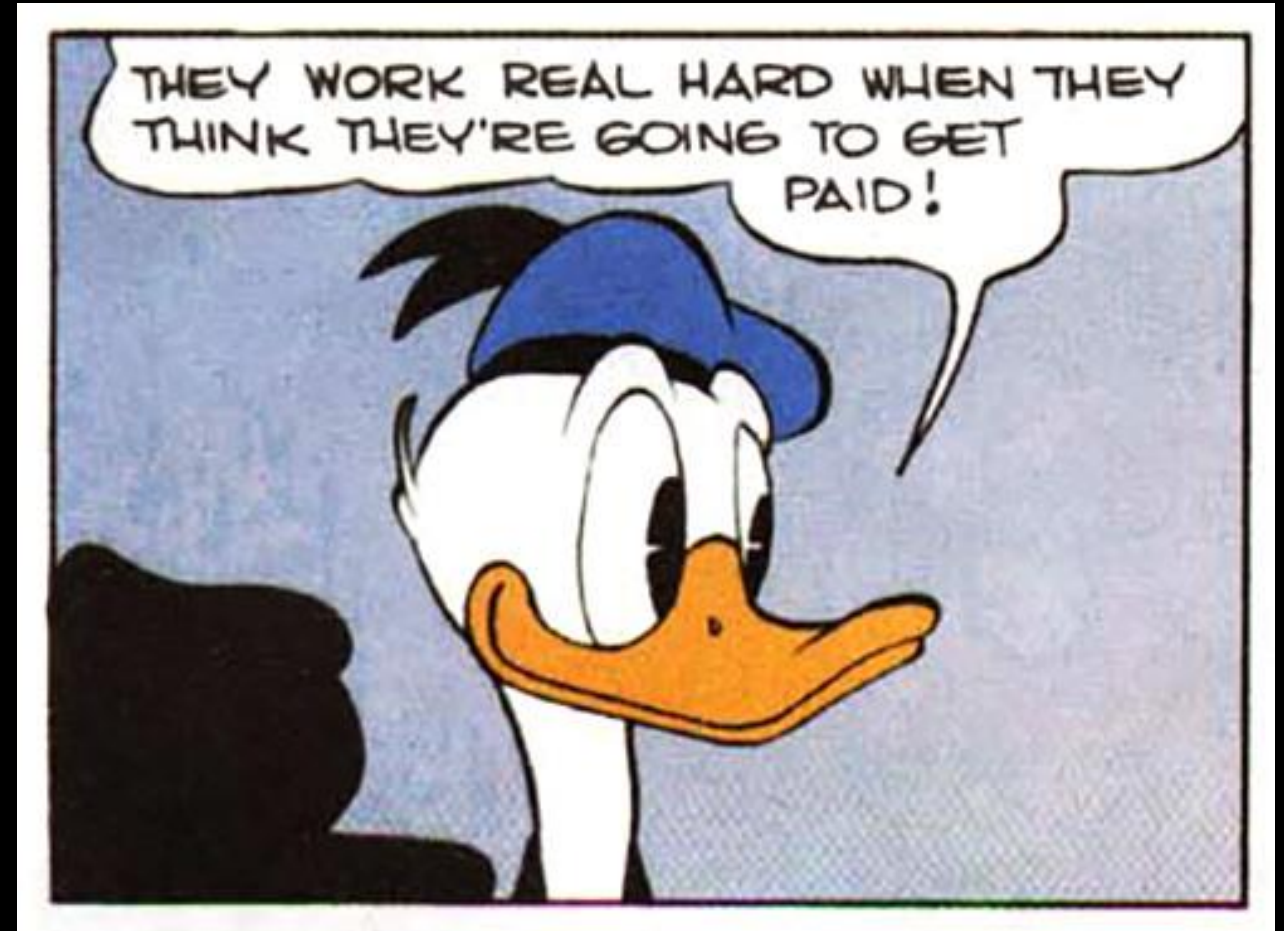
Sense of Meaning

- Most deckhands are only in this for 5 years so every season means more to them than career tall ship sailors
- Crew need to feel they are making a difference
 - Remind them often how important what they are doing truly is to the trainees
- Sydnee Groenendaal



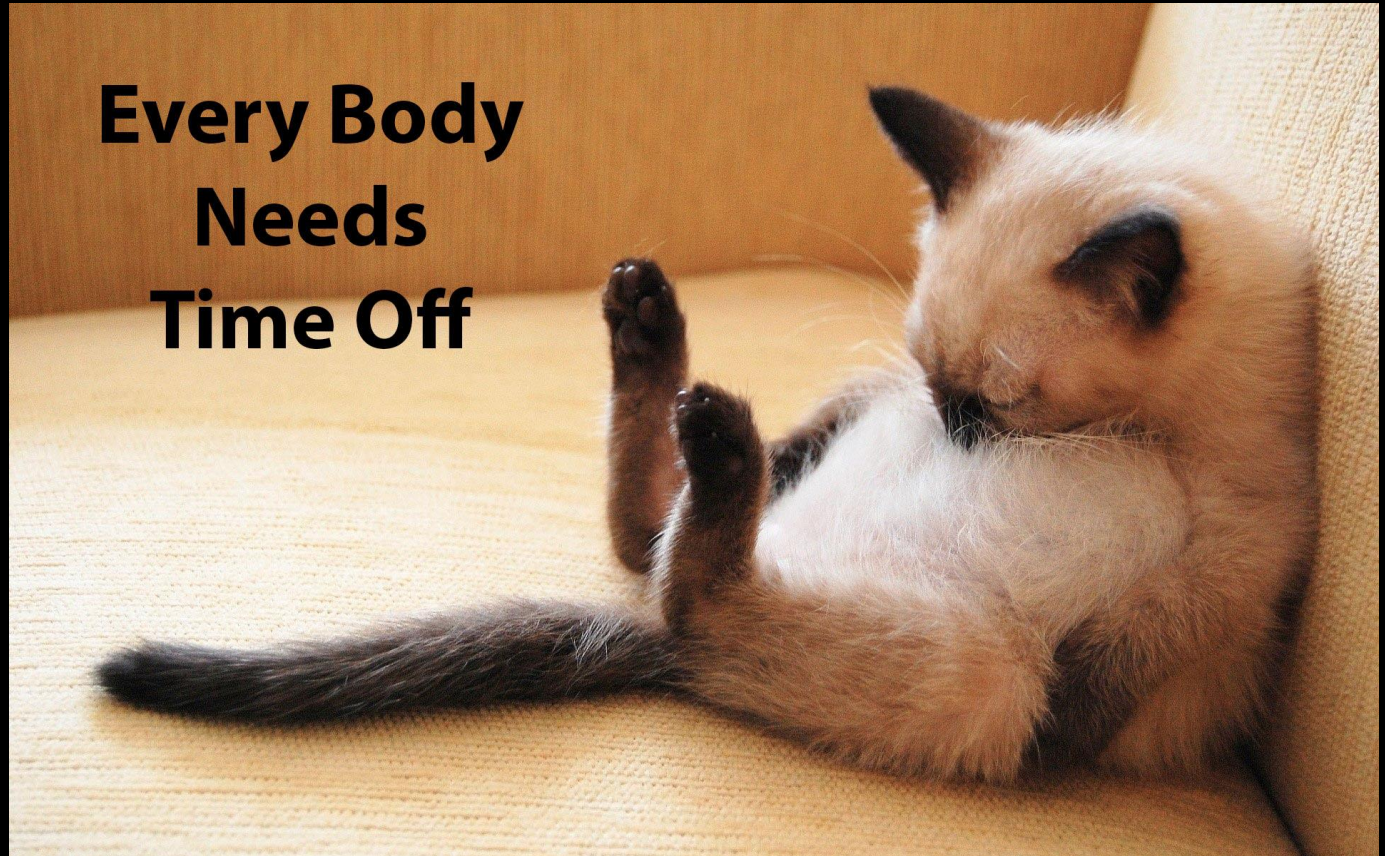
Compensation

- You get what you pay for
- Living wage
- Able to take time off between seasons or ships
- Health insurance
- Good pay makes it feel like a real job



Time Off

- Allow all crew to take time off
- Encourage crew to take time off
- Schedule days off well in advance so crew know when they will be off so they can plan around it



Training

- Shows the company cares about the employee
- In season
- Off season
- Other Ships
- Chris Cusson



Opportunities for Advancement in Company

- Easier with a larger ship/company
- Lay out a multiyear plan for the employee
- Let crew know about opportunities to work in the office
- Trainee – Apprentice
- Apprentice – Deckhand
- Deckhand – Boatswain
- Boatswain – Mate
- Mate – Captain



Summary

- Family atmosphere
- Strong leadership that supports the crew
- Sail training matters
- Pay the crew
- Get rest
- Train the crew so they can take on new roles

