

Dockmaster Guide

INTRODUCTION TO STANDARD OPERATING PROCEDURES

This document has been developed by the Operations Staff in order to familiarize the dock staff with Freedom Boat Club's expectations for that position. This manual is designed as a reference guide to ensure all company procedures are being followed and our members are receiving consistent service from all Freedom Boat Club locations.

Your Role in Providing a Hassle Free Boating Experience

As a member of Freedom Boat Club dock staff you are tasked with a tremendous responsibility. You are the face and attitude of the FBC. After a member joins our club, you are almost always the main point of contact with that member. You are responsible for providing the outstanding customer service experience that separates Freedom Boat Club from everyone else.

In addition, as dock staff, you are held to an extremely high standard in terms of customer service and fleet maintenance. By meeting members at their vehicle and escorting them to their impeccably maintained vessel, you are beginning the hassle free boating experience. We really do handle all of the headaches associated with boating.

Upon the members return from a pleasant day of boating, you will assist them off of the vessel, escort them to their vehicle, and bid them farewell until next time. This service should be second to none. We want to make sure our members never forget how much we appreciate them. The best way for this to happen is by providing consistently high quality customer service, and maintaining a fleet of boats we would be proud to call our own.

FBC Vision

In order to be successful, each employee must be rowing together in the right direction. We can ask ourselves these three questions, to find out if we are the right person for the right job…

Got it? – Do you get it? Do you truly understand your role, our culture, the processes and systems, the pace of our organization, and how all of these elements come together to form a well-oiled machine?

Want it? – Do you want it? Do you genuinely like your job? Do you believe in what you are doing? Are you excited about coming to work to see the progress that is occurring? Do you want to use your experience, talents, and ideas to further the organization?

Capacity to do it? – Do you have the mental, physical, emotional, and intellectual capacity, as well as having the capacity of time to do a job well?

5 Core Values of FBC

1. CAN DO! – We have a "can do", positive attitude!
2. INTEGRITY – We do the right thing, even when no one is watching!
3. OWN IT! – We do what we say!
4. PASSION – We are passionate about what we do!
5. DRIVEN! – We have the drive to provide Superior Member Service!

FBC Dockmaster Job Description

The Dockmaster is charged with the task of maintaining a clean, safe mooring location and the fleet of boats based there. Our “members”, who pay a monthly fee to use our boats, reserve them to enjoy on a daily basis. They have all undergone a certified training program by licensed captains and understand the basics of boating (at differing skill levels).

Freedom Boat Club Dockmasters wear eight different hats (depending on the location). You are a reservationist, cleaning crew, maintenance, billing, “porter”, concierge, and complaints department, and diplomat all rolled into one:

1. Reservationist: throughout the day you are calling, texting, and being contacted by members in regard to reservation confirmations, cancellations, requests for canceled boats, requests for different boats than what they have, and future reservation booking.

2. Cleaning Crew: the cleanliness of the boats is very important to our success as a club and consistency is the key. Floors and cushions need to be scrubbed with soap, sidewalls (inside and out) need to be wiped with a “magic eraser”, windshields washing and drying, lines need to be untangled and coiled out of the way, safety equipment needs to be accounted for and stowed in the proper lockers, and those lockers need to be cleaned regularly.

3. Maintenance: maintain the boat for safety. While our in-house marine tech staff will take care of larger issues, you will be required to tighten screws, replace fuses, add fluids and fuel, do minor electrical repair (upon approval), and propeller replacement.

4. Billing: Process credit card payment for the fuel used by the member upon their return to the dock.

5. Porter: help the members get all their gear and especially themselves on and off the boat safely. Not all of our members are athletic enough to board a vessel without a hand.

6. Concierge: members will be from many diverse locations or just plain new to an area or situation. Help them with information on tides, weather patterns, shallow spots, restaurants, fishing spots, etc.

7. Complaints: If it's something you can fix for them right away, do it. If not, assure the member that the appropriate division (Operations Manager, Billing, Service Technician, etc) will be notified and that it will be evaluated and corrected as quickly as possible. Be polite, take the complaint seriously, and assure the member action will be taken.
8. Promote a positive working relationship with local marina personnel and other city administrators

When in doubt, ask! We are a team.

Dock Manager- Duties and Responsibilities

The primary responsibility of the club manager is to ensure all dock employees are properly trained to provide exceptional service to our members and maintain an impeccably clean and ship shape fleet. This is a working position and you will be inserted into the weekly work schedule to perform all duties required of the dock master. This is a full-time position and compensation is hourly.

Job duties will include, but are not limited to:

- Train and supervise all dock level personnel to ensure our members receive the highest level of service at all club locations. *Lead by example whenever possible!*
- Develop a weekly dock staff schedule to maximize efficiency and review and approve payroll. You should insert yourself into the schedule for a minimum of 30 hours per week. Limit overtime.
- Ensure all best practices are followed to provide consistent service is provided as detailed in our Dockmaster's Guide.
- Review and analyze member comments and key drivers daily and take appropriate action if required.
- Provide the “Red Carpet” treatment our members deserve. Establish specific member meet and greet procedures in addition to boarding and disembarking procedures.
- Develop a weekly schedule to ensure all boats are receiving a routine weekly detailing.
- Submit repair requests to the Fleet Manager to ensure all concerns are being addressed in a timely manner.
- Investigate member misconduct and submit all incident reports to the main office.
- Correspond with members on all dock related issues including but not limited to complaints, fuel disputes, vessel damages and miscellaneous dock charges.
- Ensure adequate supply levels are being maintained at each location.
- Oversee the weekly tablet submissions into the home office.
- Acquaint yourself with local marina managers/harbor masters and promote a positive working relationship in all marinas.
- Become familiar with local waterways and popular boating destinations surrounding you club.
- Ensure that all dock staff are following proper protocol regarding prospective members, so they can be compensated for their efforts.
- Keep the boats cleans and the members happy.
- Ensure proper dress code standards are being followed.
- Ensure our Culture is being championed daily.
- Other duties as assigned by you Regional Manager.

Regional Field Operations Supervisor

The primary responsibility of the RFOS is to support and assist the location managers within your region. You must be able to be contacted at any time unless otherwise specified in advance.

- *Lead by example whenever possible! T*rain and supervise all location mangers to ensure best practices and continuity of practice.
- Monthly Inspections
- Supervise the weekly updates to Repair Request files and Supply/Equipment Request files.
- Supervise inventory levels at locations, as well as at your regional inventory depot
- Communicate with the service technician manager to ensure needs are met between the service department and the locations
- Answer questions and provide solutions to location managers in your region
- Supervise Incident Reports submissions from your region
- Supervise Member Feedback submissions
- Correspond with members and dock personnel to resolve disputes
- Visit your regional locations to ensure all needs are met and are consistently maintained, including the installation and operation of dockside electronics
- Promote a positive working relationship with local marina personnel and other city administrators
- Be well versed in all duties of your downstream positions should you be needed to assist, train, or fill-in

DAILY PROCEDURES

Beginning of Day Procedure

1. Arrive at the dock approximately one hour before the first boat is scheduled to depart. This will ensure plenty of time to complete the beginning of the day's duties for the scheduled boats.
2. Clock In
3. Check notes left from the day before and messages on the dock phone
4. Edit reservation list for the day given the overnight voicemails and text messages on the dock phone.
5. Open weather information apps/websites. Note any potentially hazardous weather conditions that may affect the safe operation of our vessels.
6. Open tide apps/websites for your **local** tidal conditions
7. Distribute the keys to all boats that will be going out.
8. Wipe down the windshield, console area, and, if wet, the seats and deck.
9. Be sure to re-check **all** compartments and live wells for trash and bait.
10. Check the bilge pump to be sure it's operational, then power up the depth finder, VHF radio (if available), and stereo for the members' arrival (leave music on).
11. If a member cancels their reservation, be sure to call/text anyone that is on your waitlist to let them know that a boat has become available. If they do not arrive within one hour of their confirmed/listed time of arrival, text them:
    - **"Good morning from Freedom Boat Club in (location)! I see your estimated arrival time has passed. Do you have an update for me?**
      (Your Name)"

    If you don't receive a response in 30 mins, call the member and let them know (voicemail or in person) that a "no show" designation for their reservation may result in a $35 penalty charge. If there is still no response, mark that reservation as a "no show" on the iPad.

Reservation Information

- ***Telephone***

  Monday through Friday from 9 AM until closing, members may phone the reservation office to book a vessel. Reservation information will be entered by office personnel as the reservation system will not allow any reservations to be booked for the following day, after 1:00pm.

- ***Internet***

  As soon as a member has an established user name and password they may access the internet based reservation system at any time and book their own reservation. However, the reservation system will not allow any reservations to be booked for the following day after 1:00pm.

- ***Spur of the Moment***

  Keeping true to form by offering unlimited boating to our members, a reservation is encouraged but not required to use a boat. Any time a member wants to use a boat, the same day; he/she may phone the Dock Staff of the desired club and check on boat availability. If there are boats available a member may book it directly through the dock master on duty that day. In addition to phoning the dock master, members may also stop by in person to reserve a boat for the same day. A husband and wife or a friend and family membership allows more than one member to use a boat if available at the dock on the specific day, not through advanced reservations. However, members who are on a Weekday Only agreement, may not boat on a weekend day. If the member already has four reservations, it will be necessary to make a new reservation under the member's name. This can only be done the day of them taking the boat out. Do not cancel future reservations.

- ***Reservation Policy***

  The success of the Freedom Boat Club model has been built on the efficiency of our fleet management. Our members are required to notify the dock master if they anticipate arriving at the dock later than one hour after their scheduled reservation time. If they do not contact you, you are required to place a call to the member. In the event that no call was received and you were unsuccessful in contacting them, you are required to "no show" their reservation and assign the reserved boat to another member. This will result in the member being charged a penalty fee. If a member calls to cancel a boat you will select the "cancel" option on the tablet. This will allow you to reserve the boat for other members without charging the fee. If foul weather prohibits safe boating, cancel all reservations so that members will not be charged.

- ***Utilizing the Wait List***

  One feature of the reservation system is the Wait List. This allows the member to put their name on the list for a specific boat or any vessel if they were not able to get a reservation for that day. The wait list will list the members in chronological order, so please work the list from top to bottom.

Next Day Confirmations

After 12:00, begin to text members who have reservations for the next day. Remind them of their listed time of arrival and confirm who plans to keep, cancel, or change that arrival time. This will allow you to pair waitlisted members with canceled boats and help the dockmaster working the next morning to plan the order in which boats need to be prepped to leave the dock.

"Good afternoon from Freedom Boat Club in (location)! I see you have a reservation with us tomorrow. Is your time of arrival still accurate?
(Your Name)"

If the weather is not looking promising, you might want to add to your message: **"At some point, please be sure to check the weather for tomorrow"**

End of Day Procedure

1. Check in all boats and inspect for damage, props, missing equipment and/or fuel discrepancies. Notify the member immediately at the dock if any issues are discovered.
2. All boats should be cleaned to perfection and flushed.
3. Be sure to check and rinse all compartments (including cooler) for trash, and live wells for leftover bait. Leave them open for easier management the next day.
4. Cushions are to be left propped up under the bimini to dry.
5. Paperwork is to be completed with all fuel and engine-hour data.
6. Trim all motors up and be sure to turn off the batteries. If there is no battery knob, be extra careful to turn off all power switches at the helm.
7. Be sure all keys are locked away.
8. Write down or text all information pertinent to the next day (malfunctioning electronics, possible reservation changes, member requests, etc.) for the dockmaster relieving you.
9. Leave the office neat and empty out your trash, especially for the person working after you.
   Walk the dock one last time to double check the above-mentioned items. Make sure that all dock hoses have been shut off and that the water pressure has been released.

Daily Vessel Cleaning Procedure

We all know and understand just how important it is to maintain our fleet of boats. Our members expect and deserve nothing less than well-cleaned and maintained boats. A clean boat is a shipshape boat and as such, a direct reflection upon everyone who works for the Freedom Boat Club. We are motivated; therefore, to keep our fleet clean.

As each boat returns to your dock, clean it. Don't wait until all boats return at once as it's easy to run out of daylight. Clean one at a time as they come in.

Steps for Proper Daily Vessel Cleaning:

- **Step 1** – Open and remove any garbage from all compartments. Check live-wells for bait and fish and drain if necessary. Clean all drain openings and cockpit scuppers, Hose down the entire boat
- **Step 2** – Using boat soap, degreaser, bleach, and/or "magic erasers", brush down all surfaces then soak stains for a few minutes and scrub again.
- **Step 3** – Spray and clean rust spots with rust stain remover.
- **Step 4** - All seats should be aggressively cleaned with soap and a hand held scrub brush. This will remove ground in dirt and debris. Use a sealant to protect the vinyl.
- **Step 5** - Thoroughly rinse the entire boat with water. Your boat is now clean and ready for the next day. You may have favorite solution (ie: X-14, Spray Away, Spray Nine, etc.) Just make sure you use them according to manufacturer's instructions
- **Step 6** – Stage cushions and open hatches to dry and to assure they're clean

All boats should be cleaned according to this procedure each day. Do not leave boats dirty overnight to be cleaned in the morning.

Know Your Chemical Arsenal

Over the years, eight distinct chemical agents have been found to reduce cleaning times on our boats. Those bottles of cleaner are in the dock box for a reason. Use them to your advantage! It's the difference between working smart and working hard.

1. ***Soap:*** Environmentally safe, relatively speaking, and decent for general dirt, food, etc. on all boat surfaces.

2. ***Chlorine Bleach:*** Firstly, DO NOT USE ANY BLEACH ON BOAT CUSHIONS as it will destroy the thread and cause the cushions to come apart. Bleach is used primarily on biological material and staining liquids like blood, mold, algae, wine, etc. It's also the best remedy for those lovely odors in coolers and fish boxes.

3. ***De-greaser:*** Most effective on machine oils tracked on board from fork lift areas and parking lots, as well as fish oils that are splattered across the boats (especially during mackerel season). If you find that the other cleaners aren't touching the general “dinge” of the boat, it most likely means that the dirt is trapped under a layer of oil or wax. If it's oil, use your de-greaser and you will most likely find that the rest comes out after that.

4. ***Rust Remover: S***pread it on the rust stain, scrub it around, wait about 60 seconds, and rinse. Beautiful!

5. ***The Works Toilet Bowl Cleaner:*** Use in a pump sprayer along the waterline then brush or wipe to uniformly remove the “tea stains”, then just rinse.

6. ***Vinyl Cleaner:*** A vinyl cleaner without sealer should be used before anything else. It takes scrubbing, but when all else fails, vinyl cleaner may be the way to go.

7. ***Vinyl Sealant****:* Use only AFTER the vinyl is very clean or you will seal in the dirt.

8. ***Melamine Sponge:*** Goes by many brand names, such as Magic Eraser, but the chemical is all the same. This is the Dockmaster's best friend. One of these babies should always be in your pocket. While most effective on those smooth surfaces like the the gunwales, helm station, and transom, these sponges cut your cleaning time the most. They gobble up fish bits especially well but are less effective on deep-grooved non-skid and will deteriorate quickly upon contact with motor oil, so if you plan to clean an oily engine-well, do it as the sponge is already on it's last legs.

Capt. Dean's Quick Tips

Here are some tips for saving time, making money, and maintaining our high standards.

- ✔ Check and record all fuel levels first thing in the morning to be sure they're all adequate
- ✔ Check the boat's electronics first thing in the morning and have the stereo on for member arrival
- ✔ Grab a bag or fishing rod while guiding a member to their boat (even just making the gesture will impress a bit)
- ✔ Remind “island hoppers” when high and low tides are and weather forecasts so they don't get stranded. Remember, if they get stuck, YOU may be required to go get them
- ✔ The windshield and helm station is what the captain will be looking at for the majority of the day so it needs to be spotless. This is the easiest “cleaning to good first impression ratio” on the boat
- ✔ Send a text message around 2pm to members with reservations for the next day. It helps them remember reservations they may have made months earlier, it confirms their arrival time for your time saving benefit, and it can uncover cancellations so you can book a waitlisted member (who will appreciate the boat even more when you let them know)
- ✔ Upon return, rinse down member's rods and nets when they get in. It's easy, it makes even the stingiest members open their wallet, and gets you out of the way whilst the members get organized
- ✔ Prop cushions under the bimini for the night. They need to dry to stave off green algae. They won't dry in the cabins but if storms are predicted you may need to stow them there anyway.
- ✔ Check EVERY storage area. Members often hide trash instead of taking it with them (we have uncovered everything from alcohol bottles to hookas to short grouper hidden away!).
- ✔ Leave compartments/seats/ live-wells open overnight (weather dependent) so you and the following DMs know it's clean in the morning.
- ✔ If you don't work the next day, make sure boats going out early the next morning are spotless and have any issues resolved for whomever is working that day. Help your fellow dockmasters out and they will reciprocate

If you plan ahead, stay organized, and put the work in, you will find that the job's easier and more profitable. Once you get a consistent daily routine down, your members will begin to give you more and more positive feedback and your daily “reward” will grow as they show their appreciation.

ADDITIONAL PROCEDURES & GUIDELINES

Reciprocal Member Procedure

Freedom Boat Club has reciprocal usage rights on a limited, "as available", basis with our other franchise clubs. "Limited" is defined as up to 4 usages at each visiting location on an annual basis. When a visiting franchise member wants to boat at one of our locations, they must make arrangement through their home location**. No** reciprocal use members may boat without an advanced reservation. All reservations must be scheduled through our reservationist.

Upon their return, inspect the boat with the member to ensure nothing is missing or damaged. The visiting member is also required to pay for fuel; a company charge will not be allowed.

Additionally, no reciprocal members are allowed overnight or extended hour service; they may only boat during normal business hours.

Our goal is to provide all visiting members the same exemplary service we provide our own members.

How to Handle a Prospective Member at the Dock

Goal:

The main purpose of our sales assistance program is to utilize our current staff in an attempt to maximize sales. Who better to explain the benefits of the Freedom Boat Club than the very people who make the FBC experience what it is! We consider all of our employees as spokespeople for the organization, and as such you are representing all of us.

Procedure:

1. Meet & greet prospective member.
2. Provide a tri-fold brochure for them to review.
3. Complete the Prospective Member information on the tablet
4. Walk the dock and tour the fleet describing the variety of boats we offer.
5. Answer questions they may have, <u>but please do not mention price</u>. Pricing can be complicated when factoring in any current ad discounts and the different levels of membership (weekday vs. weekend, fishing buddy, etc)
6. Inform the prospect that a membership executive will be contacting them within 24 hours.
7. Phone your local membership executive with a recap of your presentation with the prospective member. Please share any pertinent information that may assist with the closing of this prospect.

Compensation:

You will receive a bonus for submitting a valid lead into the Prospective Member file on the tablet. If that prospect joins, you will receive an additional bonus. To ensure you are rewarded for your efforts, you may want to keep a record of the people you speak with. Follow up with the local membership executive for a status on prospective members submitted

Incident Report Guidelines (Electronic filing from your tablet or there is a paper copy in the back of this publication)

Unfortunately, at times we encounter undesirable incidents involving FBC members. These incidents may include such situations as:

- Vessels running aground
- Propeller damage
- Damage to a FBC vessel
- Damage to a non FBC vessel
- Injuries to members or guests
- Intoxication / Impairment
- Member has used language or has behaved in a manner which is unbecoming to the FBC Member, his party, FBC employees of is consistently discourteous in demeanor.
- Any other event or issue outside the realm of normal club operations

In the event any of these situations occur, the incident needs to be documented for our records. The importance of a complete and accurate description of the incident cannot be understated. In addition to all the pertinent member information, please be as detailed as possible concerning the actual incident. The more information provided will give us the best chance of resolving this issue in a manner most favorable to FBC. Text or email the completed report immediately to the office, and inform the Dock Manager and/or the Field Operations Supervisor,

In addition to completing the FBC Incident Report, a phone call should be made immediately to the Field Operations Supervisor to make them aware of the issue.

Often times, the member is going to ask what the cost of the repair might be. Please refrain from quoting any prices in this instance. You may tell them that they will be contacted by member services Please notify the Service Technician to review and coordinate the information.

WEEKLY DOCK STAFF PROCEDURES

Weekly Vessel Maintenance

In addition to the routine daily cleaning the boats receive, there are additional areas of a vessel that need attention on a weekly basis. This weekly cleaning should be completed on days when a vessel will be at the dock for an extended period. Unlike the routine daily cleaning, weekly maintenance and cleaning is a more time consuming detailed process. The following list of items should be attended to during the weekly cleaning process:

- Clean under seats & inside compartments. Remove everything from all compartments and leave them open to allow for drying. Be sure to close all compartments before leaving.
- Apply spray protectant to all upholstery
- Clean live wells, sinks & other storage spaces
- Remove rust and grease stains including the motor well
- Polish chrome and stainless steel hardware
- Clean life vests and hang to dry, ensure all fasteners are connected
- Spray solution along the water line to remove tanic water stains
- Check all seats to make sure they are operational
- Check all railings, doors, bimini tops & hinges – Repair as needed
- Remove prop and examine for excessive damage and fishing line
- Check and replace all faulty safety gear
- Make sure dock lines are in good condition and at a minimum 15’ in length
- Polish the inside and outside of the boat (per your location)
- Check the rub rail and repair as needed
- Check all gauges to ensure proper operation
- Check all lights to ensure proper operation or ensure portable lights are available.
- Check the bilge pump in manual and automatic modes
- Check the fuel separator for excess rust and drain water
- Check primer ball and fuel line for leaks
- Check aerator and live well for proper operation
- Check batteries and terminals for corrosion, clean as needed
- Check fish finder/depth finder for proper operation
- Check VHF radio and antenna for proper operation, charge the handheld if applicable
- Check steering and add hydraulic steering fluid as needed
- Check the oil level and condition of oil to ensure the engine is properly lubricated

Weekly Inventory Program

All FBC dock locations will keep a small inventory of fast moving maintenance supplies, safety equipment and general parts. DMs will document supply and equipment needs. These products will be inventoried and replenished by the Regional Field Operations Supervisor. This program was designed to ensure tighter controls on product consumption as well to streamline the ordering process and minimize the number of products being used.

Propeller Replacement Procedure

Each location should have a replacement prop for all boats in the fleet. When a prop is damaged and in need of replacement remove it from the boat. Also check prop shaft for any fishing line wrapped around it. Make sure the member who damaged the prop is notified immediately upon discovery and billed accordingly.

Retain the old aluminum propellers and stainless steel propellers to be picked up by General Propeller or your local repair shop for reconditioning, if possible.

Time Keeping Procedure

It is the responsibility of each employee to keep track of your hours. In the event you are going on vacation or you are unable to work for any reason please notify the dock manager at your location.

BOATING 101

Boating Basics

- **Starting a Boat** – Boat must be in neutral and the lanyard clip must be connected to the lanyard switch.
- **Steering a Boat** – Use idle speed (700 rpm) for the first 100 yards when leaving or entering a marina.
- **Fueling the Boat** – Verify the fuel tank and water tank locations. Do not confuse the two, a common mistake. Check the fuel gauge reading before fueling. Pump the fuel *slowly* until it stops pumping. Check fuel gauge again. If it still does not show full, continue fueling slowly until pump stops again (sometimes there is an air pocket).
- **Dangers Associated with Fueling** – For safety reasons the boat ignition and all cell phones must be turned off and no smoking is permitted. Stay focused on the fuel going into the vessel. Boats do not have the same venting systems as automobiles and instead of the pump shutting off when the tank is full, it will continue pumping. Large quantities of fuel in the water pose a major environmental hazard.
- **Docking** – Have the member bring the boat in bow first at idle speed. Remember, this is your dock – Take Charge. Explain to the member what you would like them to do. Don't just let things happen. If a tight motoring situation exists, have the member pull up to easiest dock and the dock staff should board the vessel and dock it in its appropriate slip.
- **Secure the Vessel at the Dock** – Secure the vessel in the appropriate slip and assist the member with unloading the boat. Assist with the safe unloading of all people and belongings from the vessel by standing on the dock and assisting them up to you with their hands free.
- **Vessel Idiosyncrasies** – Get to know the vessels in your fleet. Pay attention to tendencies of the different vessel and how they operate. No two vessels operate the same. The better you understand each vessel the more local knowledge you can share with our members to help ensure a safe and pleasant boating experience..

TROUBLESHOOTING & HANDLING PROBLEMS

If you must purchase an item for the club, please complete the expense report form in Section 8.13 and attach your receipts along with your name and address.

Fuel Problems

- ***Fuel Bulb Problem****:* Check if the fuel bulb is cracked or soft. If it is, file a repair request.
- ***Vapor Lock***: Take off the gas cap. If you hear a hiss, the vent tube is blocked. Leave the cap off while in use and file a repair request.
- ***Fuel Filter:*** Check fuel bowl for water, dirt and/or rust and contact the Service Technician to schedule a filter change.

Electrical Problems

- ***Battery:*** Check batteries terminals for corrosion and/or less-than-tight connections. Clean and tighten.
- ***Check other connections:*** Check all connections on the boat, such as a "block" breaker terminals, all switches, radio, etc. Begin by ensuring that the main battery switch is on; all connections are clean and tight; fuses are good; all dash switches, radio, depth finder, ect. are on.

Shifting/Steering Problems

- If the boat will not steer properly, check the cable or the hydraulic system. Lubricate or add hydraulic steering fluid as needed. If that does not help, file a repair request.

- If the boat is difficult to shift, file a repair request.

Mechanical Problems

- ***Oil Alarm:*** Remember, the oil alarm is a beeping sound, not a buzzer or bell. A four-stroke outboard motor uses oil as an engine lubricant. The alarm will sound if the motor is low on oil. If this happens, replenish the oil supply. If the alarm persists, file a repair request.

- ***Flashing Oil Light:*** A flashing oil light normally indicates a four-stroke motor is in need of a 100 hour service. As long as there is no alarm, the vessel does not need to return to dock. Institute the reset procedure. The motor should be scheduled for service.

- ***Overheat Alarm:*** The overheat alarm can be a buzzer or a bell sound. If the engine is overheating have the member stop the boat, raise the engine and check the water vanes above the prop to make sure they are clear. If not, have member clear the operating tell-tail (use a paperclip, earring, pine needle, etc) then put the engine back down in the water and start the engine. If the alarm goes off he can proceed. If not, the boat must be towed. Please follow the towing policy detailed at the end of this section.
- ***Over-revving:*** Over revving is usually caused by a spun hub in the propeller. Check the prop when the boat returns. Have member return at slow speed or take a spare prop out to the member and change it for them. Over revving can put the motor in a limp home mode, during which the motor will only operate at 2000 rpm.

Vessel Repair Procedure

In an attempt to streamline the vessel repair procedure and minimize downtime the following communication procedure needs to be followed whenever a vessel is not operating properly. Upon determining there is a legitimate mechanical issue rendering the vessel inoperable, the following procedure should be followed:

1. Call the Dock Manager, Field Operations, or Service Manager. In an effort to assess the problem and determine the proper course of action. If the problem has an easy fix, you will be instructed on how to complete it.
2. If the problem requires the service technicians, file a repair request. Please be as detailed as possible, the more information available to our service technicians the easier the problem will be to diagnosis. Don't forget to put your name and date next to the entry so the tech knows who to contact for any extra information.

If the mechanical breakdown has occurred while a member is on the water and the vessel cannot be brought back under its own power, a tow may be required. Before any towing companies are contacted you must attempt to contact the Dock Manager or Field Operations Supervisor to inform him or her of the issue and collaborate on the best course of action.

Three Last Minute Quick Fixes

First and foremost, "life happens" (especially on boats), so a perfect excursion every time, while it is the goal, is not realistic. Members complain for a multitude of reasons, not all of which are helpful or altruistic. You are the voice of reason in this situation. Listen, evaluate, provide reassurance, and, if possible, assistance. Let them know that problems you cannot fix for them will be reported to the service tech department and be fixed **ASAP****.

I. Bilge Pump or Bait-well Pump Inoperable

For early morning fishermen, this is a HUGE issue. Approach it with care.
"Let me check that out for you. Just bear with me for a minute here. Maybe we can get it working."
Start with a system assessment.

1. Can you hear the pump working?
2. Can you see debris impeding the water flow to/from the pump?
3. Is sea-cock open for the water to flow TO the bait-well pump?
4. Are the electrical lines in-tact or broken/corroded?

If there is no sound from the pump, you can either let the member know that it will be reported to our marine service technician and fixed asap* or (if you are mechanically inclined AND have the time) you can try some advanced options:

1. Check the other dashboard electronics, to see if there is power to the helm. If so, move to #2. If not, check the fuses to the helm. Don't be afraid to "wiggle" wires. This is a marine environment and, sometimes, simply knocking a tiny piece of corrosion off of a connection can fix the problem. One culprit on a deck boat has been the block fuse coming off of the batteries. It is often so corroded that no voltage can get through it. If it looks corroded, shut off battery power, scrape off the rust, and try to bridge the connection points with another wire, or, if you have the time, cut the fuse out and connect the wires directly together. Turn battery power back on.
2. Check wiring connections for corrosion. If the wiring is corroded, and there is time (check with the members), turn off main power, cut out the corroded connection, strip, rewire, secure to other wiring above any water in the bilge, and turn the main power back on.
3. If it's burned out, and there is time (check with the members), cut the old cartridge out, strip the wiring, and replace the pump.

If none of that works, check your reservation sheet. If there is another boat suitable for fishing with a working pump, and members that would be ok with the switch (you may have to call them), do it.

ASAP, for our purposes, means that it will be fixed in the appropriate order of priority with regards to all the other issues out there for the service technicians to get to (Eg: a hole in a bimini is not higher on the priority list than an engine that is limiting out at 2000 rpm).

II. Stereo Inoperable

This is something that you may want to let your members know about upon confirmation of the reservation (the day BEFORE), so they can bring their own music. However, if you didn't know about the issue ahead of time, and you don't have an extra Bluetooth speaker, begin addressing the problem with the member.

"Let me check that out for you. Just bear with me for a minute here. Maybe we can get it working."

Start with a system assessment.

1. Can you see anything on the screen or any lights?
2. Can you any static from the speakers?
3. Is there a dashboard switch for this accessory?
4. Is the breaker popped beneath the switch?
5. Are all electrical lines connected beneath the dash (red is power, black is ground)?
6. Is the gray "block" type breaker coming out of the main power switch by the battery popped on the side?

If there is still no visual cue or sound from the stereo, you will have to let the member know that it will be reported to our marine service technician and fixed asap. However, if it is ***partially*** working and the "Source" can be changed to AUX or BT, let them know that they can play music from their phone (a good DM always has a spare auxiliary cable standing by for a member to use. They are almost always impressed and appreciative). Out of options? Suggest a hearty round of sea shanties.

III. Depth Finder Inoperable

Not the most crucial issue for an experienced boater, but for panic-y newbs...

"Let me check that out for you. Just bear with me for a minute here. Maybe we can get it working."

Start with a system assessment. If it won't turn ON:

1. Is there an ACCESSORY switch that needs to be turned on to get power to the module?
2. Has the power button on the depth finder been sufficiently depressed?
3. Is the power cord connected to the depth finder correctly and firmly?

If it will turn ON, but won't read the depth correctly:

1. Check to see that the transducer is actually connected to the transom and the wiring is in tact (only if it's an outside the boat connection).
2. Is there growth on the transducer which would inhibit the signal and can be scraped off?
3. Reset the system by going into MENU, SETTINGS, RESTORE DEFAULT

If the depth finder is not able to be fixed on the fly, and this is NOT a reef-fishing party (switch boats), my most common answer to a member who is upset about it is, "Are you planning to run outside the channel in waters with which you are unfamiliar?" Most will say "no" and cease complaining at that point. However, for those who continue on by insisting that they're heading to an island and NEED to know the depth, point out that as they approach the shallows, they should prep their stern anchor, slow to idle speed, trim the engine up to the cavitation plate (flat, horizontal flange of metal above the prop), and look over the side for a VISUAL depth assessment. Let the member know that it will be reported to our marine service technician and fixed.

Rescuing Members on a Stranded Boat

Scenario: It's one hour prior to official sunset on a weekend night, you're on the dock waiting for your last three boats to return for the day, then comes the dreaded call on the dock phone: “Help! We're stuck!”
Time to make some tough choices. Do you try to talk them through pushing the boat off the sand bar themselves, or is it completely hopeless for the immediate future, given the current depth and tide schedule? Do you leave the dock with another boat in an effort to tow the stranded boat off the sand? If so, will it be before or after your other two boats are back and secured in port? Do you have the knowledge and ability to engage in this rescue mission given the conditions? Should you call a tow company or will this rescue require bringing the members back to our dock so they can go home and then retrieving their boat later on, as the tide rises?

Here's the protocol:

1. **Asses the situation-** Just how stuck are they and do you know the member's “on the water” experience level? Given a few minutes to try, does it sound like they will get the boat pushed off the sand themselves? Is the tide coming in or going out and where in the cycle are you at the moment? How long until it's officially dark? What are the upcoming weather conditions and will that make it dangerous for the stranded party?

2. **Notify your next highest management level-** If you are the Dock Manager and you get a call about a grounding from a Dockmaster, notify your Regional Field Operations Supervisor of the situation. Not only does management need to be made aware of the situation, but why take the brunt of the responsibility on yourself (should things go wrong) when help is available?

3. **Tow Company-** With the feedback from management, given all the environmental factors and your personal ability, is it safe enough and close enough to retrieve the vessel yourself? If not, will a tow company be a better option.? Obviously, we want this to be the last resort as the expense is massive, but in unsafe conditions, a tow company may have to be called. Usually, your Field Operations Supervisor will be able make this decision. If further approval is needed, it will be taken right up the chain of command.

4. **Abandon Ship-** If the stranded boat is “high and dry” with no immediate prospect of recovery (even for a professional), your best course of action is to “abandon ship” until the tide comes back up to the required level to move the boat. This means that the members will need to be picked up in another boat and brought back to the dock. Whilst on this mission, you must secure the stranded boat in a way that will eliminate theft or damage due to changing weather conditions. Before the members board your rescue boat, have them throw and secure their bow (and stern anchor, if available) with all available rode OUT in the water, turn off all equipment EXCEPT the anchor light (this must remain on!), ensure the engine is raised, and secure all hatches. Then, bring the members aboard your boat and ferry them back to port safely.

5. **Babysitting-** Now for another big decision. Is the boat in a relatively safe environment for the time-being, or is it located near a busy pass or channel, or a place where you suspect someone may try to board the stranded vessel during the night? Is the weather expected to get rough, causing the boat to come loose from the anchorage? If so, this may now become a “babysitting” job for the night. You may have to take a boat with which to tow and anchor nearby to keep an eye on the stranded boat and wait for the tide to free the vessel.

6. **Situation Resolution-** Bring the boat back to port, secure it, close up the club, notify the upcoming shift staff of the situation, and get home to bed. If you can help the morning shift prep the dirty boats that were used in the rescue, as well as the boats that you didn't get to clean whilst rescuing, let them know you'll be back bright and early to do so. You also must write up an *Incident Report* so the company can keep track of the issue, possible problematic members, as well as the possibility of any damage (seen or unseen) that may have occurred. You will be compensated for all of these hours, even if it takes you well into overtime.

What Are Foul Weather Conditions?

Bay area weather can probably best be summarized as fleeting. It is, for the most part, localized, quick, and very dependent on temperature change/contrast between land and water bodies. It can be very difficult, especially for our members recently relocated from northern climes, to grasp the mechanics of it all and, therefore, difficult to help them understand whether the conditions are suitable or not. Our job, as Freedom Dockmasters, is not to judge how hearty our members and their guests are, but how safe it is for those members and their boats in the various, local bodies of water. Below is a general guideline for handling our weather conditions as they pertain to member requests (and protests).

There are three main conditions that affect your decision to either let the boat leave the dock or not: wind (both velocity/direction), lightning, and the relative proximity of further deteriorating conditions. Rain is not usually a vector you will need to consider, as it will rarely affect the safety of the boating conditions by itself. On the contrary, it is more likely to send your members packing for more comfortable activities without an argument at all. Here are your top three considerations:

1. Wind is by far, the most common hazardous weather condition we experience on an hour by hour basis. It's effects on member reservations vary tremendously by location. Therefore, your decision regarding whether to allow boats to leave your dock will usually be dependent on where the boat will be taken. The more open water you have being blown at your boating area from the water, the more hazardous it will be, as the waves build over distance. If your location opens up directly onto the Gulf or Tampa Bay, you can be exposed to dangerous wave action even if the wind is only 12 knots, but is sweeping across a large swath of open water. If your location opens up directly onto the ICW, most of that wind/wave action will be blocked by the various land masses around that boating area. Behold, the exact purpose for this federally maintained waterway!

   A great example of how wind direction/velocity variations affect our different locations is that between Ruskin and St. Pete. If the wind is a sustained 18 knots from the East, the affects on the waters immediately outside of the Ruskin marina will be navigable without much problem. However, from the vantage point of our St. Petersburg location, the conditions are too dangerous to allow boats to leave. That east wind has had 12.5 miles to whip the waters up into 3-4 foot swells.

   Given this same wind scenario, our coastal locations from Tierra Verde to Hernando Beach will want to enter “River/ICW and 1-mile off beaches” on the Check-outs. Tampa will want to enter “1-mile off windward coast only” as taking boats south of MacDill AFB will prove rough.

   If we reverse the wind in that example to 18 knots from the West, all of our coastal locations will then want to enter “River/ICW ONLY”, as the Gulf will have dangerous wave conditions. St. Pete will want to enter “1-mile from windward coast”, Tampa will have conditions only suitable for v-hulls to leave the marina and will want to enter “1-mile from windward coast”, and Ruskin will want to ground their fleet until conditions improve.

2. If there is lightning in the vicinity of the marina, it will not be safe to let boats leave the dock until conditions improve.

3. If the conditions are deteriorating, or are forecast (with relative certainty) to deteriorate in the near future, boats should be restricted accordingly.

Foul Weather Procedures

If the weather conditions are poor upon arrival to the dock in the morning, be prepared to answer questions about the conditions, forecast, and your own opinion, as members call or arrive. If conditions are acceptable and they are willing to go out, send them out with whatever restrictions apply. If they call and want more information, or protest your restriction decisions, take a picture of the conditions and text it to them along with the web address of the Klystron 9 radar site, so they can see the current and future conditions for themselves. If you have to, warn them that, given the current forecast, you may be required to ground the fleet if conditions deteriorate.

If all of your reservations for the day have opted to cancel, at least one Dockmaster is still expected to stay in the office to field call-ins and potential new members. Weather is dynamic and can certainly turn around later in the day, so new reservations may still come in by phone or even in person. The remaining Dockmaster is, therefore, required to stay until noon, at a minimum, when the forecast is reliably certain to be too poor to leave the dock. Otherwise, the Dockmaster will stay until 3 hours before official closing , unless otherwise directed by management.

Keep in mind, that not everyone finds relatively poor weather a deterrent. Our job is not to dictate what is "nice" weather and what isn't. Our job is to let the members know what is acceptable from a *safety* standpoint. Let them decide if it's too cold, too wet, or too cloudy for them.

Securing the Boats for a Storm

While Florida is well known for its beautiful weather, it also has the reputation of unpredictable tropical activity. As a FBC dockmaster, one of your most important responsibilities is securing your boats during hazardous weather conditions.

- Remove all loose items from the boat and store safely. Lower and secure bimini tops. Remember, the boat must go up and down with tide so adjust the lines accordingly. The engine must be in the down/lower position. Outboard motors must also be aligned straight -forward to help keep the boat centered in the slip.
- Check for the proper operation of all bilge pumps. Make sure that all self-draining scuppers are clear to allow water to drain out of the cockpit. Ensure that all boats operate on both manual and automatic switches.
- Before leaving the dock, start each motor and run it in neutral at the dock. Run the motor at 1200RPM's for 20-30 minutes. This will charge the battery to help ensure proper bilge pump operation.

- In the event of a tropical event, you will be notified of the Hurricane Action Plan and your role in it

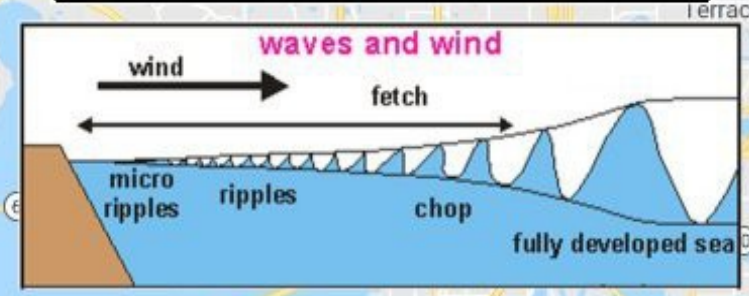
Foul Weather Procedures

If the current max. sustained wind is over 15 mph, coming from the direction of the yellow compass points at your location, you will have to limit members to "1-Mile off the Windward Shore" on the Check-Out.

If the current max. sustained wind is over 15 mph, coming from the direction of the red compass points at your location, you will have to limit members to "River/ICW/Cove ONLY" on the Check-Out.

If there is lightening, if conditions are predicted to deteriorate, or max. sustained wind velocity is over 25 mph, you will have to ground your fleed until conitions improve.

*** "Sustained" means constant for at least 60 secs.**



Check-Out Procedure Guidelines

The Check -Out procedure is a vital component to the Freedom Boat Club operation. The thorough and accurate completion of this process each and every time a member uses a boat is required. If there is a blank space on the Check -Out system you need to fill it in. This is required for safety, insurance, and accounting functions throughout the organization.

Inspections

Inspection is your chance to bolster location morale, reinforce the team mentality, show your pride, and have some fun! The scores are based on cleanliness of the boats, staging of the equipment, and neatness of the location office and staff.

Monthly Inspection

Freedom Boat Club of Tampa Bay

Boat Name: Barefoot

Operational Equipment (1 Pt Each)

Fuel Gauge	
Depth Finder	
Hour Meter	
VHF Radio	
Stereo/Speakers	
Bilge Pump	
Bait Well	NA
Raw Water Washdown	NA
Anchors (all functional?)	
Trim/Tilt	
Engine	
Total:	11 /11

Staged and Neat (2 Pts Each)

Flares	
Chart	
Registration	
Fire Extinguisher	
Float Cushion	
Anchor (WITH locked shackle)	0- Need 2 shackle locks
Lines (dock AND anchor)	1- Coil stern anchor
Cushions (propped to dry or ready)	
Fenders	
Life Vests	
Whistle	
Total:	19 /22

Required Equipment (2 Pts Each)

Flares (Present? Expired?)	
Current Registration	
Sound Device	
Fire Extinguisher	
Lanyard	
Throw Cushion	
2 Dock Lines	
2 Fenders	
Gas Cap	
Max. Cap. Life Vests	
Bow Anchor	
Total:	22 /22

Clean (3 Pts Each)

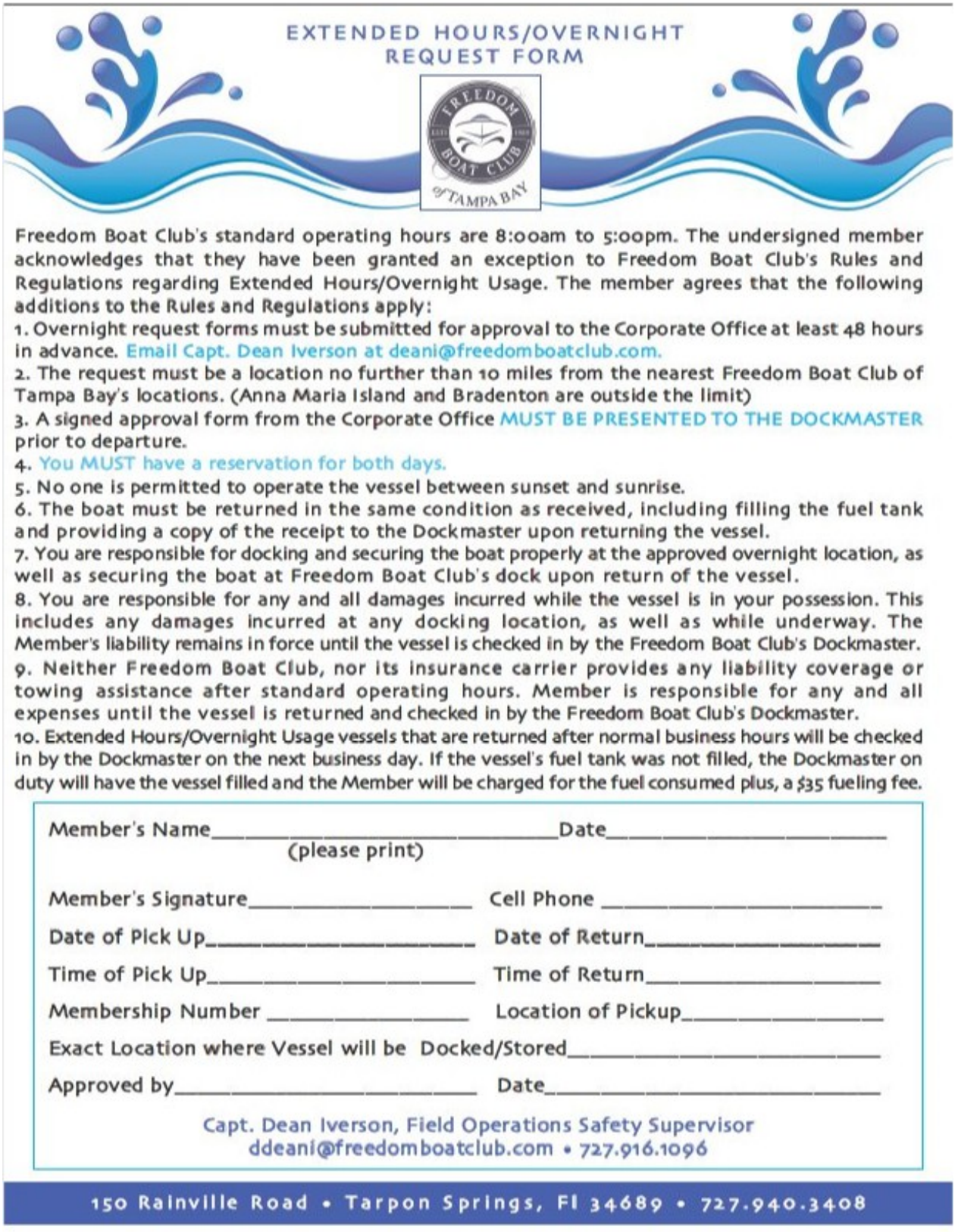
Waterline	
Hull Sides	
Top Sides	
Engine	
Engine Well	
Storage Lockers	2 - Mildew
Anchor Locker	
Bright Work	
Bimini Top	
Seats	
Under Seats	
Windshield	
Life Vests	
Total:	38 /39

Total of 94: 90

Notes:

Overnight Requests

Any time a member wants to keep a boat overnight, they must fill out the overnight request form and have it approved by the noted staff member. The approval must then be presented to the dockmaster upon departure (either digital or hard copy). No approval, no overnight.



EXTENDED HOURS/OVERNIGHT REQUEST FORM

FREEDOM BOAT CLUB of TAMPA BAY

Freedom Boat Club's standard operating hours are 8:00am to 5:00pm. The undersigned member acknowledges that they have been granted an exception to Freedom Boat Club's Rules and Regulations regarding Extended Hours/Overnight Usage. The member agrees that the following additions to the Rules and Regulations apply:

1. Overnight request forms must be submitted for approval to the Corporate Office at least 48 hours in advance. Email Capt. Dean Iverson at deani@freedomboatclub.com.
2. The request must be a location no further than 10 miles from the nearest Freedom Boat Club of Tampa Bay's locations. (Anna Maria Island and Bradenton are outside the limit)
3. A signed approval form from the Corporate Office MUST BE PRESENTED TO THE DOCKMASTER prior to departure.
4. You MUST have a reservation for both days.
5. No one is permitted to operate the vessel between sunset and sunrise.
6. The boat must be returned in the same condition as received, including filling the fuel tank and providing a copy of the receipt to the Dockmaster upon returning the vessel.
7. You are responsible for docking and securing the boat properly at the approved overnight location, as well as securing the boat at Freedom Boat Club's dock upon return of the vessel.
8. You are responsible for any and all damages incurred while the vessel is in your possession. This includes any damages incurred at any docking location, as well as while underway. The Member's liability remains in force until the vessel is checked in by the Freedom Boat Club's Dockmaster.
9. Neither Freedom Boat Club, nor its insurance carrier provides any liability coverage or towing assistance after standard operating hours. Member is responsible for any and all expenses until the vessel is returned and checked in by the Freedom Boat Club's Dockmaster.
10. Extended Hours/Overnight Usage vessels that are returned after normal business hours will be checked in by the Dockmaster on the next business day. If the vessel's fuel tank was not filled, the Dockmaster on duty will have the vessel filled and the Member will be charged for the fuel consumed plus, a $35 fueling fee.

Member's Name_____Date_____
(please print)

Member's Signature_____ Cell Phone _____

Date of Pick Up_____ Date of Return_____

Time of Pick Up_____ Time of Return_____

Membership Number _____ Location of Pickup_____

Exact Location where Vessel will be Docked/Stored_____

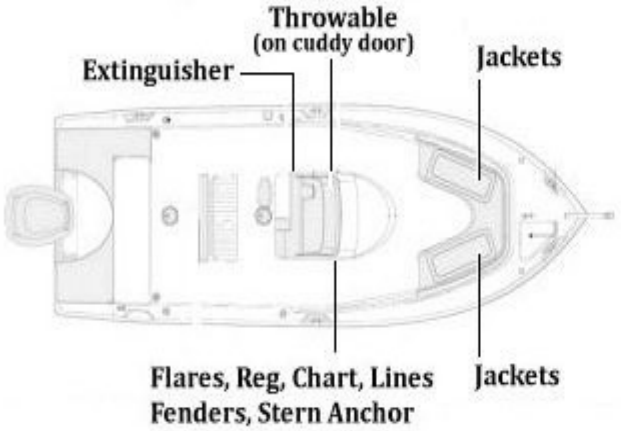
Approved by_____ Date_____

Capt. Dean Iverson, Field Operations Safety Supervisor
ddeani@freedomboatclub.com • 727.916.1096

150 Rainville Road • Tarpon Springs, Fl 34689 • 727.940.3408

Staging the Vessels

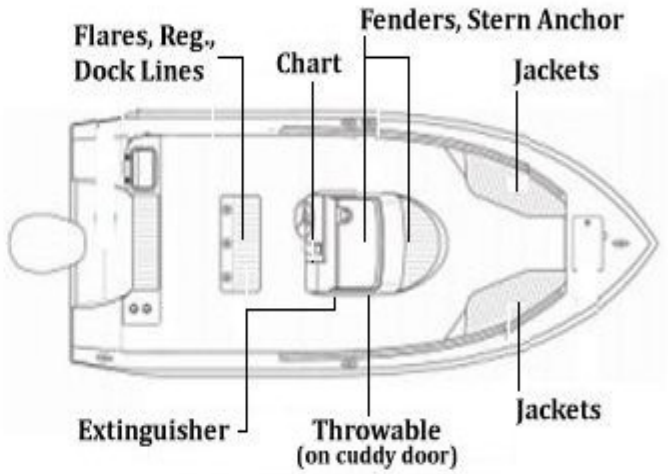
2015 SeaFox Commander
Specs and Staging



MSRP: $48,898 w/ F150XB

Centerline Length :	22' 4"/6.8 m
Beam :	8' 6"/2.5 m
Bridge Clearance :	8'/2.4 m
Deadrise :	19 degrees
Draft (hull) :	14"/.35 m
Fuel Capacity :	105 gal/382 l
Persons Capacity :	8 people 2,200 lb
Maximum Horsepower :	250 hp/186 kW
Transom:	25"/.63 m

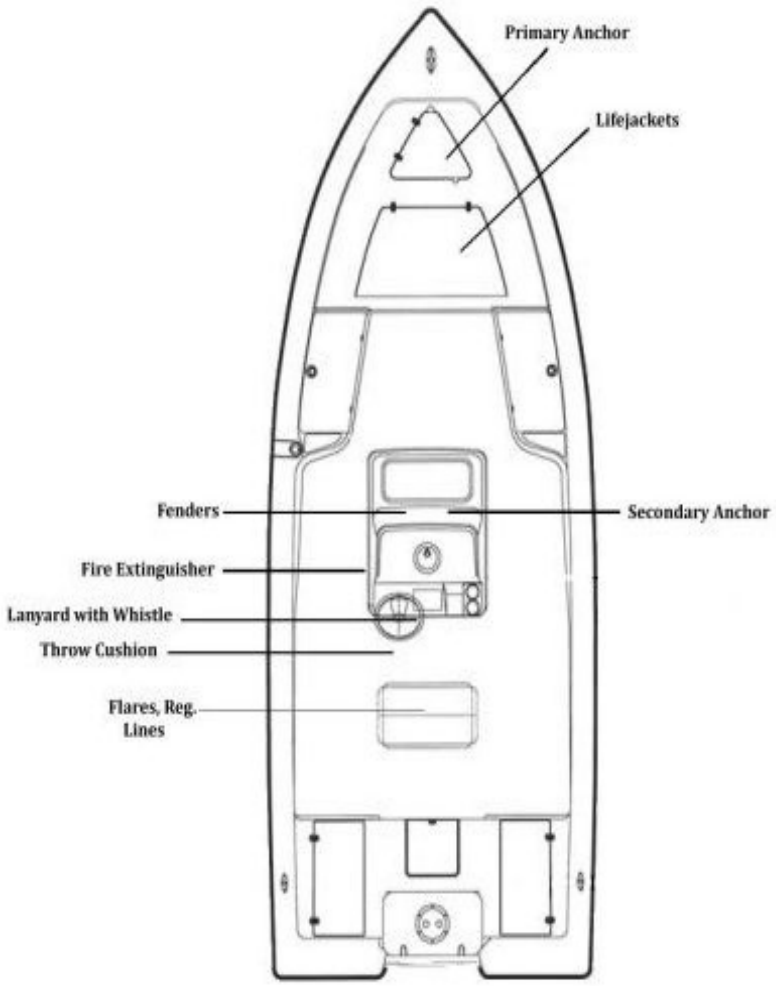
2017 Cobia 220 CC
Specs and Staging



MSRP $48,498 w/ F150XB

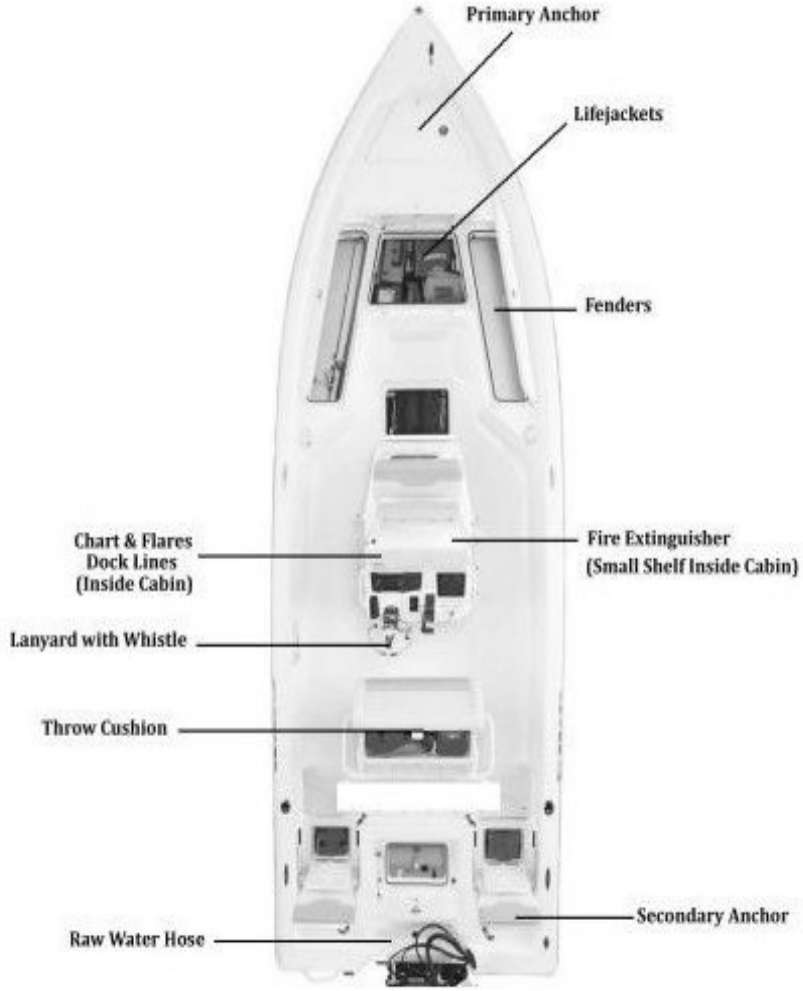
Beam	8' 06"
Deadrise	20 deg.
Draft*	18"
Fuel capacity	89 gal
LOA	21' 07"
Maximum capacities	9 persons or 1,600 lbs
Maximum HP	250 hp
Transom height	25"
Weight (approx. w/o engine)	2,950 lbs

Staging
2018 Cobia Bay 21



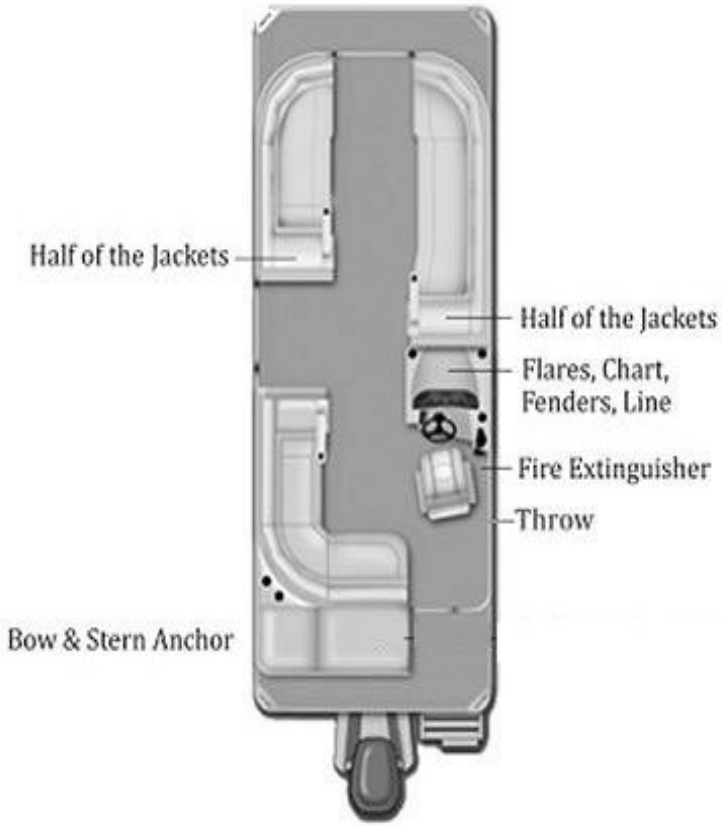
Beam 8' 4", Draft 13", Fuel Cap. 55 gal, LOA 21' 1", Max Cap 7 persons or 1400 lbs

Staging
SeaFox Viper 200



Beam 8', Draft 13", Fuel Cap. 47 gal, LOA 20' 1", Max Cap 7 persons or 1800 lbs

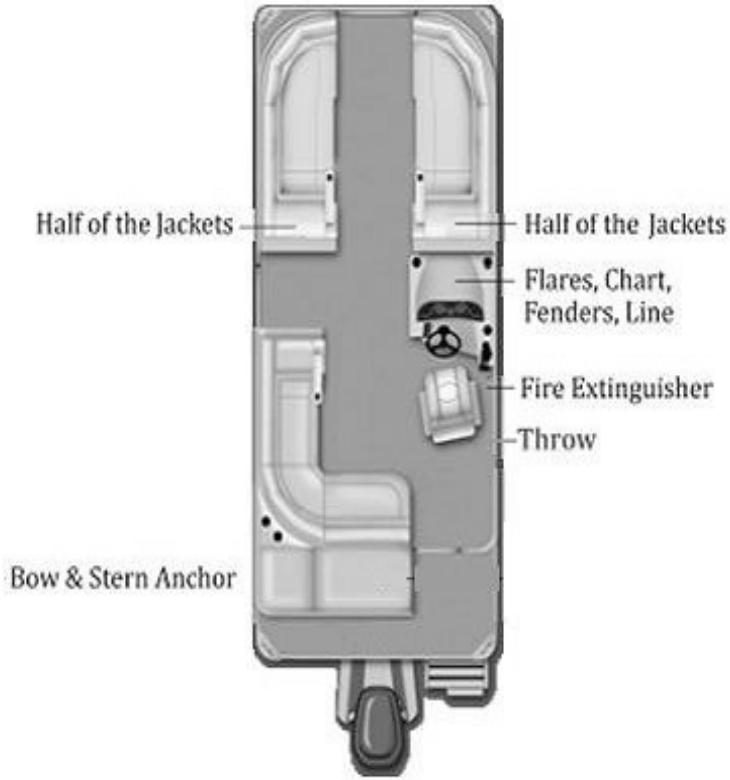
Staging
Silverwave 230



Specifications

Boat Length: 20' 10'
Boat Beam: 8' 6"
Max Horsepower: 140
Number of Persons: 10
Fuel Capacity: 27gallons

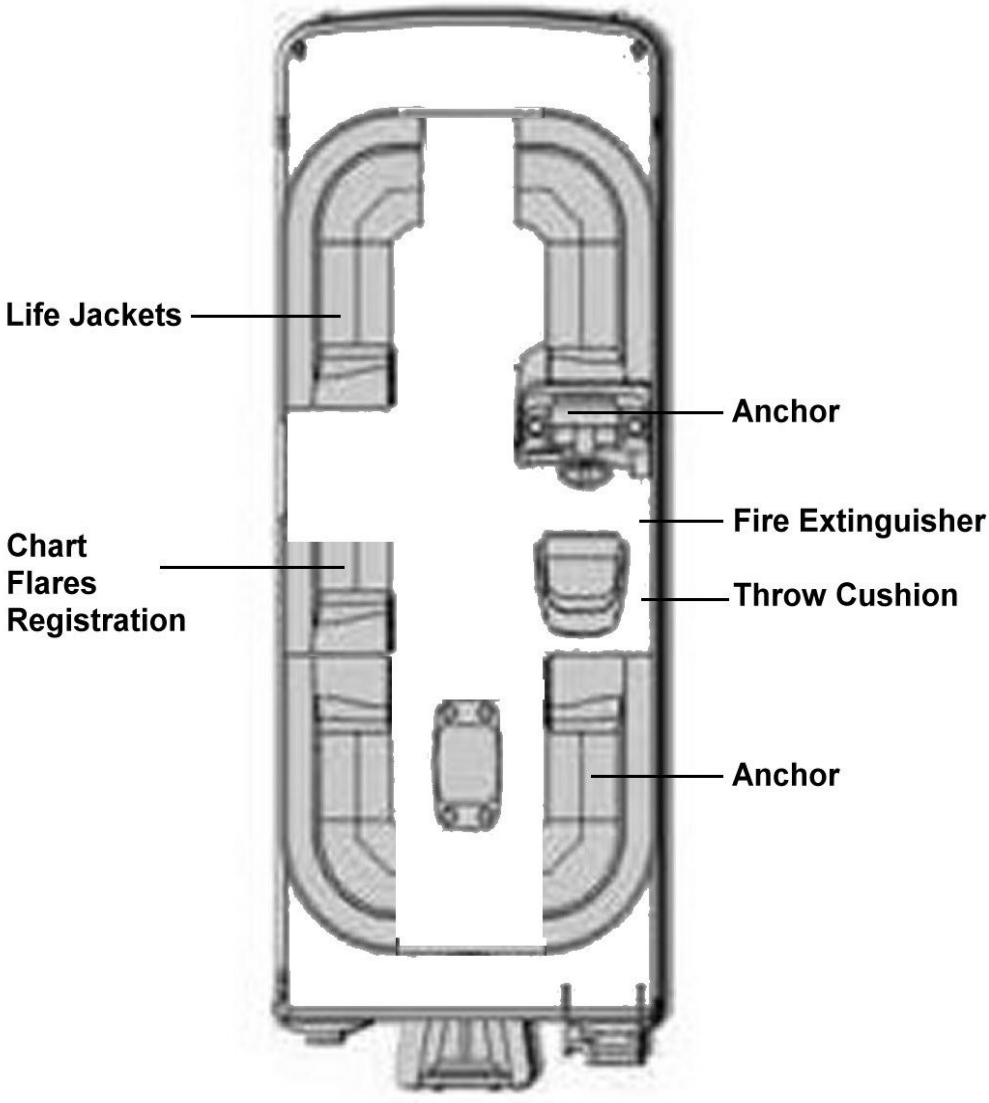
Staging
Silverwave 210



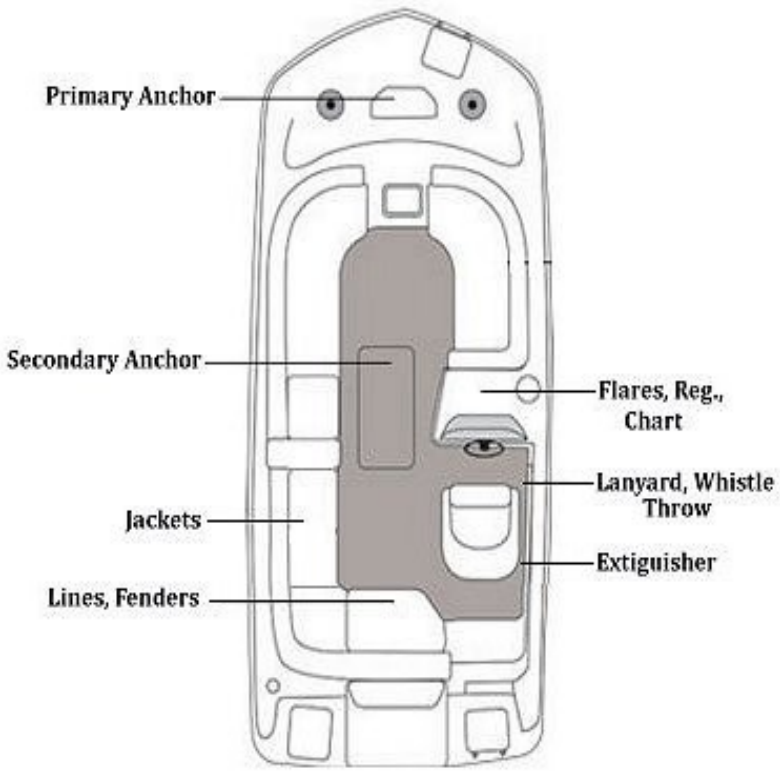
Specifications

Boat Length: 20' 10'
Boat Beam: 8' 6"
Max Horsepower: 140
Number of Persons: 10
Fuel Capacity: 27gallons

Staging
Bennington Pontoon



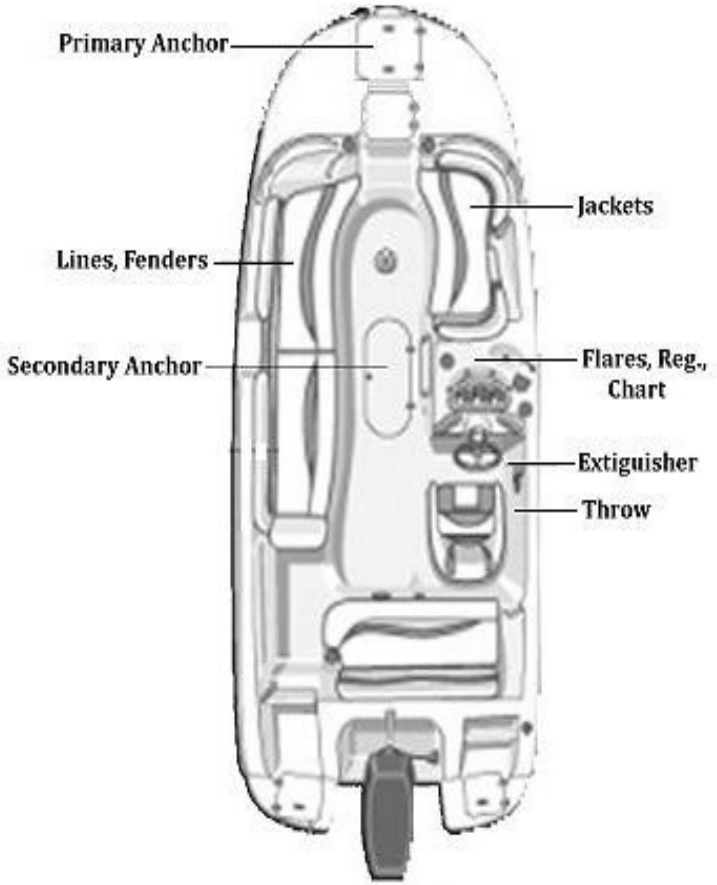
Staging
Hurricane 188



Specifications

Max Horsepower	200 hp	Draft (up)	13"
Beam	8'5"	Fuel Cap	36 g
Length	18' 10"	Max Persons	10

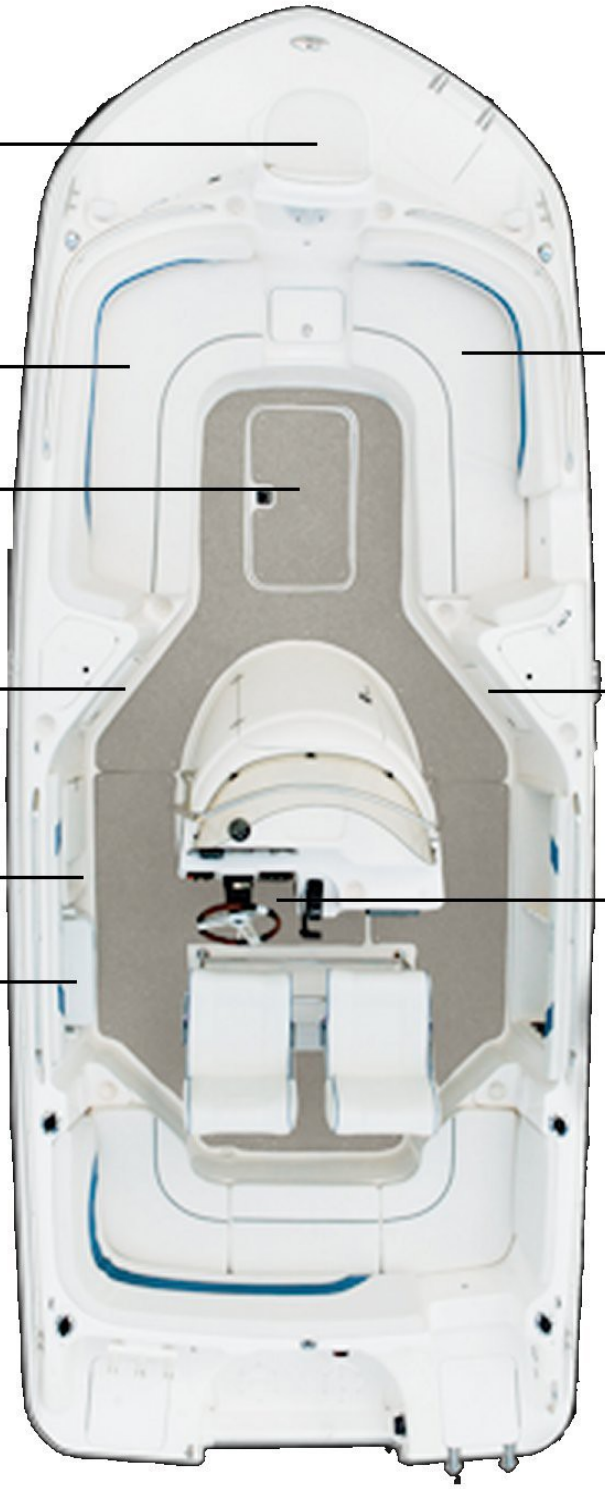
Staging
Starcraft 2000 OB



Specifications

Max Horsepower	200 hp	Draft (up)	13"
Beam	8'5"	Fuel Cap	44 g
Length	20'4"	Max Persons	12

Staging
Hurricane 23' CC



Key West Skiff

