



Working Internship Program

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Overview

The Working Internship Program (WIP) is aimed at individuals interested in gaining ‘real’ working experience at a busy Koh Tao PADI dive centre, either to increase their employment opportunities or their leadership & management skills. The program is also used to pre-assess all future employees of Crystal Dive Resort.

Supervision

All WIP performance requirements must be met, under ‘*direct supervision*’ of a member of the CDR Divemaster or Instructional team prior to any duties being carried out ‘*under the direction of*’ Crystal Dive Resort DM Team

Special Considerations

All ‘*Intern’s*’ must own a computer, compass, SMB, and RDP’s. It’s highly recommended to have a copy of the dive site maps.

Prerequisites

To participate in the Crystal Dive ‘Working Internship Program’, an individual must:

- Be a PADI Divemaster in active status with a PADI number
- Be in good health and fit to dive (no ear infections, no other injuries preventing water work)
- Have a valid visa covering the time period of the internship

Land Duties

Always keep your mobile phone on your person. On land you will be between the boat, market, office, kit room etc as we might need to call to inform you that the boats are returning/ that you need to take additional equipment to the boat etc.

Morning

- First thing in the morning open the staff and kit rooms. ‘*Land*’ is responsible for ensuring the counts (regs, masks etc.) and ensuring that ‘*crates*’ are loaded onto side car/ long tail and are delivered to the correct boat. Ensure spare kit is packed with 2 medium BCD (1

Sequest/1 Adjustable Mares), Large Wetsuit and 2 pairs of fins.

- Liaise with office to make sure the O2 and first aid has been prepped.
- Help pack fun divers bags if there are many. For small groups the DM guiding can usually take care of this. Communicate and find out!
- Take the O2 & first aid kit to the boat no later than 07:00, along with the 'count slip' (and your phone). Ensure everything noted on 'count slip' is on the boat by recounting. Make a note of morning counts and ensure boat map is on white board. Inform office when boat is organised & ready to go. They will then send customers down to you. Meet & Greet customers and offer any assistance necessary. Wait for the roll call to finish to ensure no last minute equipment is required and then wave the boat off the dock.
- When back on land check tank board to see if anything needs to be prepared for the new pool. Ask taxi to take tanks, boots, weights and weight belts. Add some spare tanks a couple of spare weight belts and 5 weights per person.
- Clean kit room. Start by putting all equipment away- night dive crates need to be hosed down, and any fins/ wetsuits that haven't been put back properly. Make sure all masks have a snorkel attached- snorkel holders are kept in the office. Hose down the floor, including tech room and then sweep it out of the drain holes. Empty the outside buckets and hose out the inside of them. Scrub the inside with a bit of baby mild, empty that and then start to fill the tanks, adding a little bit of baby mild (a little goes a long way). REMEMBER THE DUNK TANKS!!!! It's easy to leave them to do something else and then find a flood half an hour later!!! Set a reminder on your phone. Hose down the outside and sweep all the sand into the drain. Empty the drain of sand using the plastic box.
- Have breakfast! We eat all meals at crystal (please don't go to Café Del Sol for an hour!) and we don't eat food in the office!
- Talk to office- does anything need to be brought?
- Check for Scuba Reviews, Nitrox requirements, check any equipment that needs fixing and take any torches from the night dive back to 'Tech room' and wash them. Priority Scuba Reviews / Required Nitrox / Fix Equipment / Pump Nitrox Bank
- Prepare anything for the afternoon boat- if there are more boats going out than in the morning make sure the O2 and first aid are prepared. Prepare any additional regs and masks to go to the boat (RED CRATES ARE CRYSTAL 3, BLUE CRATES ARE CRSTAL 2) .
- When the boat calls in make sure that the count is still ok – if you are adding crates to the boats morning count sometimes regs/masks come back with a fault so you need to take more down. Put these crates on the decking so the boat boys take them down.
- Go down and greet the boat with the boat count slip. Help all the customers off and prepare the boat- same as the morning.

Afternoon

- Check the outside buckets - put some more water in and add a little baby mild but do not empty. Make sure kit room is tidy. Do everything from the morning except cleaning the floors.
- Check if a night dive is going out. If one is, prepare the torches. Turn them on and shake them. If they flicker then open them and reseal. If this does not work then replace the batteries. Clean the O-rings and re-grease with silicone. ONLY A VERY LITTLE BIT OF SILICONE IS REQUIRED. Over greasing leads to flooding. Open & Close all torches to

release gas build up during Prep.

- Talk to office- does anything need to be brought?
- Check for Scuba Reviews, Nitrox requirements, check any equipment that needs fixing and take any torches from the night dive back to market and wash them. Priority Required Nitrox / Fix Equipment / Pump Nitrox Bank
- Check if any BCD's/wetsuits need to be picked up from Dave's divers den.
- Check if anything needs to be brought back from new pool?
- When boat arrives back, go down and help customers. If there is no night dive, make sure that the O2, first aid and all regs and masks come off the boat. Weights and weight belts need to stay on. If there's a night dive- prepare the boat- O2 and first aid stays on. We take the torches down but we don't wait for customers as you need to come back and help pack up. If we are busy think about the following day and whether you can move weights/weight belts between boats.
- Finally we count everything- wetsuits, BCD's, fins regs etc. Make sure the afternoon crates have come off the taxi/decking and sand screws etc. make sure everything is back from the pools and write the count on the daily count sheets and give it to office to put in the daily count folder. There is a white board where this is written in the kit room also.
- Lock the kit rooms.

Office

As an intern you won't be left in the office alone, as there is a lot to remember. If you have questions- ask. The most important thing in the office is customer service - for most people you are going to be the first impression they get of crystal- so make them feel welcome. Some people might be a bit less than 100% - they might have travelled along time to get here so be patient and stay calm.

- In the morning make sure the O2 and first aid has been prepared.
- Deal with any customers coming in- if customers are checking out before the boat leaves explain that they can pay and get deposit back when they get back as the Thai office staff don't arrive till about 8:30 am.
- Introduce fun divers to their DM
- Stay in the office until the boat goes out - respond to any problems land might have on the phone. Advise land of any last minute count changes.
- When everyone has gone, go and make the trip list- check DM board, instructor board and DMT board. If you need to get customer names for Open Water 1+2 then check the kit room white board - names are normally in there. If not try and work it out from the course list. Advanced student will be in course board but often changes in the morning.
- Do the boat list. Once boat list is done do the count Slip and attach it. Count slip helper in count slip draw. Draw the map on the back of the slip.
- Put the tanks up on the tank board. Add an extra 10 tanks to boat with FD. 4 extra on course boat. Keep an eye on the counts as people sometimes add customers to the boat list without changing the count.
- Do check-ins. See how to do a check in document.
- Checkouts – remember they have to give in their towels and keys to get deposit back and

make sure they pay for any dup/dpv rental or DVDS. Double triple check you are giving them the right DVD!

- File away room cards- any new cards, double check the customer has been put on the course list/trip list, room board and course board before filing.
- Answer phone, use telephone booking form if needed and file in fax folder.
- Deal with customer enquiries.
- Put taxi requirements for FD's on the taxi board.
- Keep the office tidy.
- Keep paper work up to date- make sure there are enough open water folders, scuba review paperwork Etc.
- Check the course list has been put onto the course board and vice versa regularly.
- Do a room check at about 16:30. The instructor scheduled to office can help with this. Ask Ching for room cards before you start!

Surface Cover

- Watch Surface Cover DVD
- Read Surface Cover document
- Fully understand the 29 points

Dive Guide

- Lead certified divers @ a ratio of 4:1
- Pack bags (write sizes on FD board if diving again, numbers on boat list)
- Ensure they get to the boat
- Briefing/Debriefing Log Books
- Include observations, marine life species etc. relevant to level of divers training & experience
- Counsel diver on continuing education & benefits
- If no to above point discuss other fun diving opportunities available

Scuba Review

- Set up tanks, weights, weight belts before customer arrives
- Ensure they have paid
- Review 'quick quiz' with diver. Remediate any errors
- Kit them up
- Briefing
- Conduct skill circuit in swimming pool (remember shampoo, pare mask/weights)
- De briefing and log scuba review in divers log book.
- Counsel diver on continuing education & benefits

- File paperwork
- Ask Full Time DM to record details of SR in PIC Log/DM Commission book

General Info

The day starts at 6:40 and we end about 18:00.

We do a stock take every 2 weeks where everything from tanks to weights has to be accounted for.

Remember that your part of a team - we are here to help each other out.

If you're not sure of something- don't be afraid to ask. You're learning and we don't expect you to know everything.

The point of doing your internship is to learn how to be a DM. We are one of the biggest and busiest dive resorts in the world and therefore we work hard and this can be hard to get used to - you are going to be tired and it can be a bit stressful at times, so it helps to talk to us, you're helping us so we help you too.

We hope you have an awesome internship!