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Summer school

SUSTAINABLE DEVELOPMENT OF YACHTING AND CRUISE INDUSTRY

Marina operations management

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Herceg Novi, 19/7/2022

Project no. 609675-EPP-1-2019-1-ME-EPPKA2-CBHE-SP

Startup of business

- Where from to start?
- What do we require to build a marina?

• INVESTMENT



• LOCATION



• LAW AND LEGISLATION



Once we get all of this , we are starting with:

Brief, Preparation and Pre-Concept
Design
Concept Design

Scheme Design / Developed Design

Detailed Design / Technical Design

Construction

Handover and Close Out / Review

Post Completion / Operation

But, it is not so simple as it looks like...



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FINANCE AND BUSINESS PROSPECTIVE

- Market Research
- Business Prediction & Orientation
- Marina Berth Mix
- Services
- Costs – CAPEX
- ROI

PLANNING, DEVELOPMENT, CONSTRUCTION

- Historical Weather Data
- Wave and Wind Modeling
- Bathymetry
- Industry codes and standards
- Marina Design (depths, structures, berthing, pontoons, loads, etc.)
- Berth Layout
- Infrastructure
- Marina Equipment
- Navigation Plan/Arrangement
- Emergency Plans
- Services (Fuel Station, Pump out, etc.)
- Amenities (Border Cross, Car park, Service Blocks, etc.)

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A Code of Practice

for the Design and Construction
of Marinas and Yacht Harbours

in conjunction with

The Marina Operations Manual

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The document has been subject to wide consultation with a cross section of marina operators and independent experts. Their comments have been incorporated as appropriate. This is in addition to TYHA members, whose comments were considered by the review committee. Specific consultees include:

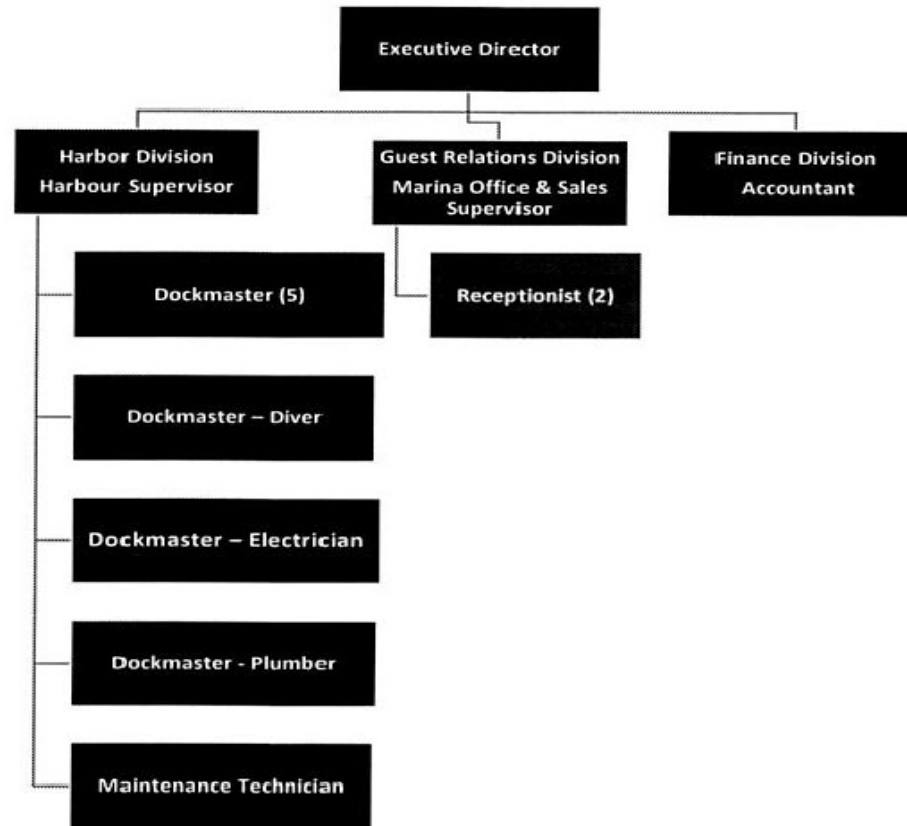
- Marina operators with knowledge and experience of accidents and legal challenges
- Marina builders and designers
- Dredging contractors
- Boat builders
- The Environmental Health Department of Southampton City Council
- An independent marina health and safety expert; Peter MacGregor, CMIOSH (Chartered member of the institution of Institution of Occupational Safety and Health) RSP (Registered safety practitioner) MIEW (Registered expert witness)
- An independent fire prevention and control expert; Peter MacGregor, F.I.Fire.E (Fellow of the Institution of Fire Engineers)
- A pyrotechnics expert
- A legal committee which reviewed and updated the template berthing licence;
- The Royal Yachting Association
- The British Marine Federation
- Evaluated by international experts of the Recreational Navigation Commission (RecCom) of PIANC www.pianc.org
- An independent marina consultancy; Marina Projects Ltd www.marinaprojects.com
- An independent legal practice; Dorade Law www.doradelaw.com
- Ultimately approved by the Yacht Harbour Association management council



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Marina employee chart



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Marina operations

• MARINA OPERATIONS – DAILY “to do”

- Yacht berthing
- Connection of electricity and water
- Waste disposal (garbage, hazardous waste)
- Marina overall maintenance and cleaning
- Equipment maintenance
- Safety & Security coordination
- Administrative related tasks
- Border Cross
- Fuel Station
- Others (sales, marketing, visits, as directed)
- Training
- Etc.

MARINA MAINTENANCE

1. SCHEDULED

- Diving inspection (mooring arrangements)
- Breakwater inspection
- Pontoon inspection
- Service modules inspection
- Safety equipment inspection
- HVAC
- Marina Boats and vehicles
- Pump out vacuum system
- Environmental protection clean up equipment
- Etc.

2. PRE-STORM

3. POST-STORM

4. PRE-SEASON

5. POST-SEASON

6. WHEN OCCURED



IESP Training

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INITIAL - EMPLOYMENT

- **Diver** – 2 days *Seaflex* system training course in Croatia
- **Reception** – 5 days training course in D-Marin Mandalina Marina, Croatia
- **All marina staff** – 2 days First Aid Training course (2 groups)
- **All marina staff** – 4 days intensive marina training, 15 subjects
- **Administration staff** – 5 days Marina Software training

AWARDED COURSES & TRAININGS (Performance related)

- **Dockmaster** who has successfully completed 3* diving course and became **CERTIFIED DIVER - LEADER**
- **Harbor Supervisor** who has completed **Intermediate Marina Manager Course** in UK
- **Marina Manager** who has completed Certified Marina Manager Course
- **Finance Responsible** has completed specialized finance training program

SCHEDULED

- **Emergency drills** (Firefighting, Capsizing, Oil Spill, Medical, Etc.)
- **Seamanship**
- **Marina Equipment use**
- **Company Rules and Regulations**



Training

TRAINING		POSITION											
		Marina Manager	Harbour Supervisor	Finance Responsible	Front Office Supervisor	Front Office Represent.	Technician	Dockmaster	Plumber	Electrician	Diver	Security	Cleaner
1	Familiarization - about the Portonovi project and D-Marin		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
2	Yachting history and basic information on yachting market		✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗
3	Type of yachts, yacht parts, particulars & maritime vocabulary		✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗
4	Marina Rules and Regulations		✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗
5	Domestic and international Law and Regulations		✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗
6	Customer relations and communications		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
7	Use of VHF radio and communication		✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✗
8	Firefighting Prevention		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
9	Lifesaving Appliances		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗
10	Environmental Protection and oil spills in ports/marinas		✓	✗	✗	✗	✓	✓	✓	✓	✓	✓	✗
11	First Aid training		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗
12	Boat Mooring training		✓	✗	✗	✗	✓	✓	✓	✓	✓	✓	✗
13	Hazardous Waste training		✓	✗	✗	✗	✓	✓	✓	✓	✓	✗	✗



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Operations team

Dockmaster is the first person a client sees and hears when arriving to Marina. The position should be handled by responsible personnel that is in charge of:

- Radio communications
- Assisting clients with berthing & unberthing
- Greeting
- Enforcing Marina rules to ensure safety
- Doing regular Dock walks
- Keeping an eye on cameras
- Doing regular drills
- Handling waste disposal
- Doing regular maintenance works
- Administrative works
- Recognizing potential hazards to Marina, Clients, other employees





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Guest Relations division

A Concierge, also commonly called a Guest Relations Manager or Guest Service Worker, serves as a specialized customer service representative. This position may be found in all luxury high-end complexes.

Apart from Concierge, The Front office also serves to receive all guest enquiries and give them proper information and feedback, receive complaints and advise Managers.

The front of house is the title that represents these positions most effectively.

A person from this division must master certain abilities, such as:

- Multitasking
- Communication skills
- Genuine complaint handling
- Experience in handling currency and understand finances
- Working in fast-paced environment
- To have a pleasant and calming effect





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Thank you for your attention!

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