



**DATES FOR YOUR  
DIARY**



**CREW**  
Say hello and goodbye



**VOLUNTEER'S  
BLOG**



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# THE FUNNEL

IS003

SPRING EDITION

## *Paddle Steamer WAVERLEY Preparing for the 2014 Season*



With only 8 weeks until your first sailing, the team in the office are moving from review and planning mode into implementation mode.

You will read later about the plans for catering on board and along with this a new strategy for the souvenir shop has been created.

The marketing team have joined forces with the King's Theatre to promote the production of Tonight's the Night The Rod Stewart musical in the first two weeks of June.

As well as being able to sport a fetching 'Tonight's the Night' hat, you will get the chance to win tickets to this fantastic production!

The Commonwealth Games period has continued to be a challenge in ensuring we maximise revenue at this time. There are a number of operational and commercial issues but we are finalising the timetable this weekend and it will be available online next week.

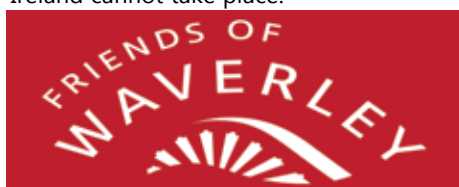
We have only just learned that Campbeltown is not available to us because of works going on through the summer so we have had to reorganise the Western Isles timetable and it also means that our planned trip to Ireland cannot take place.

Ken Henderson, our Technical Superintendent has ensured that all surveys required this winter have been passed successfully. The lounges have been reupholstered, and the main deck has been revarnished.

The ship is set to go into dry dock at the beginning of May with all planned maintenance on schedule.

We look forward to welcoming you onboard and to hearing your feedback on the season ahead. Don't forget to renew your membership and take advantage of the sailing discounts available before the end of March.

**Kathleen O'Neill**  
Chief Executive



# Crewing

Chief Engineer James Jardine has moved onto pastures new after several years of service as Second and Chief Engineer aboard Waverley. He has joined Stena and is now travelling the world.

David Howie, Waverley's Chief Officer, is working for Stena at the moment and plans to go back to college to get his next qualification. As this will take a year at college, we will not be able to utilise him on a full time basis. He has offered his services as a relief in the summer. The Chief Officer position will be filled by Andy Panter who worked onboard Balmoral and did a spell aboard Waverley last year and he will be relieved by Robin Wall. We are also hoping to be able to utilise the services of John Simm.

Everyone at WEL wishes both James and David the very best in the future and hope to see them both on-board enjoying a sail or two during the season.



## “ Introducing the new Chief Engineer: Anthony Byrne ”

**Name:** Anthony Byrne

**Position:** Chief Engineer PS Waverley

### **Describe your Background -**

Marine Engineering, I started out as a craft apprenticeship in Cornwall then went to sea at the age of 30.

### **What attracted you to Waverley?**

I retired back in November 2012 and began volunteering for the SS Shieldhall in Southampton. I saw the advert for Chief Engineer advertised in the Nautical Telegraph and decided to apply for the job.

### **What have you been doing in your role?**

Since joining the company I have been working on-board the ship and been familiarising myself with the boiler and engine room as Waverley is completely new to me as my previous knowledge is of steam turbines.

### **What are you looking forward to?**

I'm very much looking forward to the season ahead and in particular visiting the Western Isles.

As well as being delighted to welcome Anthony Byrne aboard as Chief Engineer this year, we have been successful in our application to the Home Office to enable us to employ Dennis Baker (from Australia) as Chief or 2nd Engineer. This will help in the succession planning for the engine room.



## DATES FOR YOUR DIARY

### **2013 Fares - March 31**

March 31 is your last chance to buy your tickets at 2013 prices

### **Whisky Tasting - May 23**

Waverley's whisky bar will reopen on May 23. Come along and enjoy tastings of the House Malts.

### **New Sandwiches - May 24**

We are making sandwiches onboard and to launch this we are giving away a free packet of crisps with every sandwich.

### **Sunday Roasts - May 25**

These have always been popular but on May 25 you will get a free glass of Waverley's signature house wine when you pre-book your Sunday Roast.

### **Afternoon Tea - May 26**

Book a Bank Holiday afternoon tea in advance and get a free glass of Prosecco!

## Spotlight

Western Isles - Oban

Hailing from the 'wild wild' Western Isles of Scotland, Trail West are causing a storm on the Scottish music scene. Formed on the Isle of Tiree in 2008 the band creates a blistering sound that presents an exciting twist on the traditional 'west coast' ceilidh band style. A Trail West gig is guaranteed great 'craic' and has led to the band building a loyal following of all ages throughout Scotland as well as performing at key events such as the Cowal Highland Gathering, the Royal National Mod, Tiree Music Festival and Glasgow's Shindig in the Square. Their 2013 success continued when they were awarded 'Scottish Dance Band of the Year' at the Scots Trad Music Awards in Aberdeen in December.

Playing a selection from their debut album 'One That Got Away' and favourite Celidih songs - let Trail West entertain you onboard on **Sunday June 1st** Castles & Celidihs Cruise - Bring along your friends, family and colleagues for a great night out. **Sailing from Oban North Pier 7.30pm Tickets £19**



# Onboard Catering Lucy Morley



As Waverley's On Board Services Manager, my main aims for 2014 are to ensure that a Catering Strategy is established and maintained, improve the quality and customer service for passengers when purchasing food and drink on board, ensure that systems are put in place to reduce wastage and to control ordering of items, not only for passengers, but also crew feeding.

In starting this position, it was important for me to review all passenger catering and drinks sales in 2013 by area, by catering outlet and by day. Review of all areas has highlighted many items for consideration for example, on which days we sell the highest number of meals, which outlets sell the most number of teas and coffees as well as which products sell best in each area.

It comes as no surprise that the Dining Saloon is not used as much as it should be and on some days, we are not selling very many meals during the course of the day.

The Sunday Roast continues to sell well and we receive a lot of positive feedback from passengers.

Customer Feedback has been used as a key tool when reviewing the Dining Saloon Menu and any negative comments concerning the food on board Waverley have centered around the quality and presentation in relation to cost.

As a result, the catering offering on board has been benchmarked against other tourist attractions and transport operators, and over the last couple of months, we have been experimenting with new products for sale and offers to tempt passengers to buy.

>> **READ ALL BLOGS ONLINE AT  
[WWW.WAVERLEYEXCURSIONS.CO.UK](http://WWW.WAVERLEYEXCURSIONS.CO.UK)**

We are also pleased to announce that we have moved to a new Catering supplier, which we hope will offer better quality and value for money for you.

This year in the Dining Saloon, you will expect to see the British Classics of Fish & Chips, Macaroni Cheese served with Garlic Bread & Chicken Tikka Masala served with rice and Naan Bread. For those with a smaller appetite or looking for a lighter option, why not try a Platter with a choice of Ploughmans, Mediterranean or Cheese board, or our Homemade Sandwiches!

Waverley's Tea Lounge will continue to serve Teas, Coffees and a selection of snacks for takeaway.

“  
**The boat is beautiful inside, every room is perfectly restored. The only thing that disappointed was the food - it was a bit like school dinners**  
”  
**- Tripadvisor**

As highlighted in our last Newsletter, we are keen to provide table service to all passengers and we will trial this service in the first 2 weeks of sailings. Bookings can be made in advance and you can pre-select your meal. Lunch will be served from 12.30pm and Dinner will be served from 5pm. The Dining Room will be closed to allow service, and will reopen for self-service thereafter.

The full Menu will be available on our website shortly.

Having reviewed the sales, purchases and margins, and noting that we can buy and offer better, reduce wastage, and control portion sizes, the real key to a successful catering operation on board Waverley is encouraging passengers to spend on board, this can be difficult where Waverley calls at various ports for passengers to disembark.

As a Friend of Waverley, you play a vital role in helping to support and preserve an important part of maritime history. We hope that you will see improvements in the quality and service on board which will encourage you to purchase a meal, snack and refreshment on board and to encourage others to do the same.

We look forward to welcoming you aboard this summer, and we are sure that you will get in touch with us with your comments.

# Ship Maintenance Winter Work

By Keith Robertson

"Winter work? Isn't that just cleaning the brass then brewing a pot of tea"

WRONG.

An awful lot of work gets done every winter to make sure the ship sails each year. A long work list is produced by the chief engineer/superintendent. This winter is no exception. The list is based on legal survey schedules and reported faults that have developed or repairs that are required from the operating season. Broadly speaking, the list is split between engineering (the bulk of it) and deck department. Unfortunately most of the engineering work goes un-noticed by the regular day tripper who will only notice the furniture and paintwork. It's great to have a nice looking ship to sail on, but all the fine work would be wasted if the engines and all the ancillary equipment didn't work.

As a volunteer I've mainly assisted the engineers and during my time on board have found a niche working on the electrical side of things to the extent that the electrical list is jokingly referred to as "Keith's" list (I'm actually a Chemist by training). By working on the electrics (fixing lights, checking fans, overhauling hand driers, installing plug sockets, checking and fixing PA, and all other ancillary work required for these jobs), I have missed most of the heavy engineering this year.



Before departing for pastures new or temporary sunnier climes, James and Corky assisted by Willie, Scott & David (all crew), removed the MP & HP piston rings for inspection and ultimate replacement, the main steam valve from under the engineers platform was also removed and sent off to get wooden casting patterns designed and made. The air pump was stripped, cleaned and re-assembled and one of the steam feed pumps (or whoop-whoop thingy) was stripped for survey.

Meanwhile the trusted volunteers led by Alex (retired marine engineer), Jim (retired engineer), and Derek (retired dentist, but engineer at heart), stripped the steam circ-pump for survey then moved onto the capstan and emergency steering. Not to put too fine a point on it, that job was challenging as it took weeks instead of days. As the parts were removed from all the survey jobs, Frank (retired electrical engineer) spent his days cleaning them.

With some damaged and worn parts now re-machined, they are in the process of reassembling the steering and the capstan will follow. Once he had overhauled the telemotor, Allan (greens-keeper) joined the aforementioned squad as and when required. The toilet pipework has also had a thorough chemical clean and plumbing overhaul.

At the moment the boilers are shut down for cleaning and survey, a huge amount of work for crew, volunteers and outside contractors. So back to what the public will see. The deck furniture would be in a sad state if not for the all the hard graft by Gordon (retired aero engineer) in sanding down the worn varnish before applying multiple fresh coats.

Also, to anybody who ventured down to the lower bar last year whom may have noticed the seats and tables that required some TLC. Many hours of work have been put into repairing these by the our resident wood-worker, Rudolf (retired diesel designer/engineer). After twelve years of wear and tear the bench seats in both bars were in need of being replaced, so using materials left over from the rebuild these have all been professionally reupholstered.

One noticeable change to the passenger accommodation has been the removal of the rarely used dumb-waiter by David, Ronnie and myself. In its place, David (retired rail engineer), has been building a set of display shelves in the servery area which, between other jobs, Ronnie has been varnishing. Down below David is also turning the vacated dumb-waiter space into a storage cupboard.

Barbara (retired Nurse) spent a short while cleaning the cabins, bars and the galley and is now, along with Gillian, sanding down the weather worn window frames inside the dining saloon in preparation of their fresh coats of varnish.

All of this work is before Waverley even goes to dry dock for its annual hull repairs and paint-job. Anyone who wishes to help with any of the work covered briefly in this article would be more than welcome. So if you have woodworking, engineering, electrical or plumbing skills and can spare a couple of hours (or days) a week please don't hesitate to contact WEL.



# The 2nd Annual Scott Supper

On 27th February Waverley hosted the second annual Scott Supper. 75 guests met for a champagne reception and then there was a tour of the ship before everybody took their places at their tables named after Walter Scott novels.

We were delighted to be joined by Glasgow's Lord Provost Sadie Docherty, the Deacon Convenor of Glasgow Trades House and the Dean of Guild of the Merchants House. In addition we had representatives of some of the Corporate Friends of Waverley plus new business partners, Tennents as well as guests of organisations who work with WEL.



This event is a great way to thank people for their help as well as telling them more about Waverley, both the past and the present.



Capt Andy O'Brian welcomed everyone and then gave a brief talk on Waverley's history and explained what we do during the summer season. The reaction was really positive, with a number at the tables obviously unaware of the ship's proud heritage.



We were then served a meal of smoked salmon parcels, fillet steak and vegetables followed by Panacotta. The meal was served by the Sea Cadets of TS Grenville from Paisley who did a brilliant job and they should be congratulated for their appearance as well as their proficiency.

John Gilligan, Managing Director of Tennents, spoke about the new relationship with Waverley and the fact they wanted to work with the Company to develop initiatives. He also introduced a new Whisky Lager which is only available in a few iconic venues such as Gleneagles, Britannia, Edinburgh Castle and now Waverley.



The Lord Provost gave a vote of thanks and spoke in glowing terms of Waverley and what she means to Glasgow. She spoke of a group of her constituents who travel on Waverley every year and has promised to join them this year.

Kathleen O'Neill, who started these dinners, then gave an update on some of the challenges that face Waverley in today's environment, a realistic and necessary part of the evening, before some of the lucky guests took away prizes from the raffle.

A great evening was had by all and a big thank you to the WEL staff who gave up their time to prepare for the dinner as well as assist on the night.

An added bonus was that the evening paid for itself.

Further dinners are planned throughout the year in various locations as the word is spread about the World's Last Seagoing Paddle Steamer.

**David W. Kells**  
Chairman