

This interview is of Elizabeth Embling who is a food server and history narrator on the *M.V. Native*, the paddlewheeler used by Paddlewheeler Riverboat Tours in New Westminster. The major themes discussed are Embling's experience on the *Native* and her past work experiences. The interview was conducted while the boat was underway.

Interview Date: 21 September 2013

Interview: Oana Capota

Date Range: 2000s – 2013

Sound Recording Length: 00:16:59

Elizabeth Embling is a server on the *M.V. Native*; she started working for Paddlewheeler Riverboat Tours in May 2013. Prior to working on the New Westminster waterfront Embling worked in a pub in a marina on Bowen Island. She also worked on a train that toured the Fraser Valley for 6 years. From the experiences she gained in hospitality at those places, Embling felt well equipped to work on the *Native*. She especially felt that a lot of skills transferred from her experience working on the train. Embling started doing narration within the first 2 months. When she is not working on the *Native*, Embling also works part time in the film industry. Overall, she feels that working with Paddlewheeler Riverboat Tours has given her new experiences, such as learning how to tie up the boat, and she speaks very positively about her work environment.

Section 0:00 – 2:16

- In this section of the interview Embling discusses her background in hospitality and how she started working with Paddlewheeler Riverboat Tours in May 2013. She was referred to the company by a friend who was a server on the *Native*. Prior to working on the waterfront, Embling worked in a pub in a marina on Bowen Island and she worked on a tourist train for 6 years. She states that her experience working on the train is similar to the work that she does on the *Native*, as both businesses attract a lot of locals and tourists, and there is commentary involved.

Section 2:17 – 7:08

- In this section of the interview Embling describes her first day at work and how she recently started doing narration on tours. She recalls her first day was on a beautiful sunny day and the day started off casually, but became really busy because it was with a private group. She describes that her training period was quick because she mostly needed to know the food menu, which was not hard because the food is served as a buffet, and the beverage menu because the drinks they serve on the *Native* depends on the type of cruise they are doing. Embling also describes what an average day is like for her, which largely depends on the type of cruise the tour is going on.

Section 7:09 – 10:44

- In this section Embling talks about the different opportunities that Paddlewheeler Riverboat Tours has given her and the different days and shifts she works, which

depend on the time of the year. She also works part time in the film industry. She describes the different variables of boating on the Fraser River which makes it significantly different from boating on the ocean.

Section 10:45 – 16:59

- In this section Embling describes how her work in a pub on Bowen Island was different from working on the *Native*, and discusses her relationships with coworkers. She states that the environment on the *Native* is more controlled and less busy, as she describes the rushes of people, who get off the ferry on Bowen Island. Embling has friendly relationships with her coworkers and states that the Leaney's, the couple who operate the company, are very warm and welcoming. Her first experience of the New Westminster waterfront was when she was helping her brother move from Tsawwassen to Maple Ridge, and she would look outside the window whenever they drove on the Pattullo Bridge.