



JOB DESCRIPTION - CHIEF HOUSEKEEPER

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| Title: | Chief Housekeeper |
| Rank: | Officer, three Stripes |
| Department: | Housekeeping |
| Main function: | Cleanliness and service of pax cabins Cleanliness of pax and crew areas |
| Reports to: | Hotel Director |
| Direct Subordinates: | Asst. Housekeeper, Cabin Stewards, HK Supervisor, Laundry Master |
| Next in Command: | Asst. Housekeeper |
| Cabin: | Single |

1. PROFILE

- Must have previously held positions of Housekeeper and have at least 3 years of experience in housekeeping department onboard ships
- Must have Typing skills
- Computer Skills: Windows XP, Word, Excel, MS Outlook. Additional: Fidelio Cruise (or any Ship Management System)
- Must be able to deal with crew and passengers in a professional manner
- Must have an excellent command of the English and German language
- Must be a self starter and able to motivate members in department
- Must be a good organiser and communicator and feel comfortable working with crew of different nationalities.
- Must be able to work under pressure and meet deadlines and work to established standards
- Must have strong character with developed leadership skills
- Must have pleasant disposition and friendly personality
- Must have high degree of patience and understanding

2. AREAS OF RESPONSIBILITY:

All passenger areas, cabins, lounges, foyers, bars, corridors.
All crew areas, corridors, ships laundry, linenroom

3. POSITIONS DEMANDING CLOSE LIAISON

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|--------------------|--|
| F/B Manager | Daily operational matters |
| Hotel Director | Daily operational matters |
| Front Desk Manager | Cabin list and any changes, Complaints, Lost Luggage |
| Receptionists | Passenger requests / Complaints |
| Asst Housekeeper | Discuss duties, share work load |
| Laundry Master | Laundry Operation |



4. SPECIFIC DUTIES AND ACTIVITIES:

Maintaining and establishing the Housekeeping standards in all passenger areas of the ship as outlined in the Hotel Management Manual as well as to assist to permanently improve and update the Housekeeping Manual.

Effective supervision of all housekeeping personnel. Use personnel as efficiently as possible.

Ensure working schedules and cleaning schedules are carried out.

Control of departmental budget by controlling supplies and maintaining par stock inventories.

Daily inspection of all areas for which the Housekeeper is responsible. To ensure any points which are not up to standard are corrected.

To carry out induction and training for all newly joined stewards and cleaners and monitor their performance.

General administration of housekeeping department.

Evaluation and training to be carried out and orderly records kept.

Ensure Housekeeping personnel maintain uniform and personal hygiene standards.

You will evaluate and appraise your staff after each trip onboard. This appraisal is to be sent to the personnel manager in the Head Office.

5. COMMUNICATION

Daily with Hotel Director

Daily meeting with HK personnel

Once per cruise attend Hotel Departmental meeting

Keep the Director of Operations shoreside informed of all major matters through the Hotel Director

6. PASSENGER SERVICE

Deal with all passenger complaints as quickly and professionally as possible.

Attend cocktail parties, dinner and other social functions as requested

7. MANAGEMENT

Lead subordinates successfully into productive working methods by setting an example

Provide a two way line of communication for Crew. Dealing with day to day problems, including personal problems.

Ensure that correct disciplinary procedures are adhered to especially with regard to correct handling of written warnings and record of same.

Follow up on disciplinary reports.



CRUISE & FERRY SERVICES GROUP

It is expected, that the Housekeeper is fully aware of the company standards as outlined in the Hotel Management Manual. The Housekeeper is expected to know the job description of each crew member in the department.

Ensure, that the set standards are kept and crew members work according to their respective job descriptions. Corrective action to be taken to ensure standards are upheld.

To review passenger ratings at Housekeeping meeting and to take immediate corrective action. To request assistance of Hotel Manager at any time.

Check on existing standards by asking crew members of their opinion and suggest modifications to Hotel Manager where Housekeeping and Passenger Service are concerned.

I have read and discussed the above and I fully understand the description of my job.

Chief Housekeeper