



JOB DESCRIPTION - HEAD HOUSEKEEPER

Title:	Head Housekeeper
Rank:	Officer, three stripes
Department:	Housekeeping
Main function:	Cleanliness and service of pax cabins and Cleanliness of pax and crew areas
Reports to:	Hotel Manager, Corporate Hotel Manager, Chief Operations Officer,
Direct Subordinates:	Assistant Housekeeper; Cabin Stewards; Housekeeping Supervisor; Laundry Supervisor
Next in Command:	Assistant Housekeeper
Cabin:	Shared

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, 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 organizer 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, laundry and linen rooms.

3. POSITIONS DEMANDING CLOSE LIAISON:

Hotel Manager:	Daily operation matters
Front Desk Manager:	Cabin lists and changes, complaint's and lost luggage
Receptionist:	Passenger requests, complaints
Assistant Housekeeper:	Team management, sharing of work load and duties
Laundry Supervisor:	Laundry operation



4. SPECIFIC DUTIES AND ACTIVITIES:

- Be friendly to passengers and crew as well as focused on your work, this will result in good teamwork with best achievements in guest satisfaction.
- 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.
- To be aware and follow security/fire/safety procedures according to the Ship's rules and regulations

5. COMMUNICATION

- Daily with Hotel Manager
- Daily with Housekeeping Team
- Once per cruise attend Hotel Departmental meeting
- Keep the Chief Operations Officer updated with all major matters via the Hotel Manager

6. PASSENGER SERVICE

- Deal with all passenger complaints as quickly and professionally as possible.
- Attend cocktail parties, dinner and other social functions as requested by Hotel Manager/Captain

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.
- 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.

