

Job description

Position: Executive Housekeeper

Department:	Hotel/Housekeeping
Rank:	Officer
Immediate superior on board:	Hotel Manager

1. Responsibility

- (1) Overall responsible for the work flow in the Housekeeping department (including Laundry, Tailor, Florist, Crew area and mini bars) and the related administrative tasks in close cooperation with the Hotel Manager.
- (2) Responsible for the cleanliness in and maintenance of all passengers' cabins, public areas and rooms, housekeeping pantries, cleaning and linen lockers, officers'/staff's/crew's cabins as well as "back of the house areas".
- (3) Ensure all operations are carried out with the utmost economy consistent with the agreed quality and hygiene standards
- (4) Supervision and training of the strict adherence to all agreed regulations (USPH/HACCP, ISM/ISO, SQM, TUIC Service standards), especially with regard to security, environment and hygiene regulations in his/her area of responsibility
- (5) Compilation and checking of the food, beverage and consumables orders for the work area in strict adherence to budget-related and other requirements
- (6) Regular inspections of the passengers' cabins, public areas and rooms, housekeeping pantries, cleaning + linen lockers, officers'/staff's/crew's cabins as well as "back of the house areas" with regard to cleanliness, hygiene, maintenance, safety, and especially the adherence to all agreed standards (written documentation)
- (7) Implementation and checks of the professional storage of all equipment in compliance with the agreed standards
- (8) Notification and handling of all relevant (unusual) events, such as damages, repairs, security violation etc.
- (9) Preparation and regular checks of logs and check lists
- (10) Planning, organisation, documentation of inventories
- (11) Examination and control of stock movements and orders in the area of responsibility
- (12) Contact person for the passengers in case of complaints
- (13) Instruction, training, and supervision of the assigned crew (including documentation)
- (14) Duty roster planning, including flexible planning in special cases
- (15) Personnel reviews
- (16) Always aim at continuous improvement
- (17) Active implementation of the philosophy behind the product
- (18) Constant improvement of the work flow and standards, including input for manuals and regulations.
- (19) Secure the careful handling of the company's properties
- (20) Knowledge of the assigned security roll number (from the ship's articles) and the assigned duties in case of an emergency.
- (21) During take-over and shipyard times, additional tasks have to be fulfilled if required.

2. Qualification / Job experience

- (1) Qualified training in the hotel line of business
- (2) Many years of job experience as Executive Housekeeper in a larger hotel, if possible onboard a cruise vessel.

- (3) Strong economical, budget-orientated thinking; ability to analyse and explain business targets
- (4) Very good knowledge of inventory management
- (5) Very good knowledge of cleaning procedures, cleaning agents, chemicals (including storage) and especially of the U.S.P.H. standards.
- (6) Business fluent in written + spoken German and English
- (7) Experience in complaint management
- (8) Living up to service
- (9) Very good IT knowledge, especially in MS Office, RESCOM
- (10) Very good educational background

3. Personal requirements

- (1) Minimum age 28
- (2) Management skills, authority, flexibility and organising ability, sensitivity
- (3) Integrity
- (4) Poise, very good manners
- (5) Cost and quality awareness
- (6) Good communicator
- (7) Team player
- (8) Ability to work under pressure
- (9) Ability to motivate employees
- (10) Very well groomed appearance

4. Area of responsibility

- (1) Responsible for the work flow in the Housekeeping department
- (2) Technical and disciplinary superior to all crew and staff in Housekeeping department

5. Proxy

Assistant Executive Housekeeper