

DECK SUPERVISOR (HOUSEKEEPING)

Description:

Deck Supervisors. The housekeeping department is instrumental in the overall experience of cruise with our company, and the Deck supervisor will oversee the room attendants who create the comfort of accommodation to our guests. Potential candidates must have housekeeping related experience in a four or five star resort, hotel or cruise line.

As Deck Supervisor, you will be working alongside a multicultural, world-class team. You will be responsible for inspections and running the Housekeeping Operation of our state of the art ships (all staterooms, suites and public areas). In addition, you will have the opportunity to travel the world while working for a top global employer of choice.

Responsibilities include, but are not limited to:

- Following room attendants cleaning, inspects staterooms/suites for cleanliness, maintenance, presentation, collateral, mini-bar and general set up standards for daytime and evening turndown service
- Assigns duties and responsibilities to team members, while recognizing top performers and applies progressive disciplinary process for lowest performers
- Reports maintenance needs and follows up to ensure prompt completion and takes ownership for reacting to guest feedback and requests from assigned deck(s)
- Provides training to all Stateroom Attendants, including classroom-style and on-the-job training, cleaning practices, procedures, equipment and materials
- Monitors compliance to all USPH cleaning and sanitation procedures throughout assigned areas consistently. Addresses issues and findings immediately, and ensures corrective action and re-training take place
- Directing, coaching and supervising the performance of cleaners and butlers
- Responsible for managing assignment of duties and workstations to staff, reviewing daily requirements, set-up of pool area, and cabin inspections
- Conducting inspections in both staterooms and public areas
- Other duties will also be assigned in housekeeping as needed.

Requirements:**Hiring Requirements:**

- Minimum one year supervisory experience in housekeeping of large 4 or 5 Star hotel or cruise ship
- Demonstrated experience supervising team of at least 10 employees
- Minimum of one to two years of guest room cleaning experience in 4 or 5 Star hotel or cruise line equivalent
- Specific knowledge of principles for providing exceptional customer service including needs assessment, problem resolution, demonstrated strong attention to detail and achievement of quality service standards
- Ability to work positively and cooperatively in a diverse team environment
- Working knowledge of cleaning procedures and equipment, chemical handling, linen par levels, public health standards, computers, internet access, and the ability to navigate within a variety of software packages (e.g. MS Office) and office equipment

Completion of high school or equivalent required

Required to speak, read and write English clearly and distinctly

Ability to speak additional languages such as Spanish, French, Mandarin, Italian or Portuguese preferred

All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats.