

Job Description

Post: Chief Cabin Stewardess

Department: Housekeeping

Immediate superior: Hotel Manager

Responsibilities:

Managing the entire housekeeping department as a decision maker
Control and enforcement of the quality standards in the housekeeping area
Responsibility for the sufficient supply of material, equipment and personnel for all housekeeping operations according to the prescribed standard
Ensures that the cabins in both passenger and crew areas are kept clean and up to standard
'Hands on' management due to size of operation
Controls the stores, inventories within the Housekeeping Department
Maintenance of furniture and equipment
In charge of the ship's laundry and staff
Controls and maintains the cleanliness and safety precautions within his/her department together with hygiene standards in compliance with the HACCP-regulations
Careful handling of all equipment and machinery in his/her department
Motivates his/her co-workers to attain a high quality standard of service
Accepts responsibility to endeavour a smooth running operation in his/her department
She is available at any time to deal with passenger queries, reclamations, problems etc.
Planning of duty rotas for the Housekeeping department

Qualifications / Experience:

Hotel Business Trade experience required in Housekeeping (qualified Housekeeper preferable)
Completion of Hotel Trade School
Several years job experience in International Hotels or onboard Cruise Ships
Knowledge in service and cuisine as well as beverages and wines
Competence in English languages
Experience in dealing with problematical management

Requirements:

Minimum age 30 years
Trustworthy, efficient and able to work under strain
Pleasant and courteous manners together with an immaculate appearance
Cost and quality awareness
Excellent communication and organisational skills

Area of responsibility:

The Chief Cabin Stewardess d' is a competent specialist and disciplined superior in the housekeeping department. She gives instructions to all housekeeping staff.

Deputy in case of absence: Relief/other Cabin Steward/ess