

## Job Description

<b>Position:</b>	<b>Masseur / combined</b>
<b>Department:</b>	<b>Housekeeping</b>
<b>Immediate superior:</b>	<b>Chief Cabin Stewardess</b>

### Responsibilities

- (1) Responsible for all massage appointments.
- (2) If there are no appointments after finishing the regular side duties (see below), the Chief Housekeeper can assign other housekeeping duties, depending on the vessel.
- (3) Cleaning Captain's, Hotel Manager's and Cruise Director's cabin daily, the cabins of Executive Chef, 2<sup>nd</sup> Captain and Engineer twice a week.
- (4) The massage appointments have priority to the other housekeeping duties.
- (5) On vessels with no Hairdresser in charge, the Masseur/Masseuse has to take over hairdresser's duties as per Hotel manager's instructions; in this case he/she will not be assigned any Housekeeping duties.
- (6) To guarantee smooth service operations in strict adherence to all relevant hygiene (HACCP), safety and environmental regulations in his/her assigned area
- (7) Responsible for the careful handling of all equipment and machinery in the assigned work area
- (8) Responsible for the cleaning of the beauty salon
- (9) Other side duties: After Welcome and Farewell cocktail, he/she has to help at the bar; cleaning and polishing the glasses.
- (10) Always available as contact for passengers regarding complaints and suggestions.
- (11) Keep a log/report of all Hairdresser's and Masseur's appointments.

### Qualifications / Experience

- Qualified training as a physiotherapist, several years of relevant work experience
- Experience in managing complaints, living up to service
- Good educational background
- Fluent in spoken English and/or German, depending on the vessel

### Position requirements

- Minimum age 21 years
- Flexible, trustworthy, efficient, reliable, able to work under pressure
- Cost and quality awareness
- Team player
- Respectful, friendly and professional conduct towards passengers and crew
- Integrity, good manners, well-groomed appearance

### Area of responsibility / authority

In his/her assigned area of service, the Masseur/Masseuse is a competent specialist.

### Deputy in case of absence

Another Hairdresser, Masseur or Cabin Stewardess