

ASSISTANT HOUSEKEEPER

JOB DESCRIPTION



KEY ACCOUNTABILITIES

- She/he is responsible for supervising the cleanliness of all passenger cabins and corridors, stairways, all offices and crew cabins, their recreation areas and corridors, all public areas including bars, lounges, stairs etc. Major Target is a clean looking Hotel and a smooth running cabin cleaning and service.
- Assist the Chief Housekeeper in each matter.

REPORTS TO

- The Assistant Housekeeper reports directly to the Chief Housekeeper.

SUBORDINATE PERSONNEL

- Stewardesses
- Cleaners
- Laundryman
- Assistant Laundryman

AREAS OF RESPONSIBILITY

- She/he controls and distributes all officer and crew uniforms.
- She/he is responsible for the purchasing and handling of flowers and plants on the entire Ship.
- She/he handles, distributes and controls all deliveries of consumables and sundries related to her Department.
- She/he is responsible for the general cleaning of Crew and Officer Mess Room.
- She keeps her Superior continuously informed about any complaints from passengers and solves them immediately, whenever possible.
- She keeps a log book for the Housekeeping Department.
- Control consumption of cleaning material/chemicals.
- Maintains proper sanitation standard according to USPH

SUPERVISION AND TRAINING

- She/he ensures that a high standard of cleanliness on board the Ship is maintained.

- She/he ensures that the necessary promotion and information material is available in all passenger cabins.
- She/he establishes working procedures for the handling of the dining room and housekeeping linen and ensures that a sufficient amount of clean linen is available at all times.
- She/he checks before embarkation all cabins to ensure that they are clean and have all items in the proper place.

PERSONNEL

- She/he creates a good working relationship, a teamwork spirit and is consistent and fair to her subordinate staff.
- She/he ensures that her staffs approach passengers in a helpful and friendly manner.
- She/he ensures that new crew members are introduced to the life on board the Ship.
- She/he controls the appearance of her staff in regard to grooming, hygiene, cleanliness of uniforms and shoes.
- She/he ensures that her staffs speak English in front of passengers.

MAINTENANCE AND REPAIRS

- She/he inspects and controls the standard of maintenance and reports repair requests immediately to the Chief Officer.
- She/he instructs her staff to report repair requests immediately and establishes follow-up procedures.

APPEARANCE/PERSONAL HYGIENE

- The appearance of the entire personnel on board the ship reflects the reputation and image of the Company, therefore a great deal of emphasis is placed on a professional appearance.
- The Company expects you to maintain the highest standard of personal appearance and hygiene at all times.
- If in passenger areas full uniform is to be worn: hat, scarf, jacket, name tag, pants and proper shoes.
- Have a clean neat personal appearance.
- Special attention to grooming, hygiene care and clean and proper uniforms and shoes.
- Hair must be well groomed, neat and not extend over the shirt collar and always be kept clean.

- A moustache is acceptable if kept neatly trimmed.
- Big earrings and big necklaces are not to be worn on duty and more than one moderate size ring is not acceptable.
- Smoking is not permitted while on duty.