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SPHM  
HOSPITALITY

CRUISE JOB DESCRIPTION - HOUSEKEEPING



**Hotel Management**

**SPHM Hospitality**

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## HOUSEKEEPING / ACCOMMODATION

Responsibility for the cabins or staterooms on a cruise ship fall under the housekeeping department. This division is responsible for making passengers comfortable while they are in their rooms, and includes the care of the cabins, room and messenger service, and laundry pick up and delivery. Jobs in the housekeeping department of a cruise line are very similar to the jobs you will find in a five-star hotel or resort: Cabin Steward / Stewardess (Stateroom Attendant) who clean and do daily maintenance of the cabins and general housekeeping, Chief (Executive) Housekeeper, Assistant Executive Housekeeper, Head Butler, Butler, Pool Butler, Head Room Steward / Stewardess.

There is also a separate division that does the general cleaning and maintenance of the common areas around the ship and offers jobs for cleaner / utility cleaner positions.

The laundry on a ship must run almost continually. Bed linens, towels, tablecloths, and some crew uniforms must be laundered daily. This division offers cruise line jobs for laundry supervisor and laundry man / linen keeper.

Most cruise lines use local recruiters to staff these positions and candidates are recruited from all over the world. Housekeeping falls under the hotel department and most of the personnel is categorized as accommodation crew except the Executive Housekeeper (head of the department) and the Assistant Chief (Executive) Housekeeper which are officer positions.





# Cruise Job Descriptions

## Chief Housekeeper

### Job Description:

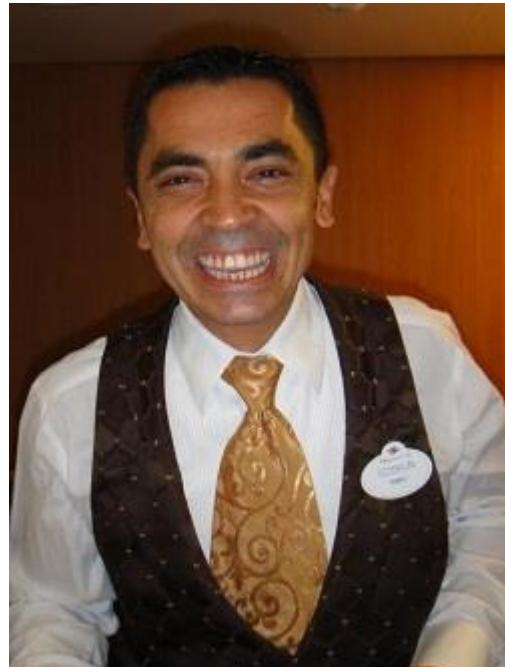
**Chief Housekeeper** (supervisor of the housekeeping department: cabin services, room services, bell services, passenger baggage handling and distribution) - professional experience in hotels or prior ship experience in related position required.

### Chief Housekeeper Job Requirements:

Very good English Language skills required.

### Salary range:

**\$3000-3800** U.S. per month, depending on percentage of gratuities (tips).





# Cruise Job Descriptions

## **Assistant Chief Housekeeper**

Job Description:

**Assistant Chief Housekeeper** (a two-stripe Officer, supervises day to day operations of the department as directed by the Chief Housekeeper) - professional experience in hotels or prior ship experience in related position required.

### **Assistant Chief Housekeeper Job Requirements:**

Very good English Language skills required.

### **Salary range:**

\$2500-3400 U.S. per month, depending on percentage of gratuities (tips). Possibilities for promotion to Chief Housekeeper.



# Cruise Job Descriptions

## **Floor Supervisor**

### Job Description:

**Floor Supervisor** (supervises assigned floor of cabins and cabin stewards as directed by the chief housekeeper) - professional experience in hotels or prior ship experience in related position required.

### **Floor Supervisor Job Requirements:**

Very good English Language skills required.

### **Salary range:**

\$2400-3200 U.S. per month, depending on percentage of gratuities (tips). Possibilities for promotion to Assistant Chief Housekeeper.



# Cruise Job Descriptions

## **Head Room Steward / Stewardess**

### **Job Description:**

**Head Room Steward / Stewardess** (supervises assigned station of cabins and cabin stewards as directed by Floor Supervisor) - experience in hotels or prior cruise ship experience required.

### **Head Room Steward / Stewardess Job Requirements:**

Good English Language skills required.

### **Salary range:**

\$2200-2800 U.S. per month depending on gratuities (tips). Possibilities for promotion to Floor Supervisor.



# Cruise Job Descriptions

## Housekeeping (Room) Steward / Stewardess / Stateroom Attendant

### Job Description:

Housekeeping (Room) Steward / Stewardess / Stateroom Attendant (daily cleaning of passenger cabins) - previous experience in this role in a hotel/resort is required.

## Housekeeping (Room) Steward / Stewardess / Stateroom Attendant

### Job Requirements:

Fair command of English.

### Salary range:

\$1800-2200 U.S. per month, depending on gratuities from passengers. Possibilities for promotion to Head Room Steward.



# Cruise Job Descriptions

## Assistant Room Steward / Stewardess

Job Description:

**Assistant Room Steward / Stewardess** (daily cleaning of assigned areas and passenger cabins, passenger laundry requests) - entry level position, some experience in housekeeping would be an asset.

### Assistant Room Steward / Stewardess Job Requirements:

Basic English Language skills required.

### Salary range:

\$1200-1500 U.S. per month, depending on percentage of tips (gratuities). Possibilities for promotion to Room Steward / Stewardess.

## CRUISE SHIP JOBS - HEAD BUTLER

### Head Butler Job Description and Duties:

The function of the Head Butler is to train and supervise the Butlers on board the cruise ship according to the company standards of service and style. The main duties and responsibilities of the Head Butler include, but are not limited to:

- ✓ Reports to the Chief (Executive) Housekeeper
- ✓ Ensures that each Butler under his/her supervision reports to their assignment on time and properly groomed and dressed - clean uniform and proper shoes, name tag, and any other uniform-related items
- ✓ Makes certain that during embarkation all Butlers go to the guest suites assigned to them, introduce themselves and explain the services they will be offering during the cruise
- ✓ Offers to the suite guests assistance with unpacking of luggage, explains the meal times and locations, shows and explains the use of life jackets and safety deposit boxes
- ✓ Monitors Butler team activities so that all suites are prepared before embarkation with all the amenities and informational material required, such as cruise line booklets, fruit baskets, flowers, service menu, food and beverage menu
- ✓ Ensures that all Butlers in his/her team attend meetings, training activities, courses and all other work-related activities as required
- ✓ Prepares Butler schedule and assigns duties and stations in conjunction with the Executive (Chief) Housekeeper
- ✓ In conjunction with the Executive Housekeeper, coaches, supervises and evaluates the performance of all Butlers aboard the cruise vessel
- ✓ In addition to supervising and training of the Butlers, he/she will be responsible for working together with his/her team in order to ensure that all personalized services and information are provided to eligible suite guests
- ✓ Conducts random checks to ensure that all services requested by guests through their assigned Butlers are followed and scheduled as requested
- ✓ Participates in passenger and crew safety drills





# Cruise Job Descriptions

## Cruise Ship Head Butler Job Requirements:

- Minimum of 2 years food and beverage service experience in an upscale hotel, resort or cruise ship
- Superior customer service, team building and conflict resolution skills
- Previous experience in a role of Butler preferred, but not mandatory
- Candidates with high school diploma or equivalent level of education are preferred
- Very good verbal and written command of the English language
- Ability to speak additional language(s) is a plus
- Strong management skills and ability to work in multicultural environment

## Head Butler Salary Range:

\$2800 to 3800 U.S. per month depending on gratuities and on the cruise line. Possibilities for promotion to Housekeeping Supervisor position.

## CRUISE SHIP BUTLER JOBS

### Butler Job Description and Duties:

- ✓ Reports to the Head Butler
- ✓ Greets and introduces himself/herself to each suite guest during embarkation
- ✓ Provides a variety of personalized services and information to eligible suite guests
- ✓ Serves all food and beverage orders requested by guests
- ✓ Ensures assigned suites are prepared before embarkation with all the amenities and informational materials required
- ✓ Ensures the suites are prepared with all food and beverage menus, service menus, flowers, fruit baskets, etc.
- ✓ Explains suite amenities and lay out, food and beverage service, dining options, and any other related services
- ✓ Makes reservations for various activities and services such as shore excursions, dining, wine, spa, flowers, etc. Follows-up to ensure services and amenities are delivered as specified
- ✓ In order to provide accurate information and answer questions, the Butler maintains knowledge of the ship's regular events, ports of call and special functions by reviewing all available sources, including the vessel's daily newsletter
- ✓ Responds to guest complaints in a considerate, professional and positive manner by showing concern and listening actively and reports all complaints to Front Office Manager for following up
- ✓ Demonstrates the proper use of the life jackets, in-room safe, Jacuzzi and any other equipment
- ✓ Makes arrangements for tailor service, tuxedo rental, babysitting, special needs, etc. Follows-up to ensure services are scheduled as specified
- ✓ May unpack or pack guest's belongings if requested
- ✓ Responds to guest complaints in a considerate, professional and positive manner by showing concern and listening actively and reports all complaints to Front Office Manager for following up
- ✓ Attends crew and passenger safety drills



### Cruise Ship Butler Job Requirements:

- Minimum of 2 years food and beverage service experience in an upscale hotel, resort or cruise ship
- Ability to communicate tactfully with guests, department heads and other shipboard employees
- Ability to resolve problems and offer resolutions
- Candidates with high school diploma or equivalent level of education are preferred
- Very good verbal and written command of the English language



# Cruise Job Descriptions

- Ability to speak additional language(s) is a plus
- Ability to work under pressure in multicultural environment

## Butler Salary Range:

\$2400 to 3200 U.S. per month depending on gratuities and on the cruise line. Possibilities for promotion to Head Butler position.

## CRUISE SHIP POOL & DECK SUPERVISOR (HEAD POOL BUTLER) JOBS

### Pool & Deck Supervisor Job Description and Duties:

The Pool & Deck Supervisor (Head Pool Butler) coordinates and assists with the activities of Pool Butlers (Pool & Deck Attendants) that maintain the pool and deck areas in clean and orderly condition. His/her main duties and responsibilities include, but are not limited to:

- ✓ Reports to the Chief (Executive) Housekeeper
- ✓ Responsible for overseeing the opening, maintaining and closing of pool decks, attachment and detachment of nets over the pools
- ✓ Notifies management of the malfunction of lighting, heating and ventilation equipment
- ✓ Attends meetings, training activities, courses and all other work-related activities as required
- ✓ Notifies the Executive (Chief) Housekeeper regarding his/her team work schedules
- ✓ Duties will also be assigned in housekeeping when the pool area is closed
- ✓ Ensures that deck lounge chairs are stored properly each night and familiarizes himself/herself with the next day's weather forecast in order to prepare the pool decks accordingly
- ✓ Provides on-the-job training to Pool & Deck Attendants (Pool Butlers) in order to improve their performance and prepare them for possible
- ✓ career advancement in the future
- ✓ Supervises and participates in the pool towel procedures - providing towels to guest and transportation of towels from and to the laundry facilities
- ✓ Ensures that each Pool Butler (Pool & Deck Attendant) reports to his/her assignment on time and properly groomed and dressed according to cruise line's standards of service.
- ✓ Attends passenger and crew safety drills



### Cruise Ship Pool & Deck Supervisor (Head Pool Butler) Job Requirements:

- Minimum one year previous Pool Attendant (Butler) experience
- Upscale hotel or cruise ship experience is preferred, but not mandatory
- Ability to communicate tactfully with guests and shipboard employees
- Candidates with high school diploma or equivalent level of education are preferred
- Good verbal command of the English language
- Ability to speak additional language(s) is a plus
- Ability to work under pressure in multicultural environment



# Cruise Job Descriptions

## Pool & Deck Supervisor Salary Range:

\$1600 to 1900 U.S. per month depending on gratuities and on the cruise line. Advancement in the carrier path for candidates could be in either the Housekeeping or the Food and Beverage department.

## CRUISE SHIP POOL & DECK ATTENDANT (POOL BUTLER) JOBS

### Pool & Deck Attendant Job Description and Duties:

The Pool & Deck Attendant (Pool Butler or Deck Steward) maintains the pool area in clean and orderly condition. His/her duties and responsibilities include but are not limited to:

- ✓ Reports to the Pool & Deck Supervisor (Head Pool Butler)
- ✓ Maintains a safe, clean and sanitary pool area for guests
- ✓ Follows procedures to open and close the pool each day, cleans and picks up in the evening. Attaches and detaches net over the pool
- ✓ Works in collaboration with other crew members working on the pool deck (Deck Department, Restaurant, Bar Department, Galley, etc.) in order to ensure total guest satisfaction
- ✓ Empties and cleans waste baskets and ashtrays and transports trash to disposal area
- ✓ Greets and welcomes all guests going to the pool area according to the cruise line's standards of service
- ✓ Provides and exchanges towels for guests in all open pool deck areas. Folds and transports used towels to the laundry facilities
- ✓ Stacks chairs and transports them to assigned pool or deck areas
- ✓ Maintains deck furniture in a clean and orderly fashion
- ✓ Maintains current knowledge of the ship's regular events and special functions by reviewing all available data in order to provide guests
- ✓ with accurate information to answer questions
- ✓ The Pool Butler must communicate beverage orders with the Bar Staff in a timely manner
- ✓ Assists the food service personnel in the collection of soiled glasses, china, cutlery, etc. throughout the pool area. Transports to
- ✓ designated collection areas
- ✓ Responds to any type of emergency by dialing the ship's emergency number
- ✓ Attends all crew and passenger safety drills



### Cruise Ship Pool Butler (Pool & Deck Attendant) Job Requirements:

- Minimum one year previous Pool Attendant (Butler) experience
- Upscale hotel or cruise ship experience is preferred, but not mandatory
- Ability to communicate tactfully with guests and shipboard employees
- Candidates with high school diploma or equivalent level of education are preferred
- Good verbal command of the English language
- Ability to speak additional language(s) is a plus



# Cruise Job Descriptions

- Ability to work under pressure in multicultural environment

## Pool Butler Salary Range:

\$1200 to 1600 U.S. per month depending on gratuities and on the cruise line. Possibilities for promotion to Pool & Deck Supervisor (Pool Head Butler) position.



# Cruise Job Descriptions

## Hotel Steward / Utility Cleaner

### Job Description:

Hotel Steward / Utility Cleaner (daily cleaning of all public areas) - entry level position, no experience required.

### Hotel Steward / Utility Cleaner Job Requirements:

Very basic English Language skills required.

### Salary range:

\$600-800 U.S. per month, depending on the cruise line. Possibilities for promotion to Cabin Steward.



# Cruise Job Descriptions

## Laundry Supervisor

### Job Description:

**Laundry Supervisor** (supervises laundry department and dry cleaning of all passenger garments) - some experience in hotels or prior ship experience in related position required.

### Laundry Supervisor Job Requirements:

Basic English Language skills required.

### Salary range:

\$1000-1300 U.S. per month, depending on the cruise line.



# Cruise Job Descriptions

## Assistant Laundry Supervisor

### Job Description:

**Assistant Laundry Supervisor** (supervises laundry department and dry cleaning of all the officers, management, staff and crew garments as directed by Laundry Supervisor) - some experience in hotels or prior ship experience in related position required.

### Assistant Laundry Supervisor Job Requirements:

Basic English Language skills required.

### Salary range:

**\$900-1200** U.S. per month, depending on the cruise line. Possibilities for promotion to Laundry Supervisor.



# Cruise Job Descriptions

## Laundry Man / Linen Keeper

### Job Description:

**Laundry Man / Linen Keeper** (support staff for laundry facilities, launder and dry cleaning of all passenger, officer, management and staff garments) - no experience required, entry level position.

### Laundry Man / Linen Keeper Job Requirements:

Very basic English Language skills required.

### Salary range:

\$700-900 U.S. per month, depending on the cruise line. Possibilities for promotion to Assistant Laundry Supervisor.