

CRUISE INDUSTRY ONBOARD EMPLOYMENT OVERVIEW

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Shipboard employment in the cruise industry can be an exciting, rewarding and fulfilling opportunity for Caribbean and Latin American citizens. While this is true, there are also unique requirements that accompany employment with a cruise line that are very different from traditional life ashore.

SHIPBOARD LIFE

Onboard employees not only work on their respective ships, but live there, as well. Shipboard employees spend the majority of the year aboard, away from their families. Most employment commitments are for nine months. Depending on the position, most employees live two to four per cabin. An interest in a seagoing lifestyle is a necessity for onboard employment.

EDUCATION TRAINING

While a high level of education for crewmembers is always desirable, it is not always necessary. However, a strong willingness to learn is. A high school diploma or equivalent is preferable, but not necessary. Some job categories and positions will require specialized training and/or education.

ATTITUDE/WORK ETHIC

While the types of positions available onboard vary, the attitude and work ethic required of onboard staff does not; every crewmember is expected to have pride and dedication to their work. This is especially true of crewmembers coming into contact with passengers.

Governments seeking to recommend persons for employment should only suggest those with the highest moral standards and good character, as these persons will not only be representatives of their cruise ship and line, but of their country of origin (which may even be a destination on their ship's itinerary). Onboard employees are expected to maintain high standards of personal hygiene, most especially those who interact with passengers.

JOB CATEGORIES

There are four main categories of shipboard employment, each requiring different levels and types of experience, training and education. They are:

- DECK - Responsible for seaman's duties, refurbishment and sanitation.
- ENGINE - Responsible for the engine and other technical systems.
- FOOD AND BEVERAGE - Responsible for all food and beverage preparation and serving.
- HOTEL - Responsible for all cabins and public areas assigned to passengers, as well as meeting all passengers' needs.

The following pages are more detailed breakdowns and descriptions of the different positions available within these four categories. Please take the time to learn more about these opportunities to see if any of them are right for you.

DECK

GENERAL REQUIREMENTS

Requires previous maritime experience on a cargo, passenger or fishing vessel.

- Deck ratings forming part of a navigational watch should meet the mandatory minimum requirements. Administrations shall ensure that an authorized document is issued to every seafarer who is qualified to serve as a rating forming part of a navigational watch.
- Any A.B. should have a good knowledge of helmsmanship and be familiar with all kind of deck work.
- The O.S. will train constantly to become familiar with all kinds of deck work and helmsmanship.

SPECIFIC JOB DESCRIPTIONS

Chief Sanitation Operator

The Chief Sanitation Operator is entrusted with the proper disposal of garbage.

Sanitation Operator

Assists the Chief Sanitation Operator.

Refurbishing Crew

- Requires general maintenance experience.
- Works all over the ship doing whatever is needed in maintenance, upholstery, carpentry, painting, wallpapering, etc.

Deck Storekeeper

Is in charge of deck and sometimes carpenter supplies. Responsible for:

- Maintaining minimum quantities by advising when to order;
- Receiving materials and supplies;
- Issuing and checking in materials and tools for deck work activity;
- Minor repairs and maintenance of equipment;
- Cleaning, organizing and maintaining all deck store spaces;
- Assisting in maintenance and marlinespike items that can be done in the storeroom;
- Assisting in mooring, if needed.



ENGINE

GENERAL REQUIREMENTS

Some shipboard or industrial experience preferable, but will consider vocational training equivalency or high desire to enter field in lieu of experience.

SPECIFIC JOB DESCRIPTIONS

Chief Electrician Officer

The Chief Electrician Officer supervises the whole electrical department. Should have recognized electrician's qualifications and is responsible for the electrical maintenance and repairs of:

- Alternators;
- Motors;
- Switchboards;
- Deck equipment;
- Engine control system;
- Elevators;
- Loudspeaker systems;
- Galley equipment;
- Laundry machines;
- Freezers and ice machines.

The Chief Electrician Officer maintains routines for the testing, checking and maintenance of the various electrical equipment, including electrical safety and life-saving equipment.

First, Second and Third Electrician

Work under the direction of the Chief Electrician Officer and perform all tasks allotted by him or her.

Electrician's Assistant

Work under the direction of the Chief Electrician Officer or the Electrician Officer designated by him or her.

Engine Storekeeper

The Engine Storekeeper is the work leader for the Engine Crew who are not working under the direct instructions of the Watch Engineer. Assists with the maintenance of the inventory, purchase acquisitions and the distribution of parts and consumables to the Officers in charge of maintaining the plant. In charge of the general engine repair and maintenance work with specialty tool work and storekeeping. Should be experienced in gas and electric welding and with the general fabrication of pipes and lathe work.

Machine Tool Operator

The Machine Tool Operator is in charge of the machine shop onboard. Must be familiar with all lathe work and milling machines.

Engine Room Ratings

Engine ratings forming part of an engine room watch should meet the mandatory minimum requirements.

These requirements do not apply to trainees, assistants to the Head of the Watch or ratings with unskilled duties. An Engine Room Rating should be able to perform the following:

- Maintain engine room watch-keeping procedures and carry out a watch routine appropriate to duties.
- Use safe work practices as related to engine room operations.
- Be familiar with terms used in machinery spaces and know the names of machinery and equipment relevant to their duties. They must also be able to understand orders and make themselves understood.
- Know and act upon basic environmental protection procedures.

Engine Room Ratings include Firemen, Oilers/Motormen, Engine Fitters and Engine Cleaners and Storekeepers. Welders/Pipefitters may be required to work in the Engine Room.

Engine Crew required to keep a boiler watch must have the knowledge of the safe operation of boilers.

Engineer Ratings

Concerned with general mechanical maintenance and repairs anywhere onboard outside the engine room, including plumbing, overhauling ice-making machines, reefers, compressors, pumps and associated gear.

Engineer Ratings include Deck Mechanics, Plumbers, A/C Reefer Mechanics and Welders/Pipefitters.



FOOD AND BEVERAGE

GENERAL REQUIREMENTS

Knowledge of food and beverage preparation is desirable. Quality service attitude and meticulous hygiene is required.

SPECIFIC JOB DESCRIPTIONS

Food Department

It is well known in the industry that some cruise ship passengers rate the quality and abundance of the food of greater importance than the ports of call! Thus the need for an extremely high level of food preparation and presentation cannot be overestimated.

The Food Department is one of the largest departments onboard and must be able to produce up to, and occasionally in excess of, five hundred superb meals per sitting.

In addition to this daunting task, the Food Department has the important responsibility to ensure that USPHS standards are adhered to in every aspect of the operation, from food preparation and the sanitary condition of the galley and equipment to the hygienic habits practiced by its personnel. Outsiders are not allowed in the galley without permission, and the Master and the ship's management team regularly inspect it. All necessary repairs are reported and carried out without delay.

Special attention must be paid to safety, and galley personnel are particularly vigilant to avoid any possibility of a fire.

The Food Department furnishes food and personnel for the breakfast and lunch buffets, which are held in areas other than the main dining room. The last meal of the day is the late night or midnight buffet, which is served either in the dining room or outside. As well as keeping passengers well fed, the Food Department must provide meals for a ship's crewmembers.

Junior/Second Cooks

Each Junior/Second Cook reports to the Sous Chef, and each has their own area of responsibility according to a schedule prepared by the Executive Chef.

The Breakfast Cook has special skills and prepares all batters, omelets and breakfast meats for the dining room and buffet. Responsible for the sanitation in their area in the mornings, according to USPHS requirements. In the afternoons, prepares items and requisitions products needed for the following day. Trained in the proper handling and storage of frozen and (in particular) fresh egg products in accordance with USPHS. May be assisted by another Junior or Second Cook who does the simpler breakfast cooking.

The Soup Cook prepares all soups for all outlets and works the hot line during sittings. Also prepares cold soups and soups for special menus. Responsible for the sanitation of the soup area, in accordance with USPHS.

The Vegetable Cook (Entremetier) cleans, prepares and cooks all vegetables, including rice and potato dishes, and works the hotline during sittings. Responsible for the sanitation of the vegetable room and is trained in the proper handling, storage and preparation of fresh and frozen vegetables, in accordance with USPHS requirements.

One Junior Cook/Second Cook prepares the hot appetizers and other light cuisine, as directed by the Sous Chef.

Third Cook

A Third Cook is an all-around helper, working with the First and Second Cooks in all areas described above.

Crew Cook

The Crew Cook prepares all meals for the crew mess rooms, including breakfast. Prepares nutritionally balanced meals that cater to the requirements of a multi-national crew. Works at the serving line during meal hours and is responsible for the sanitation of the crew galley and the correct food handling practices in accordance with USPHS.

Pantry (Garde Manger)

The Head Pantry Man prepares the cold appetizers and cold sandwiches for lunch and dinner in the dining room. Provides the canapés and finger sandwiches needed for parties and the boxed lunches when needed on tours.

The other Pantry Men assist the Head Pantry Man; prepare cold soups, salads and dressings for the dining room; and ready fruits and juices for the dining room and buffet. Each Pantry Man is responsible for the sanitation of their area and the correct handling of food according to USPHS requirements.

Buffet Men

The Head Buffett Man prepares all cold buffet dishes and salads and all the cold decorative work for the buffets. Prepares aspic dishes and chaud froid displays.

The Ice Carver/Buffer Man assists the Head Buffet Man and does the ice and fruit and vegetables carvings. Prepares the fruit and vegetable trays for the buffets.

Each Buffet Man is responsible for the proper sanitation of their areas of work and the correct handling of food according to USPHS requirements.

Pastry Chef/Men and Bakers

The Pastry Chef is responsible for the preparation of all desserts for lunch and dinner, including the buffets. Prepares all pastries, biscuits, cookies, brownies, etc. and decorated cakes for special occasions. Assisted by the Pastryman/men.

Snack Stewards

The Head Snack Steward supervises the Snack Bar/Grills/Cafes, assisted by the Snack Stewards. Responsible for stocking, operating and replenishing the Snack Bar/Grills/Cafes. Responsible for the sanitation of their areas and correct food handling practices in accordance with USPHS requirements.

Storekeepers

The Head Storekeeper has particular responsibility for the loading and distribution of all food stores and reports to the Provision Master. Also works closely with the Executive Chef/Food Manager. Expected to maintain accurate inventories and strict control. Also assists the Provision Master as required. The Storekeeper assists the Provision Master and Head Storekeeper as required and reports to the Provision Master. Responsible for the cleaning of the storerooms and reefers.

Utilities

Utilities are used in all areas of the Food Department as directed by their supervisors. They may work as assistants in any of the areas previously mentioned or as cleaners, runners, dishwashers, pot washers, glass washers or crew mess utility.

Restaurant Department

As stressed previously, food is an extremely important part of any cruise, and no matter how superior the quality of the food, improper or inattentive presentation and/or service will impair a passenger's enjoyment of the dining room.

The Restaurant Department plays an important part in a passenger's rating of a cruise. Sullen or careless service will dampen the most enthusiastic guest, and no matter how much he/she enjoys the rest of the cruise, the service received in the dining room could determine whether or not a passenger sails with a cruise line again.

Again, the importance of sanitation and personal hygiene cannot be exaggerated. In both respects, USPHS standards must be followed.

Waiter

Each Waiter is responsible for the food service and presentation at their station and tables. Takes the food orders and is expected to be knowledgeable about the menu and able to answer questions about the food preparation. Expected to provide attentive and assiduous service according to company training and procedures. A Waiter must be meticulous in personal appearance and hygiene.

Busboy

Each Busboy assists the Waiter(s) to whom they are assigned and perform such tasks as pouring the water, bringing the bread and clearing the dishes. Company standards must be met. Expected to observe the Waiter closely in order to prepare for promotion. The Busboy will also perform any other tasks assigned. The Busboy must be meticulous in personal appearance and hygiene.

Office Staff Waiters

The Officer/Staff Waiters are responsible for serving all Officer/Staff meals in the designated mess. They are in training for promotion to the passenger dining room. They are expected to learn about USPHS requirements.

Bar Department

The Bar Department is responsible for beverage preparation and service onboard. Although it is principally the waiters and busboys who serve the dining room, the bar department is still responsible for providing the drinks and wine and ensuring the checks are processed correctly. The Department mans the bars in the showroom, casino, and by the pool, as well as the piano and cocktail bars. Must conform to USPHS standards.

Bar Storekeeper/Dining Room Service Bar Tender

Bar Storekeeper is in charge of receiving, storing and distributing all bar items for the vessel. The Dining Room Service Bartender prepares and distributes all requests for beverage and wine service from the Dining Room service bar. Maintains the service bar in accordance with company policies and USPHS standards.

Bartender

All Bartenders should:

- Prepare and serve drinks at the bar in a manner that will reflect the high standards of the company;
- Keep the bar clear of all empty glasses and empty dirty ashtrays;
- Keep the bar and pantry clean at all times;
- Learn and implement USPHS requirements in the above points;
- Assist in the stocking and storage of bar;
- Use the correct procedure for cashless payment of drinks;
- Have a thorough knowledge of all standard and international cocktails;
- Know the correct glass and garniture to use with each drink;
- Serve at private and ship's cocktail parties as directed.

Bar Waitress/Waiter

Each Bar Waitress/Waiter should:

- Serve drinks at the tables in the lounges or out on deck in a manner that reflects the high standards of the company;
- Keep their section of tables clear of empty glasses and replace dirty ashtrays;
- Learn and implement USPHS requirements in the above points;
- Assist in the storage and stocking of bars;
- Know the correct procedure of cashless payment of drinks;
- Have a good knowledge of standard and international cocktails;
- Know the correct glass and garniture to use with each drink;
- Serve at private and ship's cocktail parties as directed.

Bar Utility

All Bar Utilities should be familiar with the proper procedures to clean and sanitize bar areas, garbage bins, floors, equipment, refrigerators and ice machines in accordance with USPHS standards. They should also:

- Know the company's procedures for storage and delivery;
- Comply with procedures in replenishing bars with glasses, condiments, garnitures, and ice;
- Stock refrigerators with beer, soft drinks and wine after each closing and when necessary;
- Perform other duties as requested.



HOTEL

GENERAL REQUIREMENTS

Strong desire to serve, pride in ship and personal appearance required. Basic hospitality skills desirable.

SPECIFIC JOB DESCRIPTIONS

Steward Department

The Steward Department is responsible for the upkeep and cleanliness of the interior of the ship, in both passenger and crew areas (except the galley), and the outside deck space assigned as passenger areas.

Through the Room Stewards, this department responds to passengers' comfort in their cabins, from servicing the cabins three times daily to providing any connected item or service the passengers are lacking. The Steward Department also is on-hand through Room Service to provide cabin service (menu service).

The Laundry Department is where passengers and crew may have their laundry done. This department takes care of all the laundry needs onboard, except dry cleaning. They also house all of the ship's linen.

The Steward Department will take care of passengers' luggage both at the beginning or the end of the cruise and during, if for some reason a passenger arrives or leaves mid-cruise or changes cabins.

Cruise Steward

Assists Cruise Director in whatever is required, including:

- Setting up and breaking down equipment needed for activities, such as bingo, horse racing, games, deck activities and port talks;
- Assisting at the shows as directed by the Cruise Director;
- Storing cruise supplies arriving at the ship after they have been checked;
- Assisting in other Cruise Staff related activities.

Second Steward

The Second Steward reports to the Chief Steward and assists in all responsibilities. Duties may include:

- Supervising the luggage procedure, i.e. the handling, sorting and delivery of luggage;
- Calculating the overtime of members of the Steward's Department;
- Issuing stores, such as cleaning supplies, tissues, soap, etc. to the room stewards for house keeping.

Third Steward/Head Cleaner

The Head Cleaner, the Third Steward, assigns and supervises all the Cleaners through the ship. Provides all the cleaning materials and equipment needed to the Cleaners and assigns Cleaners to their designated positions when delivering or removing passenger luggage at embarkation and debarkation.

Room Steward

Each Room Steward has a section of cabins under his or her care, as determined by the Chief Steward. They are of great importance in contributing to the passenger's enjoyment of the cruise. Duties include:

- Making the beds, cleaning the cabin and bathroom and replenishing all supplies;

- Providing valet service at the passenger's request;
- Providing ice;
- Ensuring that writing materials and ship, port and shore excursion information are placed in each cabin at the beginning of the cruise and that the daily program and satellite news are delivered. At the end of the cruise, the Room Steward will place debarkation information and customs declaration in cabins.

Room Stewards are required to assist at Embarkation and at the Captain's Welcoming Party and may be assigned additional duties as needed.

Officer/Staff Steward

Clean the cabins and bathrooms and provide towels and supplies to the Officers' and Staff's cabins once a day.

The Officer Steward will take the Officers' uniforms and personal clothes to the laundry.

Deck Steward

The Deck Stewards are responsible for the cleaning and tidiness of all passenger deck space and deck furniture, paying particular attention to the pool area. They may also assist in other duties.

Bellmen

Offer 24-hour room service to passengers. This ranges from bar service, a light breakfast, sandwiches or a limited menu service, depending on the ship, to pushing a wheelchair or helping passengers carry luggage. They deliver messages from the Bridge and Front Desk to passengers or to key personnel. They also deliver any printed material to the passenger cabins that were not distributed by the cabin stewards. On the last night of the cruise, they deliver the passenger accounts.

Cleaners

Clean the public areas, lounges, halls and stairways, elevators, dining room, crew common areas, crew hallways and stairways and crew bathrooms. Among other tasks, they:

- Shampoo and vacuum carpets, shine all windows and glass areas and polish all wood and brass;
- Brush the chairs in the public lounges, empty and clean ash trays around the ship and provide supplies in the public restrooms;
- Are assigned to help deliver and remove passenger luggage.

Tailor

The Tailor is responsible for the onboard tailoring of uniforms, drapery and linens.

Laundry Manager

Responsible for the onboard laundry service. Supervises the laundry personnel. Responsible for:

- Supervising the use and condition of all laundry machines, equipment and supplies;
- Issuing the quota of linen and towels to the Room Stewards and towels to the Deck Stewards for the pool area and to Cruise Staff for beach tours and exercise classes;
- Issuing the napkins, tablecloths, etc;
- Requesting supplies and equipment when necessary.

Laundrymen

They are responsible for the 24-hour operation of the laundry.



FCCA Member Lines

- AIDA Cruises
- Azamara Club Cruises
- Carnival Cruise Line
- Celebrity Cruises
- Costa Cruises
- Croisieres de France
- Cunard Line
- Disney Cruise Line
- Holland America Line
- MSC Cruises (USA) Inc.
- Norwegian Cruise Line
- Oceania Cruises
- P&O Cruises
- Princess Cruises
- Pullmantur Cruises
- Regent Seven Seas Cruises
- Royal Caribbean International
- Seabourn
- TUI Cruises