

CHIEF HOUSEKEEPER

JOB DESCRIPTION



KEY ACCOUNTABILITIES

- He/she 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.
- Also the supervision of the laundry, handling of linen and uniforms is her responsibility.

REPORTS TO

- The Chief Housekeeper reports directly to the Hotel Manager.

SUBORDINATE PERSONNEL

- Stewardesses
- Cleaners
- Laundryman
- Assistant Laundryman

AREAS OF RESPONSIBILITY

- She is responsible for the co-ordination of the Housekeeping Department with other Departments to obtain maximum efficiency.
- She establishes work routines and work schedules for her staff so that a high standard of cleanliness can be maintained.
- She establishes a training program within her Department and holds daily training sessions where she demonstrates the standard of performance expected by the passengers, her Superior, the Company and herself.
- She controls and distributes all officer and crew uniforms.
- She is responsible for the purchasing and handling of flowers and plants on the entire Ship.
- She handles, distributes and controls all deliveries of consumables and sundries related to her Department.
- She is responsible for the ordering and storing of consumables and sundries (linen, towels, cleaning material, etc.) and for the uniforms of all crew members.
- She 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.

SUPERVISION AND TRAINING

- She ensures that a high standard of cleanliness on board the Ship is maintained.
- She develops a continuous inspection program for all public areas and cabins.
- She ensures that the necessary promotion and information material is available in all passenger cabins.
- She 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 checks before embarkation all cabins to ensure that they are clean and have all items in the proper place.

PERSONNEL

- She informs her staff about the Ship's organisation and the Company structure.
- She holds periodic meetings with her staff and instructs them on how to maintain the standard of cleanliness.
- She creates a good working relationship, a teamwork spirit and is consistent and fair to her subordinate staff.
- She ensures that her staff approaches passengers in a helpful and friendly manner.
- She ensures that new crew members are introduced to the life on board the Ship.
- She is responsible for the training of new crew members.
- She controls the appearance of her staff in regard to grooming, hygiene, cleanliness of uniforms and shoes.
- She establishes on and off duty reporting procedures and schedules the working hours of her staff accordingly.
- She informs her staff periodically about their performance of duties and hands Job Descriptions to new crew members.
- She ensures that her staff speaks English in front of passengers.
- She recommends promotions of qualified staff to her Superior.
- She is responsible for requesting replacements for crew members, well in advance, through her Superior when crew members are due for signing off.

MAINTENANCE AND REPAIRS

- She inspects and controls the standard of maintenance and reports repair requests immediately to the Chief Officer.

- She instructs her staff to report repair requests immediately and establishes follow-up procedures.

ADMINISTRATION

- She is responsible for planning the work schedules of her staff and using flexibility according to the workload.
- She is responsible for keeping inventories on linen, cleaning material, uniforms and all other housekeeping supplies.

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.