



## JOB DESCRIPTION

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JOB TITLE:	Executive Housekeeper
DEPARTMENT:	Hotel
LOCATION:	Shipboard
REPORTS TO:	Sailor Services Director

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### The Gig:

The Executive Housekeeper is responsible for the management of all Housekeeping functions and team members onboard the vessel.

They have overall command and responsibility for the cleanliness and maintenance of all guest rooms, public areas, crew areas and offices.

### Essential Responsibilities:

- Responsible for the implementation and execution of cleaning procedures in accordance with USPH standards.
- Ensures cleanliness, maintenance and presentation standards are kept to Virgin Voyages principles in all Housekeeping areas.
- Spends a large amount of time in front-of-house operations to set the example and oversee inspections.
- Ensures all administrative and back of house functions are completed on time, accurately and are maintained to the required standard.
- Reports to the Hotel Director any sailor complaints and feedback and where possible resolves.
- Daily inspection of cabins and public areas and ensuring shortfalls are dealt with in an efficient manner.
- Daily interaction with sailors and provides outstanding customer service and delivery.
- Oversees, coordinates and administers the Housekeeping department schedule ensuring that hours of work and rest are accurately reported and adhered to.
- Effectively manages all Laundry Operations onboard ensuring the Laundry Master has all equipment necessary to conduct role.
- Maintains an accurate inventory of all Housekeeping materials such as linen, cleaning products, machinery etc. and creates purchase orders as necessary.
- Ensures the quality of all linen items serviced for the vessel along with guest and crew items are to the highest standard and regularly reviews quality control and where necessary arranges for damaged items to be discarded.
- Acceptance and control of goods delivered for the housekeeping department as well as correct storage.
- Manages, trains and coaches the Housekeeping/Laundry crew to required company standard.
- Responsible for the appearance and manner of the housekeeping/laundry crew.
- Overall in charge for the correct acceptance and return of crew uniforms upon individuals signing off.



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- In charge of distributing daily programs, gift orders, room service and turn-down services.
- Monitors machinery within the Housekeeping and Laundry departments and immediately reports any malfunctioning or damaged equipment.

### Additional Responsibilities:

- Prepare appraisals for individuals under their remit in accordance with Virgin Voyages policies.
- Attends passenger functions as required by Head of Department.
- Partake in inspections, trainings and meetings as required by Head of Department.
- Ensures that the set standards are kept and staff members work according to their respective job descriptions.

### Super Powers Required:

- Minimum 3 years' experience as Housekeeping Manager onboard a Cruise ship or 4/5\* hotel/resort.
- Excellent organizational skills and able to juggle several operations in one go.
- Demonstrated experience in motivating, leading and engaging a diverse workforce to increase synergy and improve productivity.
- Passionate about people and able to handle guest complaints with a smile!
- All certificates as required by the STCW code for this position.
- Good command of the English Language

### Deputy's:

- Assistant Housekeeping Manager
- Deck Manager
- Public Area Manager
- Crew Area Manager
- Uniform Attendant

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time." The duties and responsibilities in this job description may be subject to change at any time due to reasonable accommodation or other reasons.

I have received a copy of the attached job description. I have read this job description (or had it read to me), and I understand all my job duties and responsibilities. I further understand that my duties may change on a temporary or regular basis according to the needs of the Company without it being specifically included in the job description. I will be notified of these changes in writing and have the opportunity to ask any questions with my immediate supervisor or Human Resources.



**VOYAGES**

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Employee Name (Print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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