



**RENARD INTERNATIONAL
HOSPITALITY SEARCH
CONSULTANTS**

2018 Cruise Line Compensation Report



Prepared September 2018



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Introduction of Renard International

Renard International is the leading executive recruitment firm serving the hospitality industry globally. This year we celebrate our “48th Anniversary”. We are the longest operating hospitality recruitment company and have successfully completed searches in 55 countries.

We are proud of our company’s success over these past five decades. Having received the highest ratings from international and independent hotel companies, restaurants, casinos and food service organizations, we have become one of the most respected hospitality search companies in the world.

Renard International has been deemed the “benchmark” of recruitment companies. We are pleased and honored by this recognition.

OUR CORE STRENGTHS - CONFIDENCE, CONFIDENTIALITY & EXPERTISE

Confidentiality remains fundamental and we have a proven ability to protect both clients and applicants alike. This security is necessary for applicants during the sensitive transition period, when unwanted exposure may endanger their current position. No fee is required from applicants, a factor which attracts outstanding individuals from around the world.

By utilizing our resources and expertise, clients save significant time and money throughout the sourcing and selection process.





Our People / Code of Ethics

**** Specialists who know your industry.****

Our employees have fueled our achievements, with their dedication and commitment to both our clients and our applicants. These employees constantly strive to refine and improve the services we provide.

Renard International is comprised of talented hospitality professionals who make it their business to stay well-informed of current trends and practices. We invest considerable time and resources into visiting client properties and applicant workplaces.

The robustness and accuracy of our sourcing and selection process are backed up by our strong success rate. Almost all of our successful placements have remained throughout their contract period, many of them advancing to the upper echelons of renowned corporations in the industry.

We thank you for your continued loyalty and confidence in us as your partner in talent recruitment and we assure you of our team's commitment to delivering service excellence to your business.





Methodology of our Surveys

“2018 Members Club Compensation Study” was prepared in August 2018. The report outlines the outcomes from a comprehensive information analysis extracted from Renard International’s own database of 68,000 candidates and supplemental 20,000 contacts as well as written answers to our global survey sent to Executives across more than 15 countries in January/February 2018. The data was also taken from thousands of resumes received monthly by Renard offices and Consultants worldwide, which confirm in writing individuals’ current remuneration, benefits, bonuses, etc. They also signpost desired salary, benefits, preferred location and ideal role.

Some of the salary ranges in this guide are based on actual transactions between employers and employees of Renard International and represent a true reflection of the job marketplace.

In 2017 alone, Renard Consultants successfully completed assignments in over 40 countries from Culinary to the CEO of a major Club/Hotel/Casino Group. We have now assisted clients in nations that were non-existent when we first commenced business 48 years ago.

Our Remuneration Reviews are produced using an **average format** in which the information is totaled and divided by the number of replies, or, in a **median format**, which is calculated using data mid-range to extremes. We hope this guide will serve as a useful tool for your talent compensation planning.





Observations & Comments

Current ships are big and when we say big, we mean “The Bigger, The Better” as guests can be offered more entertainment, dining, recreation and sport facilities. The newest ships accommodate upwards of 4000-5000 passengers and so offer food options 24 hours/day. Many large Caribbean cruise lines offer between 14 to 20 food & beverage stations while others, such as river cruises and boutique vessels, offer less facilities and generally a more “one to one” staff to guest ratio.

There are some ships now at sea who’s “frame” was built over 75 years ago. Long gone are the days of “hot beds” for staff. Hot beds were when a staff member would sleep 12 hours in their berth then go on duty and another staff member would hop in this same berth.

Contract Terms & Hours of Employment

Cruise lines offer the most favourable opportunities for those from countries where work visas would not always be available. Most cruise lines have employees from over 15 nations working on board at one time.

Historically, cruise line employees work from 4 to 10 months on board and 2 months on vacation; most companies do not pay share leave vacation. During on board employment, hours of work vary as some ships are unionized, while others are not. Work hours vary from 8 to 12 hours with work breaks, some rest periods and split shifts depending on the role.

Compensation, Benefits & Bonuses

In the next section, you will find a comprehensive salary survey for cruise staff and management. All figures are in US Dollars and are gross; USA flagged carriers deduct USA taxes while non-USA flagged ships deduct no taxes from employees.

While on board, standard medical benefits are offered as well as single or shared accommodations and free meals. During the vacation period, generally no benefits are offered except to very senior executives or to land-based corporate administration.

Other than bonus stipulated in our survey, bonuses are paid:

1. Through gratuity trunk system
2. Arbitrary Executive Decision
3. Based on several criteria of performance and ship profitability. Some bonus schemes range from 18 to 35% of base earnings.

In some cases, additional compensation or bonus may be given to those who speak specific languages based on ship itineraries or base clientele.



Observations & Comments - Cont'd

Ship Captains – Job Description & Compensation

Ship Captains command the overall operation, crew and safety of a ship. Working in conjunction with mates and staff, the captain ensures maritime protocols are followed and safety measures practiced. Ship Captains are also responsible for the loading/unloading of passengers and cargo as well as communicating with other vessels and overseeing the expulsion of pollution.

Using navigational aids to determine the ship's speed and location, the captain directs the piloting of the ship and avoids hazards. They also supervise the maintenance of the ship's engines and general upkeep. The captain ensures adherence to the vessel's security plan including procedures for stowaways, refugees, hijacks, pirates and terrorist threats as well as conducts searches and maintains restricted areas.

Additionally, Cruise Ship Captains greet and socialize with guests. They record the ship's movements and passengers. Cruise Captains are responsible for maintaining the ship's certificates and documentation, as well as ensuring the ship complies with immigration and customs laws.

All Ship Captains must pass all certifications competencies including Coast Guard credentials such as the Consolidate Merchant Mariner Credential (MMC). This qualifies a person to function as a third mate officer on a ship. With experience, prospective Ship Captains will work their way up.

Required Education	Postsecondary degree at a merchant marine academy OR 1000 hours as a deck hand
Other Credentials	4-year marine transportation course
Median Pay (2018) *	Captains, 1 st mates and pilots of water vessels up to 100 feet's median earnings are \$96,900. The lowest data received was \$71,300 and the highest was \$133,000

* The salary of a Master Captain for cruise ships accommodating thousands of passengers and crew can exceed \$500,000 USD while compensation for experienced Captains of Cargo Ships of the same length or tonnage is less than half of a cruise ship Captain's salary.

As many ships and yachts of up to 100 metres are privately owned, the salaries and benefits vary at the discretion of the owners. We could not determine a pattern or range since we were not able to get this information as it was not openly disclosed other than by publically-held cruise companies.



Salary Survey

Position	Months onboard per year	Daily		Monthly		Annual		Bonus / Incentive
		Low	High	Low	High	Low	High	
Hotel Director	8	300	430	9,125	13,079	73,000	104,633	20% per annum
F&B Director	8			6,500	8,300	52,000	66,400	20% per annum
Restaurant Ops Manager	8			5,570	7,820	44,560	62,560	
Maitre D'	9			4,520	6,980	40,680	62,820	
Asst Maitre D' – Specialty Restaurant	10	100	150	3,042	4,563	30,417	45,625	
Asst Maitre D'	10	85	110	2,585	3,346	25,854	33,458	
Beverage Manager	9	95	145	2,890	4,410	26,006	39,694	beverage incentive per day worked onboard
Asst Beverage Manager	10	80	90	2,433	2,738	24,333	27,375	beverage incentive per day worked onboard
Cellar Master	10	90	125	2,738	3,802	27,375	38,021	beverage incentive per day worked onboard
Head Bartender	10			1,700		17,000		beverage incentive per day worked onboard
Sanitation Officer	9			4,870	6,880	43,830	61,920	
Executive Chef	9	200	280	6,083	8,517	54,750	76,650	
2nd Executive Chef	9	155	185	4,715	5,627	42,431	50,644	
Executive Pastry Chef	9	120	160	3,650	4,867	32,850	43,800	
Sous Chef	9	120	160	3,650	4,867	32,850	43,800	
Tournant	9	110	125	3,346	3,802	30,113	34,219	
Executive Housekeeper	9	140	200	4,258	6,083	38,325	54,750	
Asst Housekeeper	9	85	140	2,585	4,258	23,269	38,325	
Laundry Master	10			2,000		20,000		
HR Manager	8	170	190	5,171	5,779	41,367	46,233	
IT Officer	9			3,800	5,200	34,200	46,800	
Purser	9	160	210	4,867	6,388	43,800	57,488	
Controller	10	85	130	2,585	3,954	25,854	39,542	
Guest Relations Manager	9	140	200	4,258	6,083	38,325	54,750	
Asst Guest Relations Manager	9	115	130	3,498	3,954	31,481	35,588	
Guest Relations Supervisor	10	95	115	2,890	3,498	28,896	34,979	
Marketing/Revenue Manager	9	150	175	4,563	5,323	41,063	47,906	\$1000 per month worked onboard

All figures are in US Dollars



Why Land Based Employers Fail to Understand Cruise Ship Employees

Every day crew members who have spent years working on ships enter the job market seeking employment on land. Many of them find it very challenging to land a jobs in similar position that they held onboard ships. Crew members often spend months attempting to find employment on land and eventually cave in, taking jobs they are seriously overqualified for that pays no better than the positions they held on ships before.

So why is it such a challenge for former cruise employees to find employment on land?

The answer lies in the knowledge the potential employer has of the cruise industry and employment practices. Employers who have not previously worked on ships themselves have virtually no knowledge of what employees do onboard. Their knowledge extends to the cruise vacations they imagine taking. Therein lies the challenge that crew members encounter when seeking jobs. No place is this more evident than in the hotel industry. If I had a nickel for every time I heard a from a crew member who couldn't find a job in the hotel industry after leaving ships other than an entry level position. There are exceptions however, Managers in high-level positions like Guest Relations, Human Resources, Hotel Director, and Food & Beverage Managers won't encounter these kind of challenges.

So what can a former cruise employee do to educate future employers as to why they are more qualified than most other candidates for higher level jobs?

- Show the employer your previous job descriptions
- Show them your KPI's
- Give them your performance appraisals
- Find articles that accurately describe what employment on ships is like
- Get references from within the cruise industry
- Reference how you overcame the most challenging problems you encountered on ships that make similar challenges on land extremely simple
- Explain how crew members often have multiple jobs

If you are an employer/recruiter and you are not familiar with the operation on a luxury ocean liner, here are some examples why a crew member who has worked on ships may be your best possible candidate:

- Failure is not an option. There is no room for failure when dealing with passengers. They aren't going anywhere, passengers can spend anywhere from 3 days to 100 days on a cruise and every day is a new opportunity.



Why Land Based Employers Fail to Understand Cruise Ship Employees - Cont'd

- We eat challenges for breakfast, lunch, and dinner. Crewmembers are no stranger to challenges. They overcome them routinely. Could you think of any hotel that could check out and check in 1000 guests or more within less than 10 hours, re set all restaurants and bar and a take a full provisioning for 14 days, at the very same time?
- Can you work long hours? Crew are accustomed to early mornings and late nights, and even when you're off, you're not really off because you must always be on call for emergencies.
- Time Changes are part of daily life for crewmembers. Imagine having to wake up an hour earlier each day for 5 days in a row, that's the norm for crew.
- Can you handle multiple roles? Crew often hold multiple positions. Usually they have their main job, then their emergency job, and quite possibly other responsibilities.
- Are you available to work weekends & holidays? Crewmembers rarely get a full day off during their contracts that last anywhere from 4-10 months depending on their positions.
- Are you available to relocate? They have been working on ships for years. They sleep at a constant 20 knots.
- Can you multitask? A crewmember's life is nothing but multitasking in fast paced environments that require quick thinking and effective solutions.
- Are you a Leader? You have to be a leader to succeed on ships and most cruise lines spend time and money training crew to become leaders. They also spend time continually developing their leaders and looking for way to improve them.
- Are you a Team player? No one crew member can run the operation on a ship on their own. It requires teamwork to be effective. There are often 30 or more different nationalities working on board, so if you require someone with an international experience, only a very few people are more diverse than a person who has worked on a cruise ship.
- People working on ships spend months in much narrowed spaces. Meaning your colleagues are also your family and friends when you are not on duty. Many crewmembers have great listening skills with an even greater anticipation of others needs and challenges.

There are many reasons why crew members are more qualified than most applicants when applying for positions on land, but employers need to see beyond the common misconceptions of working on ships and research what life is like in the cruise industry before jumping to conclusions. Former crew members must also share their experiences with future employers. Don't expect the employer to have any idea of what it's like to work onboard or do your job. Finally, cruise lines need to make more of an effort informing the rest of the hotel industry why their employees are more than qualified to tackle anything that comes their way.



Cruise Ship Dictionary of Job Descriptions

HOTEL MANAGER

The Hotel Manager is responsible for managing all aspects of the Hospitality Department of the on board operations to guarantee a maximum satisfaction of the guests. You coordinate, monitor and support your hospitality team with the daily and long-term duties and always follow the procedures and standards. Additionally, the Hotel Manager leads the daily management while focusing on quality, costs, tidiness and hygiene in all areas of the hotel department. You monitor the on board revenue to ensure projected sales. Another important part of your job is to schedule, train, motivate and evaluate the personnel in order to guarantee a positive work climate. The Hotel Manager reports directly to the Operations Manager and Corporate Hotel Manager.

Flexibility

- Flexible to be able to assist in ships' operational purposes such as loading of food and supplies and general cleaning

Tasks

- Setting and achieving sales and profit targets
- Planning work schedules for individuals and teams
- Delivering excellent customer service, at all times, ensuring guests' comfort and safety
- Dealing with all enquires and complaints in a professional and courteous manner
- Completing all daily administration tasks as required
- Managing and maintaining effective and efficient use of all reception equipment and systems, in line with company policy
- Providing reports, as required, for upper management
- Maintaining effective communication at all times among the team and management

Requirements

- At least five years of hotel or prior ship experience in a comparable position
- Degree in Hospitality Management or relevant subject
- Excellent command of English, knowledge of German or additional languages is highly desirable
- Computer literate with knowledge of a variety of hospitality software applications
- A flexible and motivated team player with a high degree of social competence
- Management and organisational skills
- Friendly and well-groomed appearance and ability to generate a warm and efficient welcoming atmosphere for the guests and crew
- Ability to work under pressure in a fast pace environment



Cruise Ship Dictionary of Job Descriptions

FRONT DESK MANAGER

As Front Desk Manager you are responsible for a friendly and polite interaction with the passengers to guarantee maximum satisfaction of the guests as well as an efficient organisation and realisation of the front desk. You are the link between the passengers and the crew and manage, motivate and train the Night Watch and the Receptionist. The Front Desk Manager also ensures the accurate accounting and administration related to purchases and cash-handling. The Front Desk Manager reports directly to the Hotel Manager.

Flexibility

- Flexible to assist and/or cover for Receptionist and Night Watch or any other department in time of need
- Flexible to be able to assist in ships' operational purposes such as loading of food and supplies and general cleaning

Tasks

- Arranging inquiries that represent the hotel services and policies
- Attending to guests' enquiries, requests, complaints and compliments
- Responsible for the preparation of Custom papers
- Receiving and processing payments
- Greeting guests on arrival and departure and allocation of cabins, key handling etc.
- Maintaining the onboard retail system by preparing orders, entering deliveries and local purchases as well as other stock movements
- Auditing and controlling the revenue and client portfolios/on board accounts.
- Assisting the Hotel Manager with the supervision of the front office staff, from maintaining proper cash control to guest service standards on a day-to-day basis
- Informing other operating departments of all Front Office matters that concerns them

Requirements

- At least three years of hotel or prior ship experience in a comparable position
- Degree in Hospitality Management, Accounting or relevant subject
- Excellent command of English, knowledge of German and Spanish is an advantage
- Computer literate with knowledge of a variety of computer software applications
- A flexible and motivated team player with excellent communication skills and a friendly, well-groomed appearance
- Excellent organizational and time management skills, with the ability to set priorities for self and others
- HACCP knowledge



Cruise Ship Dictionary of Job Descriptions

RECEPTIONIST

The Receptionist supports the Front Desk Manager and Hotel Manager. As Receptionist you are co-responsible for a friendly and polite interaction with the passengers at the front desk to ensure the maximum satisfaction of the guests as well as keeping an efficient and organized front desk. Additionally, you assist the Front Desk Manager with accounting and administration related to purchases and cash-handling. You are the link between the passengers and you report directly to the Front Desk Manager.

Flexibility

- Flexible to assist and/or cover for Night Watch or any other department in time of need
- Flexible to be able to assist in ships' operational purposes such as loading of food and supplies and general cleaning

Tasks

- Delivering excellent customer service
- Ensuring knowledge of staff movement inside and outside the ship
- Assisting in keeping the hotel reception area clean and tidy
- Dealing with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail
- Co-Responsible for the preparation of Custom papers
- General administrative support; preparing letters and documents
- Fulfilling all reasonable requests from guests to ensure their comfort, satisfaction and safety
- Providing reports for management
- Greeting guests on arrival and departure and allocation of cabins, key handling etc.

Requirements

- At least two years of hotel or prior ship experience in a comparable position
- Fluent command of English, knowledge of German and/or Spanish is desirable
- Degree in Hospitality, Secretarial Studies or in relevant subject is an advantage
- A flexible and motivated team player with a high degree of social competence
- Friendly and well-groomed appearance
- Organisational skills and attention to detail
- Computer literate
- HACCP knowledge
- Ability to work under pressure and in a high volume environment



Cruise Ship Dictionary of Job Descriptions

NIGHT WATCH

The Night Watch is responsible for the safety of the ship, passengers and crew overnight. You are co-responsible for a friendly and polite interaction with the passengers at the front desk during the night to guarantee maximum satisfaction of the guests. Additionally, you take care of a correct completion of the administrative duties during the night shift. You report directly to the Front Desk Manager.

Flexibility

- Flexible to assist and/or cover for Receptionist or any other department in time of need
- Flexible to be able to assist in ships' operational purposes such as loading of food and supplies and general cleaning

Tasks

- Patrolling the Ship during the evening/night
- Respond to guests requests and complaints
- Available for light maintenance work needed on board the ship and assist with laundry and cleanliness of the ship during night shift
- Liaise with the Nautical crew on board
- Proceed with administrative tasks provided by Frontdesk manager or Receptionist
- Co-operation with the Frontdesk Manager for any issues occurred during the night watch

Requirements

- At least two to three years of hotel or prior ship experience in a comparable position
- Fluent command of English, knowledge of German and/or Spanish is desirable
- Willing and able to work night shifts and odd hours
- Computer literate
- A flexible and motivated team player with a high degree of social competence
- Friendly and well-groomed appearance
- Ability to work under pressure



Cruise Ship Dictionary of Job Descriptions

EXECUTIVE CHEF

As Executive Chef you are responsible for the highest quality, preparation and service of the food on board. You manage, motivate and train the kitchen employees and, together with the Corporate Executive Chef, you implement all updated recipes. Additionally, you are responsible for the hygiene and tidiness in the galley area. The Executive Chef reports directly to the Operations Manager.

Flexibility

- Flexible to be able to assist in ships' operational purposes such as loading of food and supplies and general cleaning

Tasks

- Must ensure that the set ups in all outlets are attractive, enticing and to standard as set by set the Corporate Chef at all times
- In conjunction with Corporate Chef, implement all updated corporate recipes
- To develop galley personnel in the knowledge of all standard recipes and ensure all preparation and methods of cooking are adhered to
- Responsible for the implementation and execution of food handling and cleaning procedures in accordance with company standards. Follows all HACCP procedures as set by the company and sets training accordingly for all galley personnel
- Reviews the following day's cycle menu as to its suitability based on the ship's supply of food stores ensuring that the quality of food is maintained
- Ensuring that quality dishes are served on schedule
- Maintaining inventory and food costs within given budget

Requirements

- At least Five years of hotel or prior ship experience in a comparable position
- Fluent command of English, knowledge of German and Spanish is an advantage
- Culinary or Hospitality degree
- HACCP Certificate holder
- Experienced in food cost matters and quality food production
- Experienced in training subordinates in fine food preparation and excellent knowledge of menu structure
- Excellent creative skills in plate and buffet presentations
- Management and organisational skills
- Ability to work under pressure
- A flexible and motivated team player with a high degree of social competence



Cruise Ship Dictionary of Job Descriptions

SOUS CHEF

The Sous Chef is co-responsible for the highest quality, preparation and service of the food on board. You assist the Executive Chef by preparing and serving food and managing, motivating and training the kitchen employees. You are also co-responsible for the hygiene and tidiness in the galley area. The Sous Chef reports directly to the Executive Chef.

Flexibility

- Flexible to assist and/or cover for Chef de Partie or Executive Chef when needed
- Flexible to be able to assist in ships' operational purposes such as loading of food and supplies and general cleaning

Tasks

- Assisting the Executive Chef with menu planning
- Covering the Executive Chef when needed
- Ensuring that food is prepared to top standards
- Co-responsible for the overall direction, supervision, training and personal conduct of all employees assigned to the kitchen operation
- Adjusting food orders to suit guest count
- Ensuring proper cleanliness and sanitation of the galley and food storage areas and equipment in all such areas according to standards
- Checking all food storerooms daily. Ensuring proper food rotation

Requirements

- At least two years of hotel or prior ship experience in a comparable position
- Good command of English, knowledge of German and Spanish is an asset
- Culinary or Hospitality degree considered as an advantage
- Superior cooking skills
- Experienced in training subordinates in fine food preparation and excellent knowledge of menu structure
- Very good creative skills in plate and buffet presentation
- The ability to taste all foods to ensure correct and accurate preparation
- Experienced in food cost matters and quality food production
- Ability to work under pressure in a high volume environment



Cruise Ship Dictionary of Job Descriptions

CHEF DE PARTIE

The Chef de Partie is responsible for the preparation and distribution of daily meals to the maximum satisfaction of guests under the supervision of the Sous Chef and the Executive Chef. Additionally, you are co-responsible for the hygiene and tidiness in the galley area. The Chef de Partie reports directly to the Sous Chef.

Flexibility

- Flexible to assist and/or cover for Pastry chef or Sous Chef
- Flexible to be able to assist in ships' operational purposes such as loading of food and supplies and general cleaning

Tasks

- Overseeing the preparation, cooking and presentation of meals
- Enforcing strict health and hygiene standards
- Ensure smooth operation of the lower level chefs and flexible to overtake responsibility when needed
- Preparing and cooking various types of dishes including fish, meat, soups, salad dressings and vegetables - cold and hot dishes
- Adhering to company procedures in regards to temperature checks, food labelling and dating, cleaning schedules and hygiene regulations and ensuring that all records of such are updated and kept.
- Maintaining the work area to a clean, hygienic and tidy state at all times
- Co-operate with the sous chef in the creation of new dishes

Requirements

- At least two years of hotel or prior ship experience in a comparable position
- Good command of English language
- Culinary or Hospitality Degree will be considered as an advantage
- Ability to work independently at a working station
- Knowledge of warm and cold food preparation
- Ability to work under pressure in a high volume environment



Cruise Ship Dictionary of Job Descriptions

DEMI CHEF DE PARTIE

The Demi Chef de Partie is responsible for the preparation and distribution of daily meals under the supervision of the Sous Chef and the Executive Chef. Additionally, you are co-responsible for the hygiene and tidiness in the galley area. The Demi Chef de Partie reports directly to the Sous-Chef.

Flexibility

- Flexible to assist and/or cover for Pastry chef, Chef de partie or Commis de cuisine
- Flexible to be able to assist in ships' operational purposes such as loading of food and supplies and general cleaning

Tasks

- Supplying the highest level of customer care and service
- Preparing, cooking and serving any food
- Preparing and cooking various types of dishes including fish, meat, soups, salad dressings and vegetables - cold and hot dishes.
- Adhering to company procedures in regards to temperature checks, food labelling and dating, cleaning schedules and hygiene regulations and ensuring that all records of such are updated and kept.
- Maintaining the work area to a clean, hygienic and tidy state at all times
- Co-operate with the sous chef in the creation of new dishes

Requirements

- At least two years of hotel or prior ship experience in a comparable position
- Good command of English language
- Culinary Degree or Cooking school training
- Qualified in preparing cold foods / baked foods
- Ability to work long hours and/or split shifts
- Ability to work under pressure in a high volume environment
- A flexible and motivated team player



Cruise Ship Dictionary of Job Descriptions

COMMIS DE CUISINE

The Commis de Cuisine is part of the smooth running of the daily kitchen operations. You ensure that all recipes, food preparations and presentations meet restaurant's specifications and commitment to quality, while maintaining a safe, orderly and sanitized kitchen. You work under the supervision of the Sous Chef and the Executive Chef.

Flexibility

- Flexible to assist and/or cover for Demi chef de Partie or Kitchen Steward
- Flexible to be able to assist in ships' operational purposes such as loading of food and supplies and general cleaning

Tasks

- Preparation and distribution of daily meals in accordance with the menu cycle
- Understanding of the menu content which includes recipes and food presentation guidelines
- Jointly responsible for appropriate loading, storage and keeping of goods
- Co-responsible for daily cleaning and adhering to hygiene standards
- Ensuring that health and hygiene standards are followed

Requirements

- At least two years of hotel or prior ship experience in a comparable position
- Basic Education as a cook
- English speaking skills
- Competence in all facets of cooking
- A flexible and motivated team player and a high degree of social competence
- Flexible and energetic
- Ability to work under pressure and in a fast pace environment
- Ability to work long hours and/or split shifts



Cruise Ship Dictionary of Job Descriptions

KITCHEN STEWARD (ESS)

The Kitchen Steward (ess) is responsible for ensuring safe, clean, efficient and quality food service. You handle and transport food and other supplies when requested and keep your station in proper operation. The Kitchen Steward (ess) reports directly to the Executive Chef.

Flexibility

- Flexible to assist and/or cover for Cabin steward position
- Flexible to be able to assist in ships' operational purposes such as loading of food and supplies and general cleaning

Tasks

- Washing dishes, glassware, flatware, pots and pans
- Placing clean dishes, utensils, or cooking equipment in storage areas
- Sorting and removing trash, placing it in designated pickup areas
- Cleaning garbage cans with water or steam
- Sweeping or scrubbing floors
- Maintaining hygiene standards

Requirements

- At least two years of hotel or prior ship experience in a comparable position
- English speaking skills
- Ability to work under pressure in a fast pace environment
- Team player spirit
- Physically fit



Cruise Ship Dictionary of Job Descriptions

MAÎTRE

As Maître you are responsible for the day to day operations and supervision of the restaurant. Your responsibilities include training, maintaining a high standard of food quality and service, assigning work schedules for Waiters and Bar Staff, keeping control of all the equipment and required inventories. The Maître reports directly to the Hotel manager.

Flexibility

- Flexible to assist and/or cover as Waiter if necessary
- Flexible to be able to assist in ships' operational purposes such as loading of food and supplies and general cleaning

Tasks

- Responsible for the implementation and execution of food handling (Buffet), food service and cleaning procedures in accordance with company standards
- Direct, supervise and train all subordinates in the performance of their duties in accordance with the quality standards set by the company
- Ensure good cooperation and communication between Galley and Restaurant
- Ensure proper reservations and seating assignments are administered accurately for all guests in accordance to guest requests
- Responsible for maintaining a well-supplied work area with appropriate par stocks
- Conducts daily inspections of all areas of responsibility in order to identify deficiencies and assess procedures of personnel
- Present menus to guests, answer enquiries about menu items and make recommendations upon request
- Ensure customer satisfaction and take corrective actions if needed.
- Wine knowledge and recommendations depending on the location the ship is sailing to
- Always remains clean, well-groomed and friendly to the guests
- Take into consideration the hygiene, HACCP and safety standards

Requirements

- At least five years of hotel or prior ship experience in a comparable position
- Fluent command of English, knowledge of German and Spanish is an advantage
- Hospitality degree or degree in relevant subject will be considered an asset
- A flexible and motivated team player with a high degree of social competence
- Ability to supervise and coordinate a team of waiter/waitresses
- Ability to schedule the service structure in accordance to guests' needs
- Well-groomed and friendly appearance
- Ability to work under pressure



Cruise Ship Dictionary of Job Descriptions

WAITER / WAITRESS

The Waiter/Waitress ensures that all guests are fully satisfied with the food and service. You are responsible for a friendly, efficient and professional service in the restaurant. You serve passengers with drinks and food, keep menus clean, maintain cleanliness and explain the dishes to the guests. You report directly to the Maître.

Flexibility

- Flexible to assist and/or cover in Bar Department if necessary and if supervised by the Restaurant or Hotel Manager.
- Flexible to be able to assist in ships' operational purposes such as loading of food and supplies and general cleaning

TASKS

- Escorting customers to their tables
- Preparation and setting of tables according to company standards
- Present menus to guests, answer enquiries about menu items and make recommendations upon request
- Explain how various menu items are prepared, describe ingredients and cooking methods
- Serving food and/or beverages to guests
- Wine knowledge and serving
- Check with customers to ensure that they are enjoying their meals and take corrective actions if necessary
- Remove dishes and glasses from tables or counters, and take them to kitchen for cleaning
- Always remain clean and friendly to the guests
- Report for duty in a timely manner to scheduled time to assure proper lounge set-up is done, wearing the correct uniform and nametags at all times.

Requirements

- At least three years of hotel or prior ship experience in a comparable position
- Fluent command of English language, knowledge of German and Spanish would be considered as an advantage
- Hospitality degree or degree in relevant subject will be considered as an advantage
- Know-how of food placement according to its category (i.e. fish, meat, beverages etc.)
- Ability to move up and down the stairs that might connect the galley with the restaurant (depending on the vessel)
- Friendly, polite demeanour with a clean and hygienic appearance
- Ability to work long hours and/or split shifts
- Ability to work in a fast pace environment



Cruise Ship Dictionary of Job Descriptions

BARTENDER

The Bartender is responsible for a friendly, efficient and professional service in the bar area. You give the guests an exceptional bar experience by providing individualised attention. You organise, manage and motivate the Bar Waiters/Waitresses as well as prepare and serve beverages and food professionally at the bar. Additionally, you ensure the cleanliness and hygiene in the bar area, as well as a maximum revenue. The Bartender reports directly to the Restaurant Manager.

Flexibility

- Be flexible the assisting the restaurant Department and any other areas when required
- Flexible to be able to assist in ships' operational purposes such as loading of food and supplies and general cleaning

Tasks

- Directing the bar function and associated activities throughout the vessel
- Monitoring the procedures for sanitation and cleanliness at all times
- Reviewing the inventory
- Managing tender/cash and staff
- Promote and present cocktails and drinks to increase sales
- Ensure the bar meets legislative directives
- Making adjustments if need be to ensure customer service is consistently high
- Assist the bar waiters/waitresses in high volume
- Train bar waiters in cocktail preparation and communication skills

Requirements

- At least three years hotel or prior ship experience in a comparable position
- Fluent command of English, knowledge of German and/or Spanish is highly desirable
- Knowledge of beer, wine and spirits
- Cocktail preparation and drink service skills
- Knowledge of liquor licensing regulations
- Good communication, management and organisational skills
- A flexible and motivated team player and a high degree of social competence
- Well-groomed appearance
- Ability to work under pressure and in a fast-paced environment



Cruise Ship Dictionary of Job Descriptions

BAR WAITER / WAITRESS

The Bar Waiter/Waitress is co-responsible for a friendly, efficient and professional service in the bar area to guarantee a maximum satisfaction of guests. You give the guests an exceptional bar experience by providing individualised and prompt attention. You prepare and serve beverages and food professionally at the bar as well as participate in the cleanliness and hygiene of the bar area. The Bar Waiter/Waitress reports directly to the Bartender.

Flexibility

- Flexible to assist and/or cover in Restaurant Department and any other areas if necessary.
- Flexible to be able to assist in ships' operational purposes such as loading of food and supplies and general cleaning

Tasks

- Providing efficient, expedient and courteous service of beverages to guests
- Listen and take action on guests requests/complaints
- Report for duty in a timely manner to scheduled time to ensure proper lounge set-up is done, wearing the correct uniform and nametags at all times
- Setting tables and cleaning/tidying the bar area
- Collecting, washing and polishing glasses
- Ensure all administrative procedures relating to beverage control are followed
- Assist in carrying out inventories after each cruise under the guidance of the Bartender
- Be aware and knowledgeable of any special cocktails, daily cocktails and special events
- Inspect assigned Lounge with respect to physical condition, condition of equipment and decoration to ensure prompt repair and maintenance through reporting to the Bartender/Management
- Socialize with clients when time allows

Requirements

- At least two years of hotel or prior ship experience in a comparable position
- Fluent command of English, knowledge of German and/or Spanish is desirable
- Knowledge of cocktails
- A flexible and motivated team player with a high degree of social competence
- Well-groomed and friendly appearance
- Excellent listening and communication skills
- Ability to work in a fast pace environment
- Ability to work long hours and/or split shifts



Cruise Ship Dictionary of Job Descriptions

ACCOMMODATIONS MANAGER

The Accommodations Manager is responsible for the overall cleanliness of all the rooms and public areas, offices and staff/crew facilities. You motivate train and supervise the entire housekeeping department by assigning duties, inspecting work and investigating complaints regarding housekeeping service and equipment and take action on demands. You provide guidance in meeting sanitary standards. The Accommodations Manager reports directly to the Hotel Manager.

Flexibility

- Flexible to assist and/or cover for cabin/laundry stewardess and any other areas if necessary.
- Flexible to be able to assist in ships' operational purposes such as loading of food and supplies and general cleaning

Tasks

- Maintaining the cleanliness and sanitation of each room occupied and non-occupied, common public areas and steward station
- Ensuring that accommodation is clean, well maintained and attractively presented
- Liaising with reception services to coordinate the allocation of accommodation
- Inspecting the accommodation to ensure that hygiene and health and safety regulations are met up to HACCP Standards
- Arranging laundry and linen supplies
- Provide training for all Housekeeping areas, as per Corporate Guidelines and ensure implementation
- Responsible for the Inventory of the Housekeeping Department
- Maintain Housekeeping department within budgetary guidelines and tangible assets (equipment, supplies)

Requirements

- At least three years of hotel or prior ship experience in a comparable position
- Fluent command of English, knowledge of German and/or Spanish is an asset
- Good level of computer literacy
- Degree in Hospitality or relevant subject will be considered as an advantage
- Knowledge of chemicals used in housekeeping and their purpose
- Excellent leadership, interpersonal and communication skills
- A flexible and motivated team player
- Well-groomed and friendly appearance
- Ability to work under pressure



Cruise Ship Dictionary of Job Descriptions

CABIN STEWARD (ESS)

The Cabin Steward (ess) is responsible for keeping guest cabins and passageways clean and neat while keeping to the hygiene and sanitary rules and standard operating procedures. You provide personal assistance to the guests and take care of personal laundry requests. You are in a flexible position and fulfil other duties when necessary, such as garbage handling, loading supplies/provisions or helping out in the restaurant and bar. You report directly to the Accommodations Manager.

Flexibility

- Flexible to assist and/or cover for laundry stewardess and any other areas if necessary.
- Flexible to be able to assist in ships' operational purposes such as loading of food and supplies and general cleaning

Tasks

- Maintaining the cleanliness and sanitation of each room occupied and non-occupied
- Preparing and changing the room beddings promptly, ensuring the guest's comfort at all times
- Attend to room service
- Communicating with customers regarding special requests and enquiries
- Assisting with loading of luggage as directed
- Greeting the guests on arrival and departure
- Always adhere to hygiene and HACCP standards

Requirements

- At least one year of hotel or prior ship experience in a comparable position
- Knowledge of bedding preparation and professional cleaning
- Knowledge of English language
- A flexible and motivated team player
- Well-groomed and friendly appearance
- Physically fit
- Ability to work long hours and/or split shifts



Cruise Ship Dictionary of Job Descriptions

LAUNDRY STEWARD (ESS)

The Laundry Steward (ess) is responsible for supplying clean and disinfected linens for the cabins and restaurant and washes clothes in an efficient way. You keep the clothes and linen clean while preserving the colour and fabric and avoiding contamination and spreading bacteria. Additionally, you dry, iron, fold and store linen and clothes and keep the laundry area and equipment clean and safe. The Laundry Steward (ess) reports directly to the Accommodations Manager.

Flexibility

- Flexible to assist and/or cover for Cabin stewardess and any other areas if necessary.
- Flexible to be able to assist in ships' operational purposes such as loading of food and supplies and general cleaning

Tasks

- Washing sheets, towels, tablecloths, linens, and other fabrics that are used for the ship cabins, restaurants, bars and other areas
- Drying, ironing, folding and storing in designated areas of the ship for daily use
- Report Laundry items to be repaired/maintained
- Establish and maintain quality control for linen, with rejection points and rewash
- Schedule the laundry operation taking the "just in time" into practice
- Maintenance of the laundry machines
- Responsible for crew uniforms and guest laundry
- Always adhere to HACCP standards and chemicals used in laundry

Requirements

- At least 1 year of hotel or prior ship experience in a comparable position
- Good command of English language
- Knowledge of hygiene standards
- Knowledge of laundry operations such as washing machine, driers and ironers
- A flexible and motivated team player
- Physically fit
- Ability to work under pressure
- Ability to work long hours and/or split shifts



Disclaimer & Contact

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