

**RENARD INTERNATIONAL
HOSPITALITY SEARCH CONSULTANTS**



EDITION 1970-2024



**2024 CRUISE
COMPENSATION REPORT**

THE PURPOSE OF OUR 2024 CRUISE COMPENSATION REPORT.



The contemporary employment picture in 2024 evidences once again the need for employees and employers to gain access to professional tools enabling them to objectively evaluate their own compensation and also their employer's hiring scenarios. To this aim, we are sharing with you our Renard Compensation Reports which we hope you find both; interesting and informative.

Recently, during volatile hiring pressure, most companies suffer from a frequent lack of transparency in their quest to better understand, analyze, and judge what should be offered by their Hiring Managers. At Renard International, we are proud to have pioneered. The most read "Annual Global Hospitality Salary Survey". We offer it complimentary as we find an educated client and applicant is our best partner. This study of the compensation paid in the cruise industry will enable you to objectively.

Historically our compensation report was prepared in either average or median format. Since 2022, we now use "Ranges". This is due to the competition and lack of talent in the workforce. It can be compared to a fish market. You say you want a two pound fish... the fishmonger says I have a 1 and a half or 3 pound fish. Take it or leave it! That is the hiring scenario again for 2024. The information is from hiring transactions which occurred in the last 9 months. "Appointments" have been "all over the board" and followed no set hiring patterns or pay grade. We therefore have outlined the ranges of salary for the roles offered and accepted to the best of our knowledge in the last 9 months August 1, 2023 to April 1, 2024. **PS as a matter of comparison. We asked Google and ChatGPT. Their salary ranges to compare to our studies.**

SOURCE OF DATA COMPENSATION IN RANGES?

Source of data for our Cruise Salary Survey

- Our 2024 Global compensation survey is our companies major project of 2024, it is the culmination of hundreds of hours of work that commenced with initial planning in August 2023. Our researchers do not take this study casually, putting the information received through rigorous checking, and questioning data received that does not feel completely accurate.
- The outcomes for our 2024 compensation report were accumulated from a comprehensive information analysis extracted from Renard International's own candidate database and supplemental contacts. The sources also included written answers to our global survey sent to Executives in over 50 countries. Unfortunately, due to the remains of COVID in certain countries even today. The responses were less than in previous years.
- The data was also taken from thousands of Resumes received monthly from Renard offices and consultants worldwide, which confirm in writing individuals current remuneration, benefits, bonuses, etc. This also signposts desired salary, benefits, preferred location and ideal role.
- From August 2023 to this point in 2024, Renard Consultants successfully completed assignments in over 45 countries from Culinary to the CEO for a major

Hotel/Casino Group. We have now assisted clients in countries that were non-existent when we commenced business 54 years ago. This information was also taken into consideration in our study.

The suggested salary figures offered in our guide are based on the points compiled from these and other sources. The other sources than above.

1. Company specific job boards.
2. Our companies talent applicant tracking system called "Deskflow"
3. Public job boards like LinkedIn, indeed, caterer global, etc.
4. Our own placements with our partners.

Note: Compensation offer may be affected by unusual factors such as:

- A. Urgent need
- B. Benefits specific to a company
- C. Bonuses specific to a location
- D. Company size
- E. Education requirements
- F. Specific talent, or work experience required
- G. Currency Exchange

OBSERVATIONS AND COMMENTARIES ON OUR STUDIES

General observations:

In 2024 we again completed our cruise salary surveys using ranges not averages or median. Therefore to interpret the results one has to be cognoscent of the variables. Typically, the top end of the range reflects positions at prestigious properties such as those affiliated with the "Leading Hotels of the World" or considered as trophy assets. In some instances, compensation levels parallel to scaling Mount Everest are offered for managing large properties (1,000 rooms), or for roles in isolated or less popular locations. Other reasons would be when dealing

with challenging owners known for frequent executive turnover akin to changing their socks.... Premium wages may also be extended for tasks like overseeing multiple properties GM/VP, a new opening or taking on short-term contracts.

Conversely, the lower end of the salary spectrum is often associated with positions at smaller mid-range or limited-service properties in urban centers. Typically, minimum salary contracts are allocated to first-time role occupants or individuals with familial ties to property owners, who often enjoy various perks.

2024 CRUISE SALARY SURVEY RESULTS

On our Cruise Salary for 2024, we have used Carnival Cruise Lines as a model for our compensation report, as they are the largest cruise ship company in the world. Even though we modeled Carnival, we also introduced many cruise companies, all of which offer variations on salaries and benefits. There is also a big differentiation on taxes and social benefits, depending on where the ship is (flagged) registered. USA cruise ships must act like a USA based companies, while ships flagged in Panama or Cyprus etc. Do not have the same restrictions, i.e., employee tax deductions, etc.

In 2023, introduced a new salary classification for senior General Managers. This was for much larger vessels (2500 plus passengers). In NY many cruise companies, most mid-range employees get a one-month salary bonus. The bar staff depending on which company employees them (as some ships outsource their staff and hiring process) receive incentives based on the achievements of their beverage budget. In some cruise lines these bonuses are up to 25% of their salary. These bonuses do not include total ship gratuities which are offered on all ships to all employees.

There are small cruise ship corporations like The Ritz-Carlton, where their compensation; salary and benefits structure are entirely different than any major fleets. On many these smaller fleets, you only get paid when you are on board, but your compensation is far greater than with some of the larger companies.

Some hotel General Managers on the new larger vessels have over 8000 employees and passengers on board at one time, so they can earn more than US\$20,000 per month and they really earn it! With some groups like

Carnival, the staff is paid for 12 months, even if they do not spend the entire 12 months on the ship. Certain cruise lines ask their employees to work four to six months on and get two or three months off unpaid.

We have tried to formulate this survey where we have included the ranges of salary from high to low taking into consideration the above variables.

All figures are in USA Dollars

* Historically cruise line employees work from 4 to 10 months on board and 2-4 months on vacation.

Most companies do not pay share leave vacations.

** Other than bonus stipulated in this Graph, bonuses are paid:

- Through gratuity trunk system
- Arbitrary Executive Decision
- Based on several criteria performance and ship profitability. Some bonus schemes range from 18 to 60% of base earnings.

Note: USA flagged carriers deduct USA taxes while non-USA flagged ships deduct no taxes from employees.



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 job 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 former 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 KPIs
- 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.
- 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.

2024 CRUISE LINE COMPENSATION REPORT in USA Dollars

Position	Months Contract	Annual Average May 2022 Salary Range or Median	Annual May 2023 Salary Range	Google Range in USD 000	ChatGPT Median Range Monthly in USD 000	Our Studies Show in USD 000
General Manager Applicable for mayor cruise ships 2,500 passagers plus	8 - 10	N/A	220,00 - 275,000	180 - 360	19,500 per month	220 - 350
Hotel Director	8	77,900	85,000 - 155,000	60 - 120	9,000 per month	85 - 160
F&B Director	8	60,000 - 62,000	68,000 - 85,000	55 - 110	8,000 per month	70 - 125
Restaurants Ops Manager Multi-unit	8	44,000 - 48,000	45,000 - 70,000	50 - 90	6,200 per month	58 - 82
Maitre D' One Restaurant	9	44,000 - 49,000	52,500 - 59,000	45 - 80	6,000 per month	53 - 85
Asst Maitre D' – Specialty Restaurant	10	32,000 - 36,000	34,000 - 40,000	40 - 70	5,400 per month	44 - 70
Asst Maitre D'	10	24,000 - 28,000	26,000 - 32,900	40 - 60	4,800 per month	26 - 63
Beverage Manager	9	24,000 - 28,000	27,000 - 31,000	45 - 60	5,350 per month	27 - 62
Asst Beverage Manager	10	22,000 - 24,000	22,000 - 27,300	40 - 50	4,000 per month	24 - 58
Cellar Master	10	25,000 - 33,000	29,000 - 41,000	40 - 50	3,700 per month	39.5 - 52
Head Bartender	10	15,000 - 24,000	21,000 - 29,000	40 - 50	4,200 per month	44 - 72
Sanitation Officer	9	40,000 - 50,000	42,000 - 57,000	40 - 51	3,300 per month	42.8 - 60
Executive Chef	9	59,000 - 77,000	66,100 - 95,000	50 - 100	3,850 per month	69 - 110
2nd Executive Chef	9	45,000 - 52,000	48,000 - 60,000	45 - 80	3,000 per month	52 - 76
Executive Pastry Chef	9	36,000 - 44,000	42,000 - 54,000	45 - 80	3,900 per month	48 - 70
Sous Chef	9	34,000 - 41,000	36,000 - 48,000	45 - 80	3,790 per month	39 - 62
Tournant	9	27,000 - 33,000	32,000 - 37,000	40 - 90	3,300 per month	36 - 58
Executive Housekeeper	9	40,000 - 52,000	48,000 - 66,000	45 - 90	3,800 per month	53 - 75
Asst Housekeeper	9	25,000 - 36,000	28,000 - 39,000	40 - 50	3,400 per month	30 - 39.5
Laundry Master	10	20,000 - 25,000	22,500 - 31,000	40 - 50	3,800 per month	22.5 - 41
HR Manager on Ship	8	44,000 - 48,000	49,000 - 62,000	55 - 110	6,900 per month	52 - 83
IT Officer	9	33,900 - 48,000	36,400 - 52,900	50 - 60	4,800 per month	36.6 - 54
Purser	9	45,500 - 60,000	52,000 - 65,000	45 - 60	4,700 per month	52 - 69
Controller	10	29,000 - 44,000	33,100 - 49,900	50 - 100	4,800 per month	36 - 80
Guest Relations Manager	9	36,400 - 52,500	37,000 - 58,000	45 - 50	4,700 per month	37 - 58
Asst Guest Relations Manager	9	29,000 - 36,000	30,000 - 37,000	40 - 50	3,800 per month	30 - 47
Guest Relations Supervisor	10	27,700 - 34,000	30,000 - 38,000	40 - 50	3,700 per month	32 - 58
Marketing/Revenue Manager	9	42,000 - 48,000	54,000 - 63,600	50 - 60	4,800 per month	54.9 - 66

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INTRODUCTION – CRUISE SALARY REPORT

Join Renard International in celebrating our 54th anniversary in 2024!

We are proud of our company's success over the past five decades. Having been chosen by international and independent hotel companies, restaurants, casinos, and food service organizations around the world, we sincerely appreciate the respect we've earned as the renowned hospitality recruitment search firm in the world.

Our achievements are a direct result of the dedication and commitment of our remarkable team, who tirelessly serve both our clients and applicants. We're always working hard to better serve you and everyone we work with.

Renard International is honored to be regarded as a "benchmark" among recruitment companies. We extend our heartfelt gratitude for your loyalty throughout the past 54 years. We truly value your continued support.



Stephen J. Renard
STEPHEN J. RENARD
President

EXECUTIVE TEAM LEADERS



WE DELIVER...

In delivering our services, we prioritize the accuracy of our sourcing and selection process. The longevity of our placements is a testament to our unwavering commitment. All our successful hires have remained in their roles for an extended period, with many of them advancing to the upper echelons of renowned companies within our industry.

Thank you for your continued loyalty and confidence.

TORONTO, ONTARIO, CANADA

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