

0594 Hotel Services Manager

Overview

Title: Hotel Services Manager	Commitment Level (1-4): 4
Reports To: Chief Steward	On Boarding Required (Y/N): Yes
Department: Crew & Guest Services	Minimum Commitment: 2 Years
Job Code: 0594	Typical Service Commitment: 2+ Years
Date Modified: 22 Feb 2024	

Summary Description

The Hotel Services Manager provides leadership and managerial oversight of the Hotel Services department which includes the hospitality, general housekeeping, hospital housekeeping, and laundry services teams.

Essential Duties and Responsibilities (include but not limited to)

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily:
- Ensure adequate and appropriate training is available and delivered at all levels of the Hotel Services departments.
 - Clearly communicate goals, objectives, and decision-making boundaries to Housekeeping Supervisors (Day and Night), Hospitality Team Leader, and Hair Stylist.
 - Assess, modify, and implement standards, procedures, and policies in keeping with hospitality and cleaning industry standards as applicable within the framework of Mercy Ships' mission and core values.
 - Ensure public and hospital areas of the vessel are well-ordered, cared for, and sanitary.
 - Communicate ship furnishing needs to the Chief Steward.
 - Coordinate guest housing and guests' arrival on board in conjunction with the Housing Coordinator and Purser.
 - Coordinate Vision Trip housing and embarkation in conjunction with the Communications Director.
 - Liaise with the Chief Steward and Food Services Manager in the planning and execution of receptions on board.
 - Liaise with the Supply Manager in the procurement and tracking of departmental resources. Monitor the equipment for Hotel Services to ensure timely maintenance, repairs, and life cycle replacement.
 - Monitor the condition of ship-issued cabin and public area furniture and make recommendations to the Chief Steward for replacements.
 - Accompany the Captain or their delegate on regular inspections of Steward's areas and/or cabin inspections.
 - Other duties as assigned.

Qualifications (Knowledge, Skills, Abilities, and Requirements)

- The requirements listed below are representative of the knowledge, skill, and/or ability required:
- Supportive of Mercy Ships mission and vision and committed to its core values.
 - Understand and apply servant leadership, work collaboratively with integrity, and demonstrate accountability.
 - Able to live in and contribute to community life, requiring stable and healthy interpersonal skills.
 - Detail-oriented and proven ability to manage competing priorities.
 - Knowledge of Microsoft Office Suite with proficiency in Outlook, Word, and Excel. Experience with cloud-based programs and document-sharing software preferred.
 - International Driver's License required (obtain prior to travel if necessary). Will be expected to drive as part of departmental responsibilities.

Education and Experience

- The requirements listed below are representative of the education and/or experience required:
- Successful completion of the Mercy Ships On Boarding program will be required.
 - A minimum of two years of experience in the hospitality or other related industry is required.
 - Completion of departmental trainings online is required prior to joining.
 - A bachelor's degree in Hotel Management, Business Administration, or another related field is preferred.
 - Certificate in food handling and safety standards required.
 - Completion of Mercy Ships Basic Food Safety Course is required within 30 days after arrival onboard (online course).

Name	
Signature	

Date	
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