

## **JOB DESCRIPTION: SHIP MANAGER (PURSER)**

**RESPONSIBLE & REPORTS TO: DIRECTOR OF HOSPITALITY**

### **SCOPE OF POSITION**

Living on board one of our luxury cruise ships in Vietnam, the Purser is an executive position taking care of all aspects of hotel management on the ship and ensuring Pandaw's high standards.

### **RESPONSIBILITIES**

- Guest care
- Food and beverage
- Ship maintenance
- Book keeping and reporting
- Health and safety protocols and drills
- Entertainment programme
- Excursions ashore coordination (with expert guides)
- Trouble shooting and emergency response
- Government relations
- HR – staff recruitment, training and well being

### **SKILL SET**

You would be confident in handling all these aspects and more:

#### **Communication**

- Ensure effective communication within the department and the ship.
- To liaise with all departments regarding guest information, special requests, VIP's.
- Liaise the other departments regarding weekly operations i.e. room status, package meals, VIP's etc.
- Liaising with Maintenance for effective planning of scheduled maintenance work to ensure minimum disturbance of operation.

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- Ensuring guest feedback passed on to the associates promptly.
- Regularly conduct meetings together with all associates.

### **Guest Relations and Customer Service**

- Greeting and speaking with all passengers, if possible, by their name, during their stay on board.
- Focus on professional guest interaction within department.
- To ensure all guest requests are dealt with promptly.
- To ensure all guest complaints are dealt with effectively.
- Meeting and greeting VIP's during visits to the ship.
- Personally speaking to guests in event of problems.
- Receive and action guest preferences, feedback etc.

### **Finance, Purchasing and Accounting**

- Assist in controlling all departmental expenses.
- Complete weekly beverage order list and submit to the Purser for central Assist in ordering and controlling equipment.
- Control quality and quantity of ordered items.
- Control correct items are delivered.
- Curbing wastage in all areas.

### **Food Hygiene Standards**

- Ensure that hygiene standards are met and maintained as set by company manuals and government regulations.
- Observe and instruct staff on hygiene rules and regulations.
- Conduct regular surveys on cleaning procedures.
- Regular check, control and monitor temperatures of beverage stores, chiller and Ice cube machines.
- Check together with Steward purpose and correct usage of detergents.
- Ensure regular health checks of all Dining room staff.

## Operational

- Ensure efficient and effective Dining room operations.
- Ensure all control procedures are completed and observed.
- Control and maintain quality and presentation of tables and decoration.
- Enforce safety aspect within the department.
- Knowing weekly passenger status, VIPs, special requirements.
- Check all control sheets/books.
- Complete daily F&B Logbook as required by management.
- Ensure all beverage items on hand in sufficient quantity
- Ensure all menu and beverage items are on hand as printed in the menus.
- Control menus are written correctly and all items available.
- Control linen, napkins etc are in good conditions. Ensure linen and cloth is used for their specific purpose only.
- Ensuring stock roll over is adhered to curb expiry product wastage. Process products about to expire in a timely manner.
- Ensuring follow up and action on guest feedback, questionnaires executive management feedback.
- Overseeing effective teamwork amongst Dining room areas and staff members.
- Liaise with Kitchen daily to maximize efficiency between kitchen and service.
- Train and re-train staff on ongoing SOP changes and product changes.
- Ensure implementation of SOP timely and correctly among staff members
- Ensuring guest dining experience as per highest standard.
- Ensure maintenance and cleanliness of all Dining room areas, Sun deck and beverage store areas.
- Follow up on maintenance on all operational equipment.
- Resolving any guest complaints or problems. Give appropriate feedback if required.
- Ensure that orders are dealt with correctly for complete guest satisfaction.
- Assign additional daily, weekly, monthly duties when required.
- Assist other department's heads whenever necessary.
- Ensure that all equipment is maintained, in sufficient quantities and in good working condition. t
- Report any damages or broken equipment.
- Conduct monthly inventory on beverages.
- Conduct equipment inventory when required and instructed by management.

## Human Resources

- Complete and observe work schedule for staff.
- Report staff changes to ensure staff level is appropriate.
- Monitor and assist in career development of staff members.
- Report any offences of staff members to deal with measures set by company policies and regulations.
- Observe and monitor performance of staff members.

## Other special duties

- Perform firefighting and safety duties as assigned by the Captain and described in the ship safety manual.
- Perform other duties as assigned by the management.
- Promote and attend cross training with sister ships. Develop a mutual understanding among staff members about other vessels of Pandaw cruise.

## Requirements

- Vietnamese mother tongue, good English essential. Other languages an advantage.
- Already living in Vietnam.
- Able to work in Vietnam without a work permit.
- Hospitality background.