

WATER-BASED TOURISM

JOB TITLE

Ship Stewardess

JOB DESCRIPTION

Ship stewards and ship stewardesses work on board the vessel to provide services to passengers such as serving meals, housekeeping, welcoming passengers and explaining safety procedures.

KNOWLEDGE AREAS

- Health & safety measures in transportations
- On board hazards
- Maritime English

SOFT SKILLS

- Create verbal instructions
- Analyse & follow verbal instructions
- Conflict resolution
- Ability to function under conditions of stress
- Provide guidance to a team
- Written & verbal communication skills
- Problem solving
- Compliance with norms/ integrity
- Ability to work and co-operate with others as part of a team
- Ability to adapt to different situations, environments and people
- Precision to detail
- Prioritising
- Flexibility

HARD SKILLS

- Customer service skills
- Assist passengers embarkation
- Demonstrate emergency procedures
- Provide food and beverages
- Comply with food safety and hygiene
- Serve food in table
- Maintain customer service
- Check passenger tickets
- Handle guest luggage
- Maintain vessel safety and emergency equipment
- Provide first aid
- Prepare mixed beverages

COMMENTS

To see if and how this occupation is regulated in EU Member States, EEA countries or Switzerland please consult the ESCO occupations pillar in the following link: <https://esco.ec.europa.eu/en/classification/occupation>