

TE MANU

CHIEF STEW STANDING ORDERS- INTERIOR CREW

Chief Stew is responsible for directing, motivating and training the interior crew. In order to help achieve this, she should develop interior standing orders, which include the following:

- ❖ **Normal Working Schedule – Crew only onboard**
 - 8am work day begins
 - 15 minute tea break at 10:00am
 - 1 hour lunch break at 12:00pm
 - 15 minute tea break at 15:00pm
 - 5pm work day ends (This is at the discretion of the Chief Stewardess and will depend on yachts immediate itinerary)
- ❖ **Normal Working Schedule – Crew and Guests onboard**
 - Interior Crew have a set schedule as to who will be on laundry, cabins and early or late service (This is at the discretion of the Chief Stewardess and she may change the schedule as she sees fit)
 - Cabin personnel to start at 8:00am
 - Laundry personnel to start 8.5 hours after they finished the previous night
 - Early service personnel to start at 7:00am or earlier depending on guest schedule
 - Breaks during the day are at the discretion of the Chief Stewardess and Crew are expected to inform her when they leave and return from break
 - Crew are expected to finish all duties before going on break
- ❖ For use of all cleaning equipment and products refer to safety procedure manual
- ❖ All laundry, housekeeping and service procedures refer to safety procedure manual
- ❖ The interior crew should maintain a 5 star standard appearance and personal hygiene – This includes body odours, unruly hairstyles, jewellery, excessive use of perfume and make-up.
- ❖ The interior crew should maintain a high level of respect for one another and works as a team, communicating well and helping out in any department where assistance is required.
- ❖ Ensure the crew mess is cleaned and kept clean by all crew members. Dishwasher to be emptied by watch person. No dishes to be left in the sink. If the dishwasher is full – Wash dishes by hand.
- ❖ All crew is responsible for the garbage and not just the watch person. Do NOT let the garbage overflow.
- ❖ Noise control – With or without guests onboard, all crew should be respectful and know that noise can annoy fellow personnel, ownership or guests. Keep crew door closed if TV is on and keep the volume low.
- ❖ Crew cabins are to be kept clean at all times. Toilets, showers, carpets, bedding, countertops should be cleaned and disinfected regularly.
- ❖ Crew are forbidden to opening portholes .Crew and Guest portholes must remain closed and secured at all times.
- ❖ Crew are not to smoke or drink in their cabins. No candles or any open flames to be used and extra care should be taken when using hair straighteners and hair dryers.

- ❖ Personal differences should be brought to the attention of the Chief Stewardess and dealt with accordingly.
- ❖ Crew should be made aware of the drug, smoking and alcohol policies. (Zero tolerance policy for drugs.)
- ❖ Watch schedules (on and off charter) are to be carried out properly (Interior and on deck) and crew should be aware of their duties and responsibilities.
- ❖ Crew members are forbidden to use the guest areas and guest cabins for their personal use.

❖ **On Charter Cabin Procedure:**

-In the morning:

CABIN

1. Open all curtains. Sheer curtains closed in port
2. Turn-off all the lights.
3. Put away the tray, glasses and carafes. Wash all the glasses. Don't leave glasses on the stew pantry
4. Make the beds and change the linens according to schedule. Change the pillowcases daily.
5. Any clothes lying around-fold them or put them in the laundry as per instruction of the guests.
6. Wipe the dust on all surfaces using wood cleaner. Wipe the mirror, door and drawer handles with water and vinegar.
7. Check all the tissue boxes and refresh them if needed.
8. Empty all garbage bins
9. Ensure that fruit in guest areas is refreshed daily.
10. Vacuum all guest areas once daily

BATHROOM

1. Open curtains. Sheer curtains closed in port
2. Clean the shower-the walls and floor. No watermarks anywhere. Polish all gold fittings.
3. Clean the toilet and bidet with scrubby bubbles, toilet bowl cleaner and Lysol
4. Clean the sink with scrubby bubbles. NO watermarks anywhere. Polish facet.
5. Wipe all the mirrors, door and door handles with water and vinegar
6. Refresh towels after every use. Check bathrobes and mats and change according to schedule.
7. Check all the toiletries, toilet papers and tissue boxes. Refresh if needed.
8. Check the heater and make sure it's off after it was used.
9. Check all the laundry drawers
10. Empty all garbage bins

-In the evening:

CABIN

1. Ensure all curtains are closed
2. Open the bed according to number of guests staying in the cabin
3. Dust all surfaces. Pay attention to side tables.
4. Ensure a carafe/ water bottle (be sure to check with chief stew) and chocolate is placed next to the bed.

5. Take off day pillow cover and refresh with a new pillowcase.
6. All lights off except bedside lamps.

*Carry out morning cabin and bathroom cleaning procedures at night too.

❖ **Laundry:**

1. All crew to keep THEIR OWN designated laundry bag as to not get the laundry lost or given to someone else.
2. Crew are to ensure all personal bedding is washed regularly in accordance with the schedule.
3. Galley rags, pantry cloths, stew rags and drop cloths are all to be washed separately.
4. All crew are to be conservative when using laundry detergent as it could damage the washing machine and it is a waste.
5. Crew are to check with laundry personnel when the best time is to do personal laundry and ensure you are using the washing machines and dryers correctly.
6. You are responsible for your own uniform and ensuring it is put in the laundry everyday ON TIME.
7. Crew are responsible for checking their own pockets before sending their clothes to the laundry. Any money found in pockets will go into a collection jar for the crew.

❖ **Additional Points:**

1. Lint filters in dryers are to be cleaned twice daily. There should never be a build up of lint.
2. Dryer ducting vent in Master cabin should be cleaned (vacuumed and wiped) twice a week (Monday and Friday).
3. The use of bleach on guest laundry is strictly forbidden. Any stains on guest clothing should be reported to the chief stew.
4. Only cleaning products approved by the chief stew are to be used on the interior.
5. Guest cabin sink – Be sure to always place a drop towel in the sink when cleaning marble countertops.
6. The use of a scrubbing pad on ANY interior surface is strictly forbidden.
7. The use of stain removing products on interior carpets is forbidden unless approved by the chief stew.
8. Any damage to the interior equipment (glassware, cutlery, spillages, damage to carpets/fabrics) must be reported to the chief stew immediately.
9. Interior crew are responsible for stowing and securing the interior whilst at sea.
10. Any interior equipment failure such as A/C, lights, TV, DVD, etc.. should be reported immediately to the chief stew.
11. The use of personal headsets during working hours is forbidden.
12. The use of cellular phones during working hours is forbidden.
13. VHF Radios MUST be carried at all times during working hours.
14. A check of the interior should be conducted every night to ensure that the appropriate blinds are closed, televisions are off, lights are switched off, doors are locked and or secured and passage ways and escape hatches are clear.
15. Once a week interior crew will do a 'Friday Clean'.

--	--	--	--