



**FALCON®**  
MULTI SERVICES LTD

**Falcon Multi Services Ltd**

201, Creado, Juhu Chruch Road, Juhu Mumbai 400049

## Personal Information

Candidate id	6901
Name	BIJAY KUMAR PRASAD
Date of Birth	1997-03-31
Salary (in USD)	600/Per Month
Industry	Maritime
Sub Industry	Heavy Lift / Pipelay
Nationality	India
Primary Language	English,
Secondary Language	Hindi,
Total Years of Experience	3

## Additional Information

Roles and Responsibilities	Additional Skills/Certification
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A ship steward is an individual who works on a ship. Ship housekeepers are common roles on cruise ships and other leisure vehicles, but are less common positions on purely functional ships. Depending on the size of the ship and the staff working on it, a ship housekeeper's exact daily duties can vary. Generally, they play a key role in maintaining the ship's cleanliness and providing excellent customer service to the ship's guests, while also supporting other crew members. A ship housekeeper's main responsibilities include:

**Managing sales** One of the most crucial parts of a ship housekeeper's role is managing sales on board the ship. This includes completing sales by using a point-of-sale system, ensuring the transfer of funds and creating strategies for increasing sales on the ship. This is a key part of a ship housekeeper's job, as they're typically one of the first individuals that a passenger interacts with. Due to this, ship housekeepers complete these sales as this makes passenger experiences far more efficient. Related: [Steward CV example \(With tips\)](#)

**Cleaning and sanitising** Ship housekeepers are responsible for cleaning and sanitising spaces and items aboard the ship. This includes a wide range of tasks, from cleaning the individual pieces of cutlery and crockery in the dining areas to mopping floors throughout the ship. Cleaning and sanitising a ship is crucial as ships have the potential for the rapid spread of illnesses. By effectively cleaning and sanitising the vessel, ship housekeepers can help ensure the passengers' safety. Resolving customer concerns Ship housekeepers are responsible for making sure that passengers have a good experience on the ship, which includes resolving any passenger concerns or queries. Some of the common concerns that a ship housekeeper may encounter include a lack of cleanliness in customer cabins and shared spaces, alongside a low-quality food service. Addressing these concerns is a key part of a ship housekeeper's role, as this helps to ensure that customers enjoy their stay on the ship and increases the likelihood of them using the ship's services again or recommending them to others. Read more: [Customer care vs customer service differences explained](#)

**Sharing concerns with management** Another significant role for a ship housekeeper involves sharing concerns with the ship's management team. This includes discussing some of the most common concerns that crew members and passengers have and sharing their ideas for addressing these concerns. Due to the high levels of interaction with crew members and passengers, the ship's management team may find this level of insight useful for making positive changes on board the ship.

effective communication, teamwork, time management, and the ability to work under pressure.

## Education Summary

Course	University	Passing Year	Country
Diploma in Housekeeping	Indian Training institute	2018	India

## Career Summary

Position	Employer	Country	From	To
General steward	Conntrak catering company	United Arab Emirates	01/2021	02/2025

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