**Hospitality Manager**

**Position Information**

Primary Location: On MV Isabelle X/ MCSV Saga-Company Vessels alongside Squamish, BC

Employee Status: Rotational

No. of Vacancy: 4

Company Operating Name: Bridgemans Services Group LP (Bridgemans Crew Management Ltd.)

Business Address: 2512 Yukon St, Vancouver, BC V5Y 0H2.

Terms of Employment: Rotational schedule

Language of Work: English

Benefits Package offered: Vessel Protection and Indemnity Insurance

Contact Information: careers@brgmans.com

**The Company**

Bridgemans Services Group LP (Bridgemans Crew Management Ltd.) provides flexible, full-service vessels for industrial workforce accommodation, logistics and ferry service at any location throughout the world. BSG customizes services to the exact needs and locations of clients, ensuring that solutions meet precise specifications, including logistics, crew transfers, housekeeping, catering and the fulfillment of all HSE requirements.

**Key Responsibilities**

Reporting to the Hotel Director, responsibilities and essential job functions include, but are not limited to, the following:

* Manage and coordinate hospitality departments, including guest services, housekeeping, restaurants, and recreational areas.
* Ensure seamless and high-quality service delivery across all hospitality areas
* Supervise and train staff to maintain service standards and adhere to company policies
* Respond promptly to guest inquiries, concerns, and complaints with a focus on problem resolution and customer satisfaction.
* Collaborate with food & Beverage manager, executive chef, and other department heads to provide a unified and premium guest experience
* Monitor budgets, expenses, and inventory for hospitality operations
* Oversee compliance with safety, sanitation, and hygiene regulations, including maritime and international standards.
* Participate in emergency drills and ensure team readiness in accordance with ship protocols.
* Create schedules, assign tasks, and evaluate the performance of hospitality staff.
* Regularly report operational status and guest feedback to senior management.

**Qualifications**

* Bachelor’s degree in hospitality management, Tourism, Business Administration, or related field.
* Minimum of 5 years of experience in hospitality management, preferably on a cruise/ passenger ship or in a luxury hotel/resort setting.
* STCW Basic Safety Courses
* Seafarer's Medical Certificate
* Excellent communication and interpersonal skills
* Strong attention to detail and ability to multitask in a fast-paced environment.
* Ability to work flexible hours, including nights, weekends, and holidays.
* In-depth knowledge of health and safety regulations and the ability to ensure compliance.
* Ability to work in a team-oriented environment

**Working Conditions**

* Constant standing and walking throughout shift
* Frequent lifting and carrying up to 50lbs
* Frequent kneeling, pushing, pulling and lifting
* Occasional ascending or descending ladders, stairs and ramps

At Bridgemans Services Group LP (Bridgemans Crew Management Ltd.) we believe that each employee contributes directly to our growth and success. We are committed to workplace excellence, safe work environments and the communities where we work and live. Bridgemans Services Group LP (Bridgemans Crew Management Ltd.) hires on the basis of merit and is committed to Employment equity and development.