



Frequently Asked Questions

For Crew

	Questions	Answers
1	Why are you splitting out the Hotel Assistant Positions?	At P&O Cruises we wish to provide meaningful work and opportunities for our people to develop and grow their careers. Not only will the changes provide a clearer career progression to meet your career aspirations. It will also ensure we have the right skilled crew in the right place to deliver holiday happiness for our guests onboard.
2	What will the process include?	Once you have completed the Expression of Interest form via the link sent to you, your preference will be validated by the Onboard Team or Global Talent Partner (GTP). We will look to validate your response by reviewing your appraisals and your previous knowledge and skills. Your preferred choice of role may not be guaranteed to you depending on the criteria fulfilment for the role.
3	When will the change take place?	Depending on the volume of interest in each area, we will manage this transition over many months. These changes do not alter any futures contracts you may have already received. Changes will be effective for any potential future offers of employment.
4	Will this affect my salary?	No, your pay will remain the same.
5	Will my GTP be made aware?	Yes, our Global Talent Partners have been informed of the changes and will be supporting us through this transition.
6	What happens if I do not get my preferred option?	We will try and facilitate all preferences, however, if we are oversubscribed you will be placed in a HOAS general role, providing the opportunity to broaden your skills, until your first choice is available. This process will be managed centrally to ensure transparency and fairness.
7	Will it affect my current SEA?	No, if you have already been issued with an SEA for your current or future contract, this will not be changed.

8	What if I'm currently acting up and my substantive role is HOAS?	You will be asked to complete an Expression of Interest form for your substantive role and your skills and knowledge will be verified to allocate you to a specific department. This will be applied if you are offered a future HOAS role.
9	Can I get the opportunity to move again in the future?	The review of the HOAS role is the first in several actions we will be taking over the year to support career progression onboard. We ask that everyone completes at least one contract in their chosen Hotel Assistant Role. This will enable us to fully train and support you in your preferred role.
10	Has my Employer been advised about these changes?	Yes, they have been informed.
11	I wish to progress my career in a role that is not included in the Expressions of Interest form. What do I do?	We believe that this change is a great opportunity for you to build your career with us. We are working on several initiatives over the next year to further support career progression. We will update you about these over the forthcoming year.
12	What if I do not agree with the role I am allocated?	Over time we do hope to allocate you to your preferred HOAS role, however, this may not be possible initially. If we are oversubscribed, you may be placed into an alternative HOAS role, providing you the opportunity to broaden your skills. This process will be managed centrally to ensure transparency and fairness.
13	How can you ensure that a fair process will be followed and not influenced by favouritism?	All Expressions of Interest forms will be verified against set criteria and decisions will be reviewed by an independent team to ensure consistency and a fair process.
14	Crew are joining with the new roles, does that mean fewer opportunities for me?	The transition into the new roles will happen over the next year, therefore crew will be placed in roles throughout this time. Over time we do hope to allocate everyone to their preferred HOAS role.
15	I am due to re-join very soon. Who will verify my information?	For those crew members who are currently not on board, have completed at least one contract with P&O Cruises and are due to return on board soon, your Expression of Interest form will be verified by your line manager once you return on board.
16	I made a mistake on the expression of interest form, what can I do?	If you are on board, please speak to your HR Manager and if not on board, please speak to your GTP, as soon as possible.

17	I cannot access the expression of interest form, what can I do?	If you are on board, please speak with your Line Manager. If you are not on board, please contact your GTP who will be able to support you.
18	How can POC support my career progression?	We believe that this change provides you with the opportunity to build your skills and knowledge in a specific department. We are also working on several initiatives over the next year to further support career progression. We will update you about these over the forthcoming year.
19	I did not receive an email whilst not on board, what do I need to do now?	If you are on board, please speak with your line manager. You will remain in your current HOAS role and your Expression of Interest for future contracts will be captured by your Line Manager and verified to support any possible future offers of employment.
20	What if I don't respond to the Expression of Interest form?	For those that do not respond, you will be placed into a HOAS General role.
21	I am not on board and I missed the deadline for the Expression of Interest Form. What do I do?	To best support our onboard operation, we do need to have deadlines. Therefore, should you miss the deadline, you will more than likely be placed into a HOAS General role for any future offers of employment. When you return on board, please advise your Line Manager. You will remain in your current HOAS role and your Expression of Interest for future contracts will be captured by your Line Manager and verified to support any possible future offers of employment.
22	What if I want to remain in the Hotel Assistant general role?	We believe that the Hotel Assistant General role will provide variety and a great opportunity to learn many skills across all departments to progress your career with us. Therefore, you can choose to remain in this role by ticking the box on the Expression of Interest Form.
23	I have not received the email and my friend has forwarded this to me. What do I do?	We are asking for an Expression of Interest form to be completed by all crew whose substantive role is currently HOAS. If you have a future offer of employment for a promoted role, there will not be a requirement for you to complete an Expression of Interest. If this is not the case, please speak to your Line Manager.

High-level description of Responsibilities & Duties for each HoAs role category

Dining/Beverage	<ul style="list-style-type: none"> • Follow all cleaning schedules and clean all areas to the agreed standards • Load dish and glass washing machines correctly minimising breakages and damage to equipment • Tidy up rubbish, vacuum carpets and clean floors • Clear away cutlery, crockery and glassware, and ensure all tables, surfaces and areas are kept clean and tidy at all times • Replenish the bar stock • Maintain and look after equipment, following the standard operating procedures
Housekeeping	<ul style="list-style-type: none"> • Clean and maintain different areas of the ship, including public areas, toilets, guest accommodation, communal spaces, and medical facilities • Assist with the issuing of hotel supplies as directed • Collect and distribute guest luggage and aid guests in wheelchairs during embarkation and disembarkation • Set up and break down furniture and prepare/clear rooms for meetings and functions, including arranging chairs and tables • Deliver newspapers, daily programs, and guest mail as required • Maintain and use equipment effectively and safely, ensuring correct storage and collection of cleaning materials
Galley	<ul style="list-style-type: none"> • Clean all areas of the galley to the agreed standards • Clean and refill the machines with detergents/consumables • Clean and store carefully all galley dishes, glasses, cutlery, pot and pans • Follow a plan for cleaning which is efficient and minimises rework/duplication • Carry out the segregation and disposal of Galley waste in accordance with all current safety • Monitor the performance of all equipment and machinery reporting any faults or breakdowns immediately
Inventory	<ul style="list-style-type: none"> • Keep store-rooms clean and orderly, ensuring standards are met • Carry out and support monthly physical checks and stock counts • Highlight trends and any unusual activity to senior storekeepers • Understand product specifications according to size, weight, and variety • Recognise differing product lines • Match goods to delivery notes and check all volumes delivered against requisitions
General	<ul style="list-style-type: none"> • Will be rotated around all above roles based upon operational needs