

PART III (A) | **3 MAIN DIVISIONS IN THE ORGANISATION OF THE SUPERSTAR VIRGO**

The organisation of a cruise ship looks much like what it is usually perceived to be – a hotel on a ship. ☺ All of the same departments you would find in a resort hotel are found floating in the middle of the South China Sea on the SuperStar Virgo, along with all the engine and deck departments you would expect of any cargo or transport vessel.

The captain is ultimately responsible for all of the ship's personnel.

There are 3 main divisions on the Virgo: Hotel, Club & Deck/Engine.

**HOTEL DIVISION**

It is the largest and most diverse of the 3 divisions, and is run by the hotel manager. Its divisions and hierarchy mirror those in a hotel. Let's have a look at them, shall we?

This list was prepared with information from Star Cruises, NCL, Linda Garrison (About.com) and a variety of cruise information websites.

✓ **Administrative Section**

- Purser's Office
- Finance
- Medical Department

✓ **Housekeeping & Hotel**

- Steward Division
- General Cleaning and Maintenance

✓ **Hotel Operations**

(a.k.a. Cruise Staff Department)

- Human Resources
- Guest Activities

✓ **Food & Beverage**

- Galley (Culinary, Kitchen)
- Dining Rooms/Restaurants
- Bars/Lounges
- Utility Division (Cleaning Crew)
- Provisions

✓ **Vendor Operations**

- Art Auction
- Beauty Salon
- Boutiques
- Gift/Souvenir Shop
- Internet Café
- Photo Studio
- Spa/Sauna

#### **CLUB DIVISION**

✓ **Casino**

On the Virgo, the casino is called the “Oasis”, located on Deck 7. Star Cruises’ official brochure for the cruise liner places the terms ‘games of chance’ under its service listing.

#### **DECK/ENGINE DIVISION**

✓ **Captain’s Bridge**

✓ **Ship Safety & Security**

✓ **Engine Department**

- Boiler Room
- IT - Ship Systems

Tourism generally is fast becoming the world's largest industry and cruising is one of its most rapidly expanding sectors. Many modern cruise ships are simply mobile leisure resorts with casinos, cinemas, swimming pools, fitness centres, lecture halls and even golf courses, so the range of jobs is enormous. The Virgo will probably provide 150-200 jobs for hospitality, leisure, tourism, and service and maintenance people.

## **PEOPLE, PEOPLE!**

They're sharp-looking and social-minded, energetic and easygoing. They're everywhere at once and always with a welcoming attitude and friendly smile. Who are these experienced professionals whose responsibilities range from navigating the ship to creating the day's activity plan?

They're the onboard staff, and their primary concerns are ensuring your safety and providing you with the best vacation you've ever had.

Let us take a look at some of their duties and responsibilities.