



# ANTANAS MALONE

 Ziobriu 9-1, Klaipėda, Lithuania  
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 Lithuanian

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 Category B

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## PROFESSIONAL SUMMARY

Highly enthusiastic Onboard Service Manager with the ability to prioritize tasks, effectively coordinate, and managing day-to day operations. Providing the highest level of customer service to clients to support company policies. Possessing excellent communication skills and strong attention to detail. Looking to apply skills and knowledge to bring value to the organization.

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## WORK HISTORY

**CHIEF PURSER (RO-PAX FERRIES), 03/2019 - 11/2024**

***Irish Ferries, Matrix Ship Management***

- Responsible for all hotel operations such as Bar, Restaurant, Cabin management, Reception, Galley and Storeroom.
- Ensure all Hazard Analyses Critical Control Points (HACCP) procedures are fully implemented as detailed in Ro-Pax Passenger Service Manual
- Monitor & encourage all hotel staff to consistently achieve and improve standards, also ensure Company procedures are delivered in areas of Food & Beverage, Retail, Housekeeping, Administration / Finance & Passenger services
- Ensure that all hotel staff comply with applicable Corporate and National legislation throughout their duty periods.
- Work within pre-determined financial budgets and targets.
- Co-ordination of Hotel department activities with Deck and Engine Departments.
- Liaise with ship/ shore personnel with regard to crew rosters. Assisting in recruitment, shore side and shipboard training
- Hold weekly meetings with pursers/ supervisors, follow up on issues raised.
- Appraise staff in the department at regular intervals.
- Monitor training and familiarization program and develop as necessary.
- Handle customer complaints in accordance with company requirements and ensure, so far as possible, that customers are satisfied. Ensuring that an efficient, courteous and professional service is being delivered to all passengers at all times.
- Crew travel informing shore side of crew travel dates, leaving and joining the vessel
- Prepare portage account for crew wages and verify correct payment with crew members.
- Petty Cash account for monthly cash purchases.
- Ensure that policies and procedures are being upheld concerning cash: the holding, movement, banking, and control of such.
- Implementing and overseeing an effective and supportive role for the hotel departmental Supervisors to ensure that all duties relating to their role are being maintained and delivered to the required standard.

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**PURSER, 01/2006 - 03/2019**

***Irish Ferries, Matrix Ship Management***

- Responsible to the Chief Purser.
- Supervise the Senior Supervisor / Supervisors/Information Desk in their duties
- Supervise all food and drink retail outlets, Crew and Officers messes, Galley and Stores.
- Ensure that all catering crew comply fully with company requirements regarding the uniform policy, all written and required duties; that department working procedures are being adhered to on board.
- Ensuring that high standards are being maintained in hygiene and that all required paperwork concerning health and safety is being fully and accurately completed.
- 'Meet and greet' passengers during embarkation.
- To make sure that the food outlets are properly displayed prior to each meal service and make sure that outlets are restocked during meal service.
- Dealing with any problems that arise which the Supervisors cannot rectify themselves, dealing with passenger complaints
- Ensuring guest satisfaction at all times
- Food Orders and stock rotation
- Stock control and stock deliveries.
- Stock takes and stock discrepancies.
- Cash up the tills and download to computer
- Till discrepancy investigation if required
- Ensuring compliance with HACCP rules to at all times
- Carry out planned inspections and spot checks within the hotel department.
- Ensure all defects are noted, recorded & rectified
- Allocating cabins to on-signing crew
- Crew travel: Informing shore side of crew travel dates – joining and leaving dates
- Supervision of appraisals handed out to off-signing crew
- Onboard staff training.
- Working time directive for the Hotel Department
- Responsible for updating all catering files and maintaining records
- Coach, motivate and support all section area heads so that all staff to achieve best results within their teams
- Perform other duties as directed by the Chief Purser
- Reconcile cash taken at all retail outlets at the end of each crossing, investigate any discrepancies and report

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**JACK UP DRILLING RIG ROUSTABOUT, 09/2005 - 01/2006**

***Noble***

Perform a variety of tasks, like inspecting equipment, cleaning work areas and making repairs to ensure the safety and proper function of the machines and tools on the worksite.

- Clean the drill site and vessel
- Inspect and repair equipment
- Transport and store materials
- Operate heavy equipment

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**OBS SUPERVISOR, 01/2005 - 09/2005**

***Irish Ferries, Dublin***

- Responsible to the Purser / Senior Supervisor and is to perform such duties as assigned to ensure passenger service levels are maintained at their assigned work place

- Responsible for stock control and delivery of perishable items to the point of sale
- Adhering strictly to till and cash procedures
- Ensuring high standards of hygiene are being maintained in their related work areas and following cleaning schedules as provided.
- Perform other duties as instructed.

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**STATEROOM STEWARD**, 05/1999 - 09/2004

***Renaissance/Carnival/Oceania cruises***

- Maintaining the cleanliness and sanitation of each room occupied and non-occupied.
- Responded promptly to guest requests.
- Supervised and ensured quality service standards were met. Providing executive customer service and confidentiality of high end clientele.
- Assisting wherever help is needed within the housekeeping department.
- Communicating with customers about their demands and orders according to their rooms or things that they need.
- Addressed guest needs, questions, or concerns to create optimum experience onboard

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**POLICEMAN**, 04/1993 - 04/1999

***Police Department's Public Police Security*** , Klaipeda, Lithuania

- Ensuring public order and public security, and protecting human rights and freedoms
- Provide contractual protection of the property of natural persons, legal entities and natural persons in the Republic of Lithuania, escort and protection of transported cargo
- Organize and carry out the prevention of criminal offences and other legal offences, provide social assistance to the population by protecting their property

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**SKILLS**

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|------------------------------|--------------------------------------|
| • Leadership excellence      | • Safety procedures knowledge        |
| • Passenger care expertise   | • Professional communication         |
| • Food and beverage handling | • Customer service and communication |
| • Training & Mentoring       | • Budgeting competence               |
| • Decision-Making prowess    | • Detail-oriented                    |
| • Crew supervision           | • Fast Learner                       |
| • Adaptability & Flexibility |                                      |

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**EDUCATION**

***Aukstesnioji Policijos Mokykla***, Klaipėda, Klaipėda City Municipality, 09/1993 - 07/1994

**Diploma of Higher Education: Basic professional training for the policeman.**

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***Kauno Technologijos Universitetas*** , Lithuania, 09/1998 - 07/2002

**Bachelor of Business Administration: Verslo administravimas**

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**LANGUAGES**

**Lithuanian**

Native

**English**

Advanced

## Russian

Native

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### CERTIFICATIONS AND LICENSES

- STCW Basic Safety Training A-VI/1-4
- Proficiency in Survival Craft and Rescue Boat other than Fast Rescue Boat A-VI/2-1
- Safety training for Personnel Providing Direct Service to Passengers in Passenger spaces, Crowd Management and Proficiency in Crisis Management and Human Behavior on All Passenger Ships A-V/2-2-4
- Medical Care training A-VI/4, 4-6
- Security Awareness Training for All Seafarers training A-VI/6-1
- Certificate of Proficiency in Manual Handling (Supervisor Level)
- HACCP
- Completed a Course of Instruction and Training as required by Chapter 18.3.6 of the International Code of Safety for High Speed Craft
- Medical Fitness Certificate

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### REFERENCES

References available upon request.