



**Housekeeping Dept.  
FLOOR RUNNER**

**POSITION  
DESCRIPTION  
51403**

Prepared by	Approved by	Authorized by	For use on	Original File	Last Revision	Revision No	Page
Hotel Operations dept.	Hotel Operations Manager	Emilio La Scala	Cruise Fleet	Oct 07 2013	July 2016	1	1 of 5

<b>POSITION NO.</b>	<b>51403</b>		
<b>Title</b>	<b>FLOOR RUNNER</b>		
<b>Department</b>	Housekeeping - Hotel		
<b>Career Path level:</b>	3		
<b>Your Assistant:</b>	n/a		
<b>Your Substitute:</b>	Crew Cabin Stw/Floor Runner/Hotel Cleaners		
<b>Onboard reports to:</b>	Housekeeping Mgr. / Hotel Director		
<b>Ashore reports to:</b>	n/a		
<b>Career path – Starting point:</b>	Level 1	Hotel Cleaner – Night/Pool boy	1 contracts (at least)
	Level 2	Hotel Cleaner - Day Office Clerk / Minibar Att.	3 contracts (at least)
<b>Where you are now:</b>	<b>Level 3</b>	<b>Floor Runner /Asst. Crew Cab. Stw.</b>	<b>3 contracts (at least)</b>
	Level 4	Cabin Steward/Crew Cab. Stw.	4 contracts (at least)
	Level 5	2 <sup>nd</sup> Assistant Housekeeper	5 contracts (at least)
	Level 6	1 <sup>st</sup> Assistant Housekeeper	3 Contracts
	Level 7	Housekeeping Manager	
<b>Your Mission this is your job:</b>	<p>You are responsible for the care and attention of our Passengers and to fully support the Cabin Steward and housekeeping activities as indicated by the Housekeeping Mgr. You can turn an ordinary cruise into an extraordinary cruise by going one step further to give extra special service. We expect you to have had training and experience to deliver these elements to our Guests:</p> <ul style="list-style-type: none"> <li>o Total care of your Guests, their possessions, and their cabin if needed.</li> <li>o Total cleanliness of the areas indicated by the Housekeeper (eventually in the cabin, the bathroom and the balcony)</li> <li>o Discreet, genuine hospitality</li> <li>o Punctuality and reliability</li> <li>o Unobtrusive Service</li> <li>o Respect of the material (trolley, Linen, Towel etc.)</li> </ul>		
<b>Requirements:</b>	<ul style="list-style-type: none"> <li>a) a welcoming, friendly and helpful attitude.</li> <li>b) tact and diplomacy.</li> <li>c) the ability to deal with occasional difficult situations or complaints.</li> <li>d) the ability to work efficiently under pressure.</li> <li>e) a methodical approach to work.</li> <li>f) attention to detail.</li> <li>g) the ability to work as part of a team.</li> </ul>		
<b>1. General Skills</b>			
<b>2. Customer Focus</b>	<ul style="list-style-type: none"> <li>a) To provide a consistent delivery of superior customer service to your crew cabin section.</li> <li>b) As per HK Mgr. indication, to apply the corrective action on received feedback relevant to your areas of responsibility. This to include complaints and compliments.</li> <li>c) To ensure maintenance information is constantly reported in your areas of responsibility, reporting any damage, ensuring faults are rectified promptly, and</li> </ul>		

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**3. Business Focus**

- the HOD is constantly informed on the status and progress.
- d) To implement and set up on-going deep clean and daily cleaning schedules.
- a) Help the Crew Cab. Stw. in the correct maintenance of your section material quantity levels, this includes material in circulation and in stock in your locker.
- b) To control and report to the HOD all linen or towels eventually missing into the cabin, ensuring linen/towel PAR is under control in accordance with hotel procedures.
- c) To actively assist the HOD with the control of all material preparing the inventory for the section to you assigned.

**4. Specific Job accountabilities:**

- a) To ensure efficient stores procedures, ensuring cleaning materials and guest supplies are adequate in levels in your locker and trolley. Reporting to the HK Mgr. any deficiency or needs.
- b) To ensure that your trolley, cleaning material and other equipment to you assigned, are always clean, disinfected and in good maintenance status, reporting in time any deficiencies.
- c) To ensure all minibar list (where minibar is installed) and laundry price lists are properly signed and transmitted in time to the relevant sub-departments.
- d) To maintain good effective working relationships with all crew members.
- e) To constantly maintain an excellent correspondence and reports of maintenance works to the HOD (by Fidelio Work Orders forms and by all necessary documentation).

**5. Personal Behavior:**

- a) To work as team player which promotes good employee morale and ensures a high level of commitment and pride in the housekeeping.
- b) To participate in time to meeting and training sessions and attending all management meetings when requested by the HOD.
- c) Ensure by example that no monies or favors whatsoever are requested or demanded from any Housekeeping personnel, and that you report any such attempt (to require or accept monies from personnel within the department), to the Staff Captain. Require/accept any payment or favor for any reason from any crewmember are not admitted.
- d) Start work each day punctually.
- e) Avoid any kind of discrimination (racial, sexual, religion etc.).

**6. Environment program:**

- a) To ensure that you operate effectively on a day to day basis, ensuring company standards are met and delivered consistently with attention to detail.
- b) To comply with statutory and company requirements for Health and Safety, Risk Assessment, Food Safety etc. and ensure all employment legislation is strictly adhered to and team members are trained accordingly.
- c) To apply the corrective actions after inspection/Audits in order to enhance the environment and achieve positive results.
- d) To ensure that all cleaning/disinfecting product you are using, are always the approved ones, in the approved container and properly labeled with the original label (no copy, alterations or modifications are accepted).

**7. Your job, your responsibilities:**

- o Wash your hands whenever they are contaminated – and understand how to stop contamination.
- o You are responsible for maintaining constantly restocked the Cabin Steward section of clean material (accordingly to the Company standards), making sure that there is never any excess of dirt material in the trolley and/or corridors, or left attempted.
- o Taking part in (and understanding) any duties or activities to control any illness outbreaks among Guests and / or Crew.

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- Read, understand and follow the Standard Procedure that tells you – step by step – how and when to clean and sanitize the areas in your assigned section, and to provide professional, caring and safe service to Guests. All this information is available in the Housekeeping chapter of the Standard Procedures Manual (or Housekeeping Manual). These duties include:
  1. Have a complete orientation of the ship's Linen and towel. Understand the material required to provide the service for Guest cabin sections.
  2. To provide full support to the Cabin Steward, transporting clean and dirty Linen/terry from Guest Cabin section to the Laundry and Vice-Versa.
  3. In accordance with the operating hours assigned by the Supervisor, be on duty punctually each day, establishing meal hours and breaks.
  4. If required by the HOD, to provide cleaning service in Public Areas and in Guest section corridor and foyers (and other areas indicated by the Supervisor).
  5. Attend all training courses as required by the Housekeeper, attend any specific operational training or upgrading courses where required by the HOD.
  6. Provide Luggage loading and unloading service for Guests.
  7. If required by the Housekeeper, to assist or provide help to the Cabin Steward with the issue of cabin Cleanliness.
  8. If required (occasionally), to assist the Cabin Steward in Guest laundry personal cloth collection and delivery
  9. To assist the Cabin Steward (if required) by the Housekeeper (or Asst. Housekeeper) in the cleanliness of cabin balcony.
  10. Sending any garbage from Guests to the Garbage room, making sure it is sorted according to Company procedures.
  11. When required, keeping the corridors in your section clean, and clear of housekeeping trolleys, vacuum cleaners etc. when cleaning duties are finished.
  12. To support the laundry team if requested by the Housekeeper.
  13. Keeping HK pantry and section's storeroom clean, in good order, and locked when requested by the HOD.
  14. To keep your equipment (and all of your cleaning equipment) in good condition.
  15. Cooperating with the team in special cleaning duties if advised by the HOD.
  16. If needed, to prepare the cabin trolley for the Cabin Steward.
  17. To remain on station at times when the Cabin Stw. is absent (during authorized meal and rest periods) to ensure continuing service for Guests (especially during stand-by service).
  18. If required by Housekeeper, to carry packed luggage to the assembly point on the night before disembarkation of Guests, and to assist with delivery to cabins of baggage for newly-embarked Guests.
  19. To receive (from Cabin Stw) and to control the material from cabin section to the laundry, informing the Chief Laundry if broken material needs to be replaced. In charge also to count material pieces delivered into the laundry time permitting.

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Standard Procedures Manual ©

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Status	Crew Member
Accommodation	Crew Cabin – Shared
Assigned Mess	Crew Mess
Privileges level	4

### 8. Your Entitlements:

For more specification, refer to Privilege & Limitation Level SP.

#### When off Duty

Crew Public spaces: The Crew Bar, Crew Disco, Crew Gym, Crew Pool (check opening times).

Shopping: crew shop, following opening and closing time

#### Laundry services:

- We wash your uniform (or personal cloths if used as approved uniform), for FREE.
- Private cloths can be also washed and dried by using the crew laundry by a small fee payment, soap is not needed because is provided by the company automatically (to use this service, you must ask the laundry key to the crew purser – the key is personal and it is to be returned before debarkation).

### 9. What you can do:

You can keep personal food in your cabins, but only if it's dry (noodles, crackers, biscuits etc.) and it must be completely wrapped or sealed to prevent insects or roaches etc.

### 10. What you must do:

Read, understand and follow the Crew Regulations.  
Always be back on board at least 60 minutes before sailing time.  
Always be on time to start work.

### 11: What you must not do:

- ⊗ Disconnect or interfere with any safety device, anywhere on board.
- ⊗ Wear personal clothes in Guest areas (unless authorized as part of your uniform, and expressly approved by the Hotel Director), name badge is to be worn at all time.
- ⊗ Use Guest elevators unless you're cleaning or assigned to Guests elevator (by the Supervisor for specific duties).
- ⊗ Walk into or through galleys (unless you work there)
- ⊗ Enter Guest cabins (unless you work there and during the approved working time)
- ⊗ Smoke in your cabin or any non-smoking crew area (in guest area is not permitted at any time to smoke).
- ⊗ Distribute and/or provide to third part - not MSC member, of any SOP or document belonging to MSC Cruises property.

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ISO 22000  
BUREAU VERITAS  
Certification



Member of CSQ Federation  
RINA  
ISO 9001:2008

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Hotel Operations  
dept.

Approved by  
Hotel Operations  
Manager

Authorized by  
Emilio La Scala

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Cruise Fleet

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Oct 07 2013

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### Your understanding

*I have read this general description of my job on this MSC Cruise Ship which is written in English - the safety and working language of the Company. I understand and accept these general guidelines.*

<i>Your Name</i>	<i>Your Position</i> FLOOR RUNNER	<i>Your Department</i> HOUSEKEEPING/HOTEL
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<i>Your Signature</i>	<i>Your Manning No.</i>	<i>Today's Date</i>
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