




<div></div> <div>Standard Procedures Manual ©</div>			<div>Housekeeping Dept.</div> <div>Hotel Cleaner</div>			<div>POSITION DESCRIPTION</div> <div>51408</div>		
Prepared by Tim Skinner	Revised by Tim Skinner	Approved by Emilio La Scala	Authorized by Marco Maresca	For use on Cruise Fleet	Original File June 02 2011	Last Revision July 30, 2011	Revision No 1	Page 1 of 3
POSITION NO.		51408						
Title		HOTEL CLEANER-(HOUSEKEEPING)						
Department		Housekeeping - Hotel						
Main Function		<p>To clean non-accommodation areas of the ship as assigned by the Housekeeper. ('cleaning' may also require disinfecting)</p> <p>This position may also require you to help cleaning and preparation of Guest cabins on embarkation days, and if special cleaning is required.</p> <p><i>Reports to</i> Assistant Housekeeper assigned to Public areas.</p> <p><i>Replacement</i> Colleague Hotel Cleaner</p> <p><i>Uniform</i> As per SP Manual (Uniform Chapter)</p> <p><i>Operational Bibliography</i> MSC Sanitation Manual, Safety Handbook, MSC Employee Handbook, MSC Housekeeping Manual. These Manuals are available for your reference in the crew library.</p>						
Fundamentals of position		<p>This position involves working either during the day or the night. You are to clean and disinfect public areas. These include public bathrooms, lounges, foyers, corridors, staircases and balustrades, landings and elevators. If required by the Housekeeper, you may be required to help transport linen between the ship's laundry and Guest cabin areas on turnaround days. Depending on your work schedule, you may also be required to assist with the transport of Guest luggage between cabins and baggage collection points.</p>						
Requirements & History		<p><i>Following are basic requirements for this position</i></p> <p>Basic Safety Training Certificate including certified Swimming & Rowing c competence. All other certification (including visas etc.) required including Compliance with the requirements of STCW 95 regarding certification for this position aand all documents in force at the time of your employment to comply with the Flag State requirements of the ship to which you are assigned.</p> <p>You must be in possession of a valid Panama Seaman's Book.</p>						
<i>Certification & Documentation</i>								
<i>Language Skills</i>		<ul style="list-style-type: none">• Fluent in oral and written English (working & Safety language of the Company)• Ability to speak, read and write in Italian is a major benefit and may be a requirement.• Ability to speak, read and write in any major other languages (German, Spanish, Portuguese, French, Russian, Chinese etc.) is considered a major advantage that could eventually influence the selection for some positions.						
<i>Experience</i>		Documented experience in a similar position on board a Cruise vessel or in a shoreside hotel (including Job Training), or one completed contract in this position, or as Housekeeping Utility on a vessel of this or other Cruise company).an international Cruise Ship. Or a minimum of 6 months as a cleaner or chambermaid in a high-standard International Hotel.						
<i>Health</i>		To satisfy the requirements of the laws of the Flag State of the Ship regarding health and physical requirements, and to have current documentation to certify that all medical requirements relating to this position are met according to the specific requirements of the job.						
<i>Team Attributes</i>		Proven ability to work and (often unsupervised) in a harmonious and productive team environment.						
<i>Preferred employee</i>		Non-Smoker						

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Physical Requirements		<p>The following physical requirements apply to this position</p> <ul style="list-style-type: none"> While performing the duties of this job, you may be regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. You must occasionally lift and/or move up to 25 Kg. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. You must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. If working in any Guest area (or where Guests may see you), you are not permitted to display any tattoos on any exposed part of your body when wearing uniform (summer or winter).
Safety & General Discipline		<p>You are required to:</p> <ol style="list-style-type: none"> Read, understand and implement the Mission Statement of the Company. Read, understand and follow the MSC Crew Regulations ensuring all personnel in the Housekeeping department have copies, and comply accordingly. Wear the complete prescribed uniform and name badge as specified in Company Standards, complying with regulations relating to tattoos, hair and body decorations. Attend and participate as required in all emergency drills, carry personal emergency card, and understand emergency duties.
Responsibilities		<p>You are responsible for the following duties</p> <ul style="list-style-type: none"> Before going to work, make sure you are neat, tidy, well shaved or groomed, wearing a clean, complete uniform with name badge. Attend all work-related and training meetings as arranged by your Head of Department or other senior officer where these relate to safety and good order. Clean the area, fixtures and fittings assigned by your supervisor. This cleaning may involve disinfecting. Report any damage, breakage or loss to your supervisor. This may require you to remove any damaged material from Public areas. Be courteous and friendly to Guests, Officers and all other Crew whenever you meet them in the course of your duty. (Smile, make eye-contact and offer a greeting) Be sure that all chemicals you use are in a bottle, sprayer or other container with the correct label. If required by the Housekeeper to carry Guest's luggage, always wear Personal Protective Equipment (PPE). This equipment will be provided by the Housekeeper. Carrying luggage requires you to wear the following: <ul style="list-style-type: none"> Back support (lumbar belt) Safety Shoes Safety Gloves. Cleaning duties may require you to clean carpets (using vacuum cleaners and surface cleaners), furniture (chairs, sofas etc.) walls and wall coverings (using only the cleaning chemicals provided by your supervisor). After training, you may be required to clean Guest area public toilets. See the specific Standard Procedure for this important job. Place warning signs in areas where any kind of spillage (including water, chemical etc) could make the area slippery or dangerous in any way. Remain at your assigned place of work until you have been dismissed by your supervisor. Sign the daily time-sheet (in the Housekeeping office) to specify the times you started and finished work. <p>*Body spillage – a situation requiring your assistance in cleaning and disinfecting an area where a person (Guest or Crewmember) may have had a body spillage (blood, vomit, or uncontrolled urine or fecal discharge)</p>
	Personal Hygiene	
	Training Meetings	
	General cleaning	
	Breakage or loss	
	Courtesy to Guests	
	Care with chemicals	
	Luggage assistance	
	Sanitation	
	Public Toilets	
	Spillage warning signs	
	Stay on duty	
	Time sheet	

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Privileges & Limitations basics

Status – Crewmember
Accommodation – Crew Cabin – Share Basis
Assigned Dining arrangement – Crew Messroom

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