



Housekeeping Dept.
**Officer's Cabin
Attendant**

**POSITION
DESCRIPTION
51416**

Prepared by	Revised by	Approved by	Authorized by	For use on	Original File	Last Revision	Revision No	Page
Tim Skinner	Housekeeping Div.	Emilio La Scala	Marco Maresca	Cruise Fleet	Jun 09 2010	July 30 2011	2	1 of 3
POSITION NO.	51416							
Title	OFFICER'S CABIN ATTENDANT							
Department	Housekeeping - Hotel							
Main Function	<ul style="list-style-type: none"> Service to and cleanliness of the cabins of officers. Assistance as required to maintain service standards in Cabins: 							
<i>Reports to</i>	Housekeeper via Assistant Housekeeper							
<i>Subordinates</i>	Assistant Cabin Attendant							
<i>Uniform</i>	As per SP Manual (Chapter Uniform)							
<i>Operational bibliography</i>	VSP Manual, Shipsan Manual, Anvisa Regulations (South American program), MSC Sanitation Manual, Safety Handbook, MSC Employee Handbook, MSC Housekeeping Manual. These manuals are available for your reference in the Crew Library.							
Fundamentals of Position	<p>Officer Cabin Attendants are responsible for the care and attention of our Officers cabins. Remembering that their cabin is their private home, a good cabin Attendant (and assistant). The principal objectives of Cabin Attendants are to provide these fundamental elements:</p> <ul style="list-style-type: none"> Total care of Officer's Cabins – bathroom included, their possessions, and their cabins. Total cleanliness and attention to cabin and cabin bathroom. Discretion. Punctuality, integrity and reliability Unobtrusive Service. 							
Requirements & History	<p>Following are basic requirements for this position</p> <p>Basic Safety Training Certificate including Swimming & Rowing All other certification (including visas etc.) required and in force at the time of your employment to comply with the Flag State requirements of the ship to which you are assigned.</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>	<ul style="list-style-type: none"> A minimum of 24 months (documented and demonstrable) as a Cabin Attendant on an Internationally-trading Guest vessel, or a minimum of 2 years as a Room Attendant in a high-standard International Hotel (4/5 Stars). Proven multi-operational skills in Cruise Ship Housekeeping operation in a multinational environment. 							
<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 (where necessary) supervise in a harmonious and productive team environment.							
<i>Preferred employee</i>	Non-Smoker							
Qualifications								

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Minimum Education level		<ol style="list-style-type: none"> High School Graduate Certificate of good service in a specialized housekeeping training facility. Demonstrated understanding of all MSC sanitation standards relating to Housekeeping and Food Safety. Demonstrated ability to work efficiently at high speed, in close co-operation with assistant. 						
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 & 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 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>Officer Cabin Attendants are responsible for the following duties:</p> <ol style="list-style-type: none"> Compliance with MSC sanitation standards, in particular those involving the safe handling of food, water and ice, and safe sanitizing procedures involving cabins used by Officers who may have suffered some kind of illness. Professional, Courteous and friendly service to all Officers and always Guests, Sanitation, cleanliness, comfort and service in a specified number of cabins in a specified Officer section. Compliance with MSC sanitation procedures to clean cabins to eliminate cross-contamination. The sanitizing of shower-heads in every cabin bathroom at least one time every 6 month, by means of immersion in a disinfecting solution, as indicated by the main office, for at least 60 seconds (or as otherwise specified in MSC Standard procedures) and to record this function in the showerhead logbook in the Housekeeping office. The change of used towels every morning and every evening (more often if requested) or leaving unchanged if requested by Officers, following the <i>environmental notice</i> The change of all bed sheets according to the MSC Standard Procedures for crew linen changes. Never use knots to secure bed sheets to the corners of mattresses. To make all beds for day use and to turn down beds at night, in accordance with Standard Procedures (no knots permitted) Providing the exact quantity per day per Officer of all consumables (soap, shampoo, etc.) Providing the correct quantity of toilet paper and tissues is placed in each cabin according to Standard Procedures and Company issue. Before any new Officers embark, make a full self-check of cabins and bathrooms, ensuring all points comply with Standard Procedures (shower curtains left outside baths, window curtains open to the right level, bed lights on etc). This self-check form is available from the Housekeeper. To provide each evening cubed or crushed ice (more often if requested) and always immediately after embarkation. To collect and return personal laundry and/or dry cleaning for Officers, ensuring laundry slips are correctly prepared, and that all items are returned within the specified time and signed by all officers for charging. 						
MSC Sanitation Standards								
Know your Guest names								
Cross-contamination								
Showerhead Sanitizing								
Changing towels								
Changing bed linen								
No knots								
Bed making & Turndown								
Soap, shampoo etc.								
Toilet Paper, Tissues								
Embarkation Check								
Ice if needed								
Officers personal Laundry								
Corridors								

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- Service Trolleys* 15. For the cleaning of corridors and hallways in assigned section.
- Maintenance reports* 16. To ensure that all supply carts, trolleys, etc. are cleaned, removed from hallways and safely stored away after use, and that all trolleys are stored away from handrails.
- Pantries & Lockers* 17. To report to the Housekeeper any cabin maintenance requirement, and any items missing, broken or not working, using the appropriate maintenance form.
- Garbage transport* 18. For the cleanliness, stocking, safe storage and good order of pantry or personal locker.
- Meals for sick Officers* 19. To ensure that all cabin waste material is separated and transported correctly to the Garbage Room.
- Vacuum cleaners* 20. If required by the Staff Captain, the delivery to sick or disabled Officers of meals from the messrooms.
- Deep Cleaning* 21. Ensure that vacuum cleaners are not used in cabins or hallways before 08.00.
- Baggage Transport* 22. To perform any Deep Cleaning projects as advised by the Housekeeper
- 23. If required by the Housekeeper, to participate in baggage transport at the end of any specified cruise, and to ensure that safety belts are worn before any baggage is carried.

Governing Status

<i>Status</i>	Crew
<i>Accommodation</i>	Crew Cabin – Shared
<i>Assigned Mess</i>	Crew Mess

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