

P O S I T I O N D E S C R I P T I O N

Position Title: Cabin Steward

Department: Housekeeping **Sub-Department:**

Reports To: Assistant Housekeeper, Chief Housekeeper

Direct Reports: N/A

Position summary

The Cabin Steward ensures the cleanliness of all guest cabins in assigned section, as well as the corridors and surrounding areas, in accordance with company standards.

Essential duties and responsibilities

Operational

- Maintain cleanliness of specified guest cabins in an area assigned by Chief Housekeeper.
- Maintain cleanliness of corridors and lockers in area surrounding assigned cabins.
- Escort guests to their cabin on embarkation day, carry hand baggage for them, and explain cabin amenities and layout.
- Assist with luggage delivery to guest cabins on embarkation day.
- Greet guests in assigned section on the first evening, and explain cabin services provided, duty hours, and other services available.
- Provide personal assistance to all guests in a friendly and helpful manner
- Collect and return guests' personal laundry and bill, showing charges that will appear on guest folio account.
- Restock mini-bar in each cabin as necessary and submit charges that will appear on guest folio.
- Replenish all amenities in cabin, including but not limited to drinking glasses, stationary, ice, etc.
- Replace/replenish linen in guests' cabins on a daily basis.
- Following proper exchange procedures for linens in ship's laundry.
- Report and follow up on maintenance issues including but not limited to defective equipment, fixtures, and replenishing supplies.
- Handle and operate equipment safely in assigned section, including vacuum cleaner and steward/stewardess cart.
- Clean guest cabins and bathrooms twice a day.
- Collect used trays, dishes, cutlery, glasses, etc. from guest cabins and corridors in assigned area.
- Deliver used dining items to designated washing area.
- Meet or exceed company standards of personal appearance and hygiene.
- Maintain cleanliness of uniform at all times.
- Possess knowledge and comply with Shipsan, the European sanitation program, and the United States Public Health rules and regulations pertaining to assigned work.

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- Respond correctly to guest questions regarding ship’s schedule, itinerary, ports of call, and onboard services when encountering guests in public areas or cabins.
- Follow supervisor’s instructions regarding present responsibilities, or any new duties assigned.

Training & Development

- Attend all meetings, training activities or classes related to assigned position as required.

Financial

- N/A

Safety Responsibilities

- Maintain a safe and sanitary environment for all guests and crew members.
- Follow proper procedures and instructions at all times to prevent damage of any kind to ship or company property.
- Use PPE (Personal Protective Equipment) at all times as per company policy.
- Know and comply with Shipsan, the European sanitation program, and United States Public Health Rules and Regulations pertaining to assigned working area.
- Participate in safety drills as required.
- Comply with Marella Cruises’ Safety and Pollution Prevention Program
- Comply with Marella Cruises’ Operating Procedures Resources.

Other Duties and Responsibilities (Other duties may be assigned)

- As assigned

Qualifications

Knowledge, experience, skill, and/or ability

Required

- Ability to effectively speak English and communicate with guests and supervisors.
- Must adhere to specific scheduled work hours, yet be flexible if circumstances require it.
- Work with international team members.
- Perform assigned duties under pressure (time constraints).

Preferred

- Fluency in additional language(s)

Required computer skills

- N/A

Education/experience/certifications

- High school diploma or international equivalent.
- Three years experience as a chambermaid/housekeeper in an upscale hotel or cruise ship.

Other Skills:

- Knowledge of general office practices, procedures and equipment.

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- Ability to prioritize tasks and work independently.
- Strong organizational, interpersonal and communication skills.
- Ability to interact with senior-level management and owner representatives.

Math Ability:

- Able to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions, and decimals.

Reasoning Ability:

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

Work Environment & Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job the employee is regularly required to
 - Stand
 - Use hands to finger, handle, or feel;
 - Reach with hands and arms;
 - Talk or hear and smell.
- The employee must be able to lift or move up to 55 pounds (25 kilograms) without assistance.

The vision requirements include:

- Ability to adjust focus, depth perception, peripheral vision, distance vision and close vision and to be able to otherwise perform the essential functions of the job in a manner that does not present danger to the employee or others with or without a reasonable accommodation.

I have read and discussed the above and fully understand the description of my job and agree to abide by this description of my duties as outlined before. This Job Description should be considered as guideline and may be adjusted for the smooth operation of the ship's board operation.

Signatures

Assignor's Signature

Assignee's Signature

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