

International Cruise Services, Inc. & Seven Seas Services Limited

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

Position Title: **Cabin Steward/ess**

Department: **Hotel**

Sub-Department **Housekeeping**

Reports To: **Chief Housekeeper,
Assistant Housekeeper**

Direct Reports: **Assistant
Steward/ess**

Position summary

- To ensure guests satisfaction through the delivery of a quality and consistent in-suite service.
- The cleanliness of all Guest's staterooms in his/her respective section, including passageways as per the Company's Standards.

Essential duties and responsibilities

Operational

- Responsible for a station of approximately twenty Guest staterooms.
- Provides personal assistance to Guests and aims to exceed their expectations.
- Must be always friendly and helpful, to all Guests regardless if they are or are not in your section.
- On embarkation day, must meet Guest's in the assigned section, assist them entering the suites and perform the Welcome introduction as per HKOM.
- Handle all the linen necessary for the daily operation taking care of the necessary exchange in the Ship's Laundry.
- Takes care of Guest's personal laundry requests, taking it to and from the laundry and presents laundry bill to the Guests (charged to Guest account).
- Stripping and re-covering of beds as per set schedule and standards.
- Must re-stock the Mini-Bars, complimentary soft drinks and water and fruits (RSSC only).
- Must replenish supplies such as drinking glasses, stationary, ice and all other amenities.
- Must report and follow up all defective equipment, fixtures and supplies.
- Must fully cooperate with the Butler (in Butler suites) in order to create a positive atmosphere for the guests.
- Must ensure the cleanliness of the staterooms, coordinating with the Assistant Steward/ess the various daily cleaning tasks.
- Responsible for work, conduct, appearance and performance of Assistant Steward: must report any deficiencies to the Chief Housekeeper.
- Responsible for safe handling of equipment in the section: vacuum cleaner, stewardess cart, etc.
- Ensures personal appearance and personal hygiene and uniform are at all times in accordance with the Company's Rules and Regulations.

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- Must be knowledgeable and comply with the United States Public Health Rules and Regulations pertaining to his/her working area at all times.

Training & Development

- Participates in all assigned trainings and trains Assistant Stewardess to desired standard.

Financial

- Takes good care of equipment, chemicals and linen.
- Controls well his/ her working hours in coordination with Chief Housekeeper.

Safety Responsibilities

- To comply with the safety and pollution prevention regulations and operating procedures at all times, participating in all relevant meetings and training sessions.
- Participate in safety drills, according to instructions.
- Must be in possession of valid STCW certificates.

Resources

- HKOM, USPH manual, SMS, trainings given by Chief Housekeeper, Asst. Housekeeper and Steward/ess.

Other Duties and Responsibilities (Other duties may be assigned).

- Other duties may be assigned by Chief Housekeeper as per operational need.

Qualifications

Knowledge, experience, skill, and/or ability

Required

- To achieve the primary objectives of the position and comply with the above mentioned accountabilities in a timely and efficient manner in accordance with Company's policies,
- Must be knowledgeable and complies with the United States Public Health sanitation standards, rules and regulations
- Ensures that personal grooming, appearance, hygiene and uniform are at all times in accordance with the Company's policy.
- Must be able to communicate effectively and speak clearly in English with supervisors and Guest's alike. Other languages are considered a plus.
- To keep supervisor promptly and fully informed of all relevant matters.
- To ensure confidentiality when handling sensitive information.

Preferred

- Great attitude.
- Flexible.
- Team worker.
- Outgoing and social skills.
- Ability to perform under pressure (time constraints).

Required computer skills

- N/A

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Education/experience/certifications

- Requires a minimum of 3 years as a chamber-person (Quality Hotels or Cruise Ships). Standard High School education.

Other Skills:

Knowledge of general office practices, procedures and equipment; 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 (20 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.

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