

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: **Utility Hotel**

Department: **Hotel**

Sub-Department **Housekeeping**

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

Direct Reports: **N/A**

Position summary

To ensure guests satisfaction by providing the highest standard of cleanliness in public areas, consistently and effectively.

Essential duties and responsibilities

- Cleans public bathrooms, elevators and offices and assigned crew area.
- Polishes brass and other metals.
- Cleans carpets, upholstery, floors, walls, ceilings, draperies, windows, and room accessories to remove effects of water and other damages such as dirt, soot, stains, mildew, and excess water and moister.
- Sprays or fogs carpets, upholstery, and accessories with fabric conditioners and protectors, deodorizers and disinfectants.
- Dust Furniture. Washes walls, ceiling and wood work. Washes windows and door panels.
- Empties wastebaskets and empties and cleans ashtrays.
- Transports trash and waste to the disposal area.
- Picks up used glasses, china, cutlery etc. when left in public areas by guests. Brings the utensils to designated area for cleaning and washing.
- Notifies management concerning need for repairs or corrections to lighting, heating and ventilating equipment.
- Properly handling and maintenance of all equipment necessary for his/her working tasks.
- Maintains a safe and sanitary environment for guests and fellow employees.
- Knowledgeably answers questions about ship’s schedules, travel routes, and ship’s services when asked by Guests during the course of performing his duties in public areas, displaying courtesy every time he/she is in contact with a Guest.
- Must assist with the handing of Guest’s luggage on embarkation and disembarkation days.
- Ensures personal appearance, personal hygiene and uniforms appearance is at all times in accordance with Company Policy.
- Other duties may be assigned.

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Training & Development

- Participates in all assigned trainings.

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 Night Supervisor.

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.

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Required computer skills

- n/a

Education/experience/certifications

- Elementary and middle school (8th grade) or higher.
- A minimum of two years related experience and/or training in the hospitality field.

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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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