
JOB DESCRIPTION – CABIN STEWARD/ESS

Title: Cabin Steward/ess

Reports to: Assistant Housekeeper, Chief Housekeeper

Subordinates:

Job Objective

The major goal of the position is the cleanliness of all Guest's cabins in his/her respective section, including passageways as per the Company's Standards.

Responsibilities

1. Responsible for a station of 15 to 25 Guest cabins depending on the section and assigned as per Chief Housekeeper.
2. Provides personal assistance to Guests and aims to exceed their expectations.
3. Must be always friendly and helpful to all Guests regardless if they are or are not in her/his section.
4. On embarkation day must escort Guest's to their cabins, carry their hand baggage and explain cabin amenities and layout.
5. On the first evening of the cruise, greets his/her Guests on his/her station, and explains the cabin services she/he will provide including duty hours and other room service availability.
6. Handle all the linen necessary for the daily operation taking care of the necessary exchange in the Ship's Laundry.
7. Takes care of Guest's personal laundry requests, taking it to and from the laundry and presents laundry bill to the Guests which is charged to Guest Account.
8. Must re-stock the Mini-Bars and charge used items to Guests.
9. Must replenish supplies such as drinking glasses, stationary, ice and all other amenities.
10. Must report and follow up all defective equipment, fixtures and supplies.

Issued on: 08/01/05	Page 1 of 2	Prepared by: KG
Last reviewed on: 07/16/13		Approved by: P. Faucher

11. Must ensure the cleanliness of the cabins.
12. Responsible for safe handling of equipment in the section: vacuum cleaner, stewardess cart, etc.
13. Cleans guest bathrooms twice a day.
14. Ensures personal appearance and personal hygiene and uniform are at all times in accordance with the Company's Rules and Regulations.
15. Must be knowledgeable and comply with the United States Public Health Rules and Regulations pertaining to his/her working area at all times.

Safety

1. Participates in safety drills, according to instructions.
2. Complies with Company's safety and pollution prevention regulations and operating procedures.

Education / Training

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

Language requirements

- Must be able to communicate effectively and to speak clearly in English with Supervisors and Guests alike. Other languages are considered a plus.

Computer knowledge

N/A

Profile

1. Great attitude at all times
2. Flexible
3. Team worker
4. Punctual
5. Well groomed and neat appearance
6. Outgoing
7. Ability to perform under pressure (time constraints).
8. Ability to work with an international team.

Issued on: 08/01/05	Page 2 of 2	Prepared by: KG
Last reviewed on: 07/16/13		Approved by: P. Faucher