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## JOB DESCRIPTION – UTILITY HOTEL

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**Title:** Utility Hotel

**Reports to:** Assistant Housekeeper, Chief Housekeeper

**Subordinates:** N/A

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### Job Objective

The major goal of the position is to perform housekeeping cleaning tasks in order to achieve Company's standards of cleanliness.

### Responsibilities

1. Cleans the public areas that are the responsibility of the Housekeeping department, including lounges, foyers, public restrooms, staircases, corridors, elevators, hospital, staff and officer cabins and other ship facilities as scheduled.
2. Polishes brass and other metals in Public areas.
3. 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 moisture from areas that are the responsibility of the Housekeeping department.
4. Sprays or fogs carpets, upholstery, and accessories with fabric conditioners and protectors, deodorizers and disinfectants at said areas.
5. Dust Furniture. Washes walls, ceiling and wood work. Washes windows from the inside and door panels.
6. Empties wastebaskets in Public areas and transports trash and waste to the disposal area.
7. Picks up used glasses, china, cutlery etc. when left in public areas by guests. Brings the utensils to designated area for cleaning and washing.
8. Notifies management concerning need for repairs or corrections to lighting, heating and ventilating equipment.
9. Maintains all equipment necessary for his/her working tasks.

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10. Maintains a safe and sanitary environment for guests and fellow employees.
11. 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.
12. Must assist with the handing of Guest's luggage on embarkation and disembarkation days.
13. Assists with escorting arriving guest's to their stateroom during embarkation.
14. Ensures personal appearance, personal hygiene and uniforms appearance is at all times in accordance with Company Policy.
15. Other duties may be assigned.
16. 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**

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

### **Language requirements**

- Must be able to read and interpret English. Additional language 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 work with an international team.

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