
JOB DESCRIPTION – CABIN STEWARD/ESS

Title: Cabin Steward/ess
Reports to: Assistant Housekeeper, Chief Housekeeper
Subordinates: Assistant Steward/ess

Job Objective

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

Responsibilities

1. Responsible for a station of approximately twenty Guest staterooms.
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 your section.
4. On embarkation day, must meet Guest's in the assigned section, assist them entering the suites and perform the Welcome introduction as per Routes of Service manual.
5. Handle all the linen necessary for the daily operation taking care of the necessary exchange in the Ship's Laundry.
6. 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).
7. Stripping and re-covering of beds as per set schedule and standards.
8. Must re-stock the Mini-Bars, complimentary soft drinks and water and charge the alcoholic beverages 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.
11. Must fully cooperate with the Butler (in Butler suites) in order to create a positive atmosphere for the guests.
12. Must ensure the cleanliness of the staterooms, coordinating with the Assistant Steward/ess the various daily cleaning tasks.
13. Responsible for work, conduct, appearance and performance of Assistant Steward: must report any deficiencies to the Chief Housekeeper.
14. Responsible for safe handling of equipment in the section: vacuum cleaner, stewardess cart, etc.

Issued on: 8/4/2004	Page 1 of 2	Prepared by: AF
Last reviewed on: 10/21/2010		Approved by: SF

15. Ensures personal appearance and personal hygiene and uniform are at all times in accordance with the Company's Rules and Regulations.
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 Oceania's safety and pollution prevention regulations and operating procedures.

Education / Training

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

Language requirements

1. Must be able to communicate effectively and to speak clearly in English with Supervisors, co-workers 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 and social skills
7. Ability to perform under pressure (time constraints).
8. Ability to work with an international team.

Issued on: 8/4/2004	Page 2 of 2	Prepared by: AF
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