

## CABIN STEWARD JOB DESCRIPTION

### POSITION SUMMARY:

The Cabin Steward provides support to the Cabin Assistant in ensuring that Sailors have a memorable vacation onboard by providing outstanding in-suite service and ensuring all cabins are kept to a quality standard.

This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Employees may be required to perform any other job-related duties assigned by their supervisor or management. All duties and responsibilities are to be performed in accordance with the Company's Safety, Quality and Environmental standards.

### RESPONSIBILITIES:

- Maintains the cleanliness and sanitation of all cabins assigned to their area including passageways.
- Works under the direction of the Cabin Assistant in ensuring cabins assigned to their area are prepared in accordance with company setup each day and prior to embarkation of Sailors on Turnaround.
- Maintains cleanliness of carpets inside cabin and passageway by vacuuming and/or sweeping.
- Carries out cleaning of Showers, sinks and toilet bowls in bathroom areas.
- Responsible for ensuring sailors complaints and requests are acted on in a prompt and efficient manner and notifies Assistant Executive Housekeeper when necessary.
- Assists in the handling and delivery of sailor luggage to cabins.
- Empties wastebaskets and garbage bins and transports garbage and waste to the garbage processing area.

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- Carries out cleaning of ceiling, windows, walls and balconies including draperies and upholstery.
- Reports damaged, defective or missing items to Assistant Executive Housekeeper.
- Daily interaction with sailors and provides outstanding customer service and delivery.
- Responsible for the safe handling of equipment in the housekeeping department such as vacuum cleaner, housekeeping cart etc.
- Must be knowledgeable and comply with Public Health rules and regulations as per company policy.

#### REQUIREMENTS:

- Elementary and middle school (8th grade) or higher.
- Minimum 1 year as Cabin Attendant/Steward onboard a Cruise ship or upscale hotel or resort.
- STCW certificate.
- Ability to effectively deal with internal and external guests, some of whom will require high levels of discretion, patience, tact and diplomacy.
- Knowledge of principles for providing exemplary customer service including problem resolution and achievement of quality service standards.
- Be able to work with international team members.

#### LANGUAGE REQUIREMENTS:

- Excellent ability to speak English clearly, distinctly and cordially.
- Excellent ability to understand, read and write English in order to interpret written procedures, policies and manuals. This includes the ability to give and receive

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instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.

#### PHYSICAL REQUIREMENTS:

- While performing the duties of this job, the shipboard employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- Extensive travel from ship to ship with varying accommodations and resting opportunities require good health. Active management of health through diet and exercise is a key for prolonged success in the position.
- All shipboard employees must be physically able to participate in emergency lifesaving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. The employee must have the ability to lift and/or move up to 55 pounds.

#### LEADS WITH PASSION, DRIVE AND ENERGY

- Promotes team unity at all levels within the Team and collaborates well with shipboard and shore side management.
- Shows motivation to learn and grow in the department.

#### ACTS WITH INTEGRITY

- Creates a climate of trust, mutual respect, and a professional image according to company standards. Be groomed meticulously and ready for guest service.
- Maintains guests' and employee confidence and protects the organization's reputation by keeping guest and company information confidential. Enhances department and company reputation by accepting ownership and accomplishing a

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diversity of requests while exploring opportunities to add value to job accomplishments.

BENEFITS:

- Contract with an average length of 6 - 8 months.
- Free food & shared accommodation (2 people per cabin).
- Crew areas activities on board (gym, crew bar, shore excursions, social activities, crew events, etc.)
- Joining tickets: are not covered for new crew members.
- Repatriation tickets: are provided by the company.
- Visa expenses reimbursed on board.
- Medical exam can be reimbursed depending of the company.
- Earn recognition and career advancement opportunities.

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RECRUITMENT

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