

CLEANER JOB DESCRIPTION

POSITION SUMMARY:

Maintains public areas in a clean and orderly condition by performing the following essential duties and responsibilities during scheduled shift (day or night).

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.
- Operates steam cleaning equipment, scrapers, brooms and variety of hand and power tools.
- Uses a variety of cleaning agents and chemicals. Mixes water and detergents or acids in container to prepare cleaning solutions, according to specifications.
- Cleans public bathrooms, elevators, offices, corridors, public areas and crew member quarters.
- Cleans, maintains, and replenishes towels and amenities in the Spa area including bathroom, lockers, showers, gym area, gym equipment, and reception area if assigned.
- Cleans carpet, upholstery, floors, walls, ceilings, draperies, windows, and room accessories to remove effects of smoke, dust, water and other damages such as dirt, soot, stains, mildew, and excess water and moisture.

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- Sprays or fogs carpet, upholstery, and accessories with fabric conditioners and protectors, deodorizers and disinfectants.
- Dusts furniture, and washes windows, walls, ceilings, woodwork, and door panels. Polishes brass and other metal fixtures.
- Notifies management of the malfunction of lighting, heating and ventilation equipment.
- Maintains cleaning supplies and equipment in good working order. Requisitions supplies and equipment when needed.
- Maintains current knowledge of the ship's regular events and special functions by reviewing all available data, (daily newsletter, etc.), in order to provide guests with accurate information to answer questions.
- Assists the food service personnel in the collection of soiled glasses, china, cutlery, etc. throughout the vessel and transport to designated collection areas.
- Empties and cleans wastebaskets and ashtrays and transports trash to disposal area.
- Transports guest's luggage to assigned areas during embarkation and disembarkation.
- Handles ship stores on loading days, as scheduled by management and supervisor.
- Participates in the loading of hotel stores to the central storeroom.
- Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and crew members with inquiries.
- Attends meetings, training activities, courses and all other work-related activities as required.
- Performs related duties as required. 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.

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- Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

REQUIREMENTS:

- Elementary and middle school (8th grade) or higher.
- Minimum 1 year of cleaning experience, preferably in an upscale hotel, resort or cruise line.
- Knowledge of proper cleaning techniques, requirements and use of equipment. Knowledge of proper chemical handling.
- 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 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.

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- 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 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.)

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- 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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