

## UTILY HOTEL JOB DESCRIPTION

### POSITION SUMMARY:

To ensure guests satisfaction by providing the highest standard of cleanliness in public areas, consistently and effectively.

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:

- Cleans public bathrooms, elevators and offices and assigned crew area.
- Polishes brass and other metals.
- 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.
- Sprays or fogs carpets, upholstery, and accessories with fabric conditioners and protectors, deodorizers and disinfectants.
- Dust Furniture. Washes walls, ceiling and wood work. Washes windows and door panels.
- Empties wastebaskets and empties and cleans ashtrays.
- Transports trash and waste to the disposal area.
- Picks up used glasses, china, cutlery etc. when left in public areas by guests. Brings the utensils to designated area for cleaning and washing.

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- Notifies management concerning need for repairs or corrections to lighting, heating and ventilating equipment.
- Properly handling and maintenance of all equipment necessary for his/her working tasks.
- Maintains a safe and sanitary environment for guests and fellow employees.
- 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.
- Must assist with the handing of Guest's luggage on embarkation and disembarkation days.
- Ensures personal appearance, personal hygiene and uniforms appearance is at all times in accordance with Company Policy.

#### REQUIREMENTS:

- Elementary and middle school (8th grade) or higher.
- Minimum 2 years of experience and/or training in the hospitality field.
- 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.
- Must enjoy working with the public in a busy, active and sometimes noisy environment.
- Be able to work with international team members.

#### LANGUAGE REQUIREMENTS:

- Excellent ability to speak English clearly, distinctly and cordially.

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- 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.
- 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.

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- 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.)
- 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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