

DECK STEWARD JOB DESCRIPTION

POSITION SUMMARY:

The Deck Steward ensures guest satisfaction by maintaining the pool area at all times, consistently and effectively reflecting the luxurious nature of the company.

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:

- Ensure a clean and tidy outer deck area.
- Clean and straighten deck chairs.
- Keep the pool area clean and neat by picking up glasses, trash, etc.
- Store and secure deck furniture when required.
- Maintain supply of clean towels in pool areas, remove soiled towels, and deliver to laundry.
- Ensure an adequate supply of fresh towels is available.
- Assist in the provision of quality bar service around the pool area, replenishing drinks as required.
- Performing pier set up with equipment needed and refreshments, when the ship is at anchor.
- Have a good understanding of overall beverages and wines that we carry onboard
- Perform as Bar Waiter if and when requested.

Calle Porta 170 Of. 609 Miraflores - Lima - Perú. Telef.: (+51) 959 959 634

- Ensure compliance with the company alcohol policy.
- Assist with the deep cleaning program for all deck furniture.
- Maintain equipment in safe working condition, and reporting any issue to the supervisor.
- Keep supervisor fully informed of all relevant matters.
- Observe and enforce uniform standards according to the company policies and procedures.
- Obtain job and product knowledge from the supervisor while acquiring a knowledge of the bar list.
- Perform all other duties as requested by shipboard management or shore side.
- Achieve the primary objectives of the position and comply with the above mentioned accountabilities in a timely and efficient manner.
- Guarantee safety, hygiene and sanitation practices are present at all times.
- Maintaining cleanliness of all areas according to Public Health and company standards, policies and procedures.
- Assisting as requested, with delivery of beverages and supplies to bar locations or staterooms.

REQUIREMENTS:

- Elementary and middle school (8th grade) or higher.
- STCW certificate.
- Equivalent combination of education and experience.
- Ability to effectively deal with internal and external guests, some of whom will require high levels of discretion, patience, tact and diplomacy.

Calle Porta 170 Of. 609 Miraflores - Lima - Perú. Telef.: (+51) 959 959 634

- 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.
- 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

Calle Porta 170 Of. 609 Miraflores - Lima - Perú. Telef.: (+51) 959 959 634

- 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.)
- 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.

Calle Porta 170 Of. 609 Miraflores - Lima - Perú. Telef.: (+51) 959 959 634