



## JOB DESCRIPTION

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JOB TITLE: Cabin Host  
DEPARTMENT: Hotel  
LOCATION: Shipboard  
REPORTS TO: Assistant Executive Housekeeper

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### The Gig:

The Cabin Host assists in ensuring that Sailors have a memorable vacation onboard by providing outstanding in-cabin service and ensuring all cabins are kept to a quality standard.

### Essential Responsibilities:

- Maintains the cleanliness and sanitation of all cabins assigned to their area including passageways.
- Ensures all cabins assigned to their area are prepared in accordance with company setup each day and prior to embarkation of Sailors on Turnaround.
- Handles all Sailors personal laundry requests, taking it to and from the laundry and advises on necessary costs.
- Replenishes cabin such as Mini-Bar, drinking glasses, stationary, complimentary items, bathroom supplies etc.
- Responsible for ensuring sailors complaints and requests are acted on in a prompt and efficient manner and notifies Assistant Executive Housekeeper when necessary.
- Responsible for the handling and delivery of sailor luggage to cabins.
- Meets Sailors on embarkation day in assigned meeting area and assists them in locating and entering cabin.
- Strips and re-covers beds in cabin and handles all linen requirements for both fresh and used.
- Provides room service to Sailors and all related services.
- 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.

### Additional Responsibilities:

- Partake in inspections, trainings and meetings as required by Head of Department.
- Ensures that the set standards are kept and staff members work according to their respective job descriptions.

### Super Powers Required:

- Minimum 2 year experience as Cabin Attendant/Steward onboard a Cruise ship or 4/5\* hotel/resort.
- Passionate about people and able to handle guest complaints with a smile!
- All certificates as required by the STCW code for this position.



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- Good command of the English Language

Deputy's:

- N/A

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time.” The duties and responsibilities in this job description may be subject to change at any time due to reasonable accommodation or other reasons.

I have received a copy of the attached job description. I have read this job description (or had it read to me), and I understand all my job duties and responsibilities. I further understand that my duties may change on a temporary or regular basis according to the needs of the Company without it being specifically included in the job description. I will be notified of these changes in writing and have the opportunity to ask any questions with my immediate supervisor or Human Resources.

Employee Name (Print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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