

## P O S I T I O N   D E S C R I P T I O N

**Position Title:** Assistant Cabin Steward/Stewardess

**Department:** **Sub-Department:**

**Reports To:** Assistant Housekeeper Chief Housekeeper

**Direct Reports:** N/A

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### Position Summary

The Assistant Cabin Steward ensures the cleanliness of all guest cabins in an assigned section, as well as the corridors and surrounding areas, in accordance with company standards.

### Essential Duties and Responsibilities

#### Operational

- Assist and support the Cabin Steward with cabin services for 19 to 30 guest cabins depending on the section, and as assigned by the Chief Housekeeper.
- Clean and set up bathrooms and balconies
- Vacuum the cabin and corridor carpets twice a day.
- Provide personal assistance to guests in order to exceed their expectations.
- Provide friendly helpful service to all guests, regardless of section.
- Escort guests to their cabin on embarkation day, carry hand baggage for them, and explain cabin amenities and layout.
- Assist with luggage delivery to guest cabins on embarkation day.
- Greet guests in assigned section on the first evening, and explain cabin services provided, duty hours, and other services available.
- Provide personal assistance to all guests in a friendly and helpful manner
- Replace/replenish linen in guests' cabins on a daily basis.
- Following proper exchange procedures for linens in ship's laundry.
- Collect and return guests' personal laundry and bill, showing charges that will appear on guest folio account.
- Report and follow up on maintenance issues including but not limited to defective equipment, fixtures, and replenishing supplies.
- Safely handle and operate equipment in assigned section, including vacuum cleaner and steward/stewardess cart.
- Collect used trays, dishes, cutlery, glasses, etc. from guest cabins and corridors in assigned area.
- Ensures personal appearance, hygiene and uniform are in accordance with company rules and regulations at all times.
- Ensure Personal Protective Equipment is used, and proper procedures are followed at all times.

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- Possess knowledge and comply with Shipsan, the European sanitation program, and the United States Public Health rules and regulations pertaining to assigned work.
- Follow supervisor's instructions regarding present responsibilities, or any new duties assigned.
- Ensures proper procedures and instructions are followed at all times to prevent damage of any kind to ship or company property.
- Maintains a safe and sanitary environment for guests and fellow employees.
- Respond correctly to guest questions regarding ship's schedule, itinerary, ports of call, and onboard services when encountering guests in public areas or cabins.

#### **Training & Development**

- Attend all meetings, training activities or classes related to assigned position as required.

#### **Financial**

- N/A

#### **Safety Responsibilities**

- Maintain a safe and sanitary environment for all guests and crew members.
- Follow proper procedures and instructions at all times to prevent damage of any kind to ship or company property.
- Know and comply with Shipsan, the European sanitation program, and United States Public Health Rules and Regulations pertaining to assigned working area.
- Participate in safety drills as required.
- Comply with Marella Cruises' Safety and Pollution Prevention Program
- Comply with Marella Cruises' Operating Procedures Resources.

#### **Other Duties and Responsibilities**

- As assigned

### **Qualifications**

#### **Knowledge, experience, skill, and/or ability**

##### Required

- Fluent in written and spoken English,
- Must be able to communicate effectively with the senior management.
- Ability to lead and make decisions.
- Good administrative skills.
- Experienced in coaching subordinates.
- Must be cost and quality conscious.
- Must adhere to specific scheduled work hours, yet be flexible if circumstances require it.
- Work with international team members.
- Perform assigned duties under pressure (time constraints).

##### Preferred

- Fluency in additional language(s)

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**Required computer skills**

- N/A

**Education/experience/certifications**

- High School education or better.
- Minimum of three years experience as a chambermaid in quality hotels or cruise ships.
- Equivalent combination of education and experience.

**Other Skills:**

- Knowledge of general office practices, procedures and equipment.
- Ability to prioritize tasks and work independently.
- Strong organizational, interpersonal and communication skills.
- Ability to interact with senior-level management and owner representatives.

**Math Ability:**

- Able to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions, and decimals.

**Reasoning Ability:**

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

**Work Environment & Physical Demands:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job the employee is regularly required to
  - Stand
  - Use hands to finger, handle, or feel;
  - Reach with hands and arms;
  - Talk or hear and smell.
- The employee must be able to lift or move up to 55 pounds (25 kilograms) without assistance.

**Vision Requirements:**

- Ability to adjust focus, depth perception, peripheral vision, distance vision and close vision and to be able to otherwise perform the essential functions of the job in a manner that does not present danger to the employee or others with or without a reasonable accommodation.

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