

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

Position Title: Deck Steward

Department: **Sub-Department:**

Reports To: Head Bartender, Assistant Bar Manager, Bar Manager

Direct Reports: N/A

Position Summary

The Head Deck Steward is responsible for supervising and performing housekeeping duties around the swimming pool areas and open decks as assigned.

Essential Duties and Responsibilities

Operational

- Ensure that all decks are thoroughly cleaned and maintained to company standards.
- Ensure an organized set up of the deck furniture.
- Clean and maintain deck furniture, such as deck chairs and tables.
- Provide guests with pool towels.
- Ensure that towels are always available.
- Sort, count, fold or carry pool towels.
- Transport soiled pool towels to and from the laundry and exchanging them for clean ones.

Polish brass and other metals in pool area.

- Empty wastebaskets, and empties and cleans ashtrays.
- Transport trash and waste to the disposal area.
- Collect used glasses, china, cutlery, etc. by pool area.
- Deliver the utensils to the designated area for cleaning and washing.
- Notify management of needed repairs or corrections to lighting, heating and ventilating equipment, deck chairs, etc.
- Clean and maintain all equipment and any other ship property as assigned.
- Maintain 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.
- Perform other duties assigned as needed, such as assisting with provision loading or guiding guests on embarkation to their cabins.
- Possess knowledge and comply with Shipsan, the European sanitation program, and the United States Public Health rules and regulations pertaining to assigned work.

- Maintain professional appearance to meet the following standards:

Issued on:	Page 1 of 4	Prepared by: P Ward
Last reviewed on: December 2017		Approved by:

- Clean and ironed uniforms.
- Nametag visible at all times.
- Showers at least twice a day
- For males:
 - Hair must be well-groomed and above the collar.
 - Sideburns should not be lower than the ear lobe.
 - No earrings are allowed for male employees.
 - Personal jewelry should be kept to a minimum.
 - All shoes are to be enclosed at the toe and heel.
- For females:
 - Hair must be kept away from the face.
 - Ladies should wear a dark-colored scrunch to tie back hair.
 - Makeup should be tasteful and minimal.
 - Personal jewelry should be kept to a minimum.
 - Ladies may wear small earrings and one ring per hand.
 - All shoes are to be enclosed at the toe and heel.
 - Ladies heels are to be no higher than 1 inch

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.

Issued on:	Page 2 of 4	Prepared by: P Ward
Last reviewed on: December 2017		Approved by:

- 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)

Required computer skills

- N/A

Education/experience/certifications

- Middle school education or better.
- Minimum of two years related experience and/or training in the hospitality field.
- 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:

Issued on:	Page 3 of 4	Prepared by: P Ward
Last reviewed on: December 2017		Approved by:

- 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.

Issued on:	Page 4 of 4	Prepared by: P Ward
Last reviewed on: December 2017		Approved by: