JOB DESCRIPTION

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| **JOB TITLE:** | Floor Supervisor  |
| **MANAGER’S TITLE:** | Housekeeping Manager |
| **DEPARTMENT NAME:** | Housekeeping |
| **REPORTS TO :** | Assistant Housekeeping Manager and above |
| **BASIC PURPOSE:** The Floor Supervisor is responsible for the dedicated supervision of Stateroom Stewards and Assistant Stateroom Stewards.  |
| **HIS/HER RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:*** + Ensure staterooms and stateroom bathrooms are cleaned as per company’s standards
	+ Compliance with all housekeeping college procedures as set out in college manual and hotel ops website.
	+ Compliance with all USPH regulations as set out in the VSP manual.
	+ Brief Stateroom and Assistant Stateroom Stewards on scheduled duties and daily tasks ensuring follow up of all tasks are completed to standard in a timely manner.
	+ Ensure that all information and special requirements regarding staterooms for embarkation and cruise days are passed on and followed up by Stateroom Stewards and Assistant Stateroom Stewards.
	+ Continual inspections of assigned stateroom sections including corridors and lockers to ensure all are maintained to a high cleanliness standards.
	+ Continual inspections of Stateroom Steward pantries to ensure standards and procedures are followed as per USPH regulations.
	+ Continual inspections of assigned stateroom sections to ensure maintenance issues are reported and followed up in a timely manner.
	+ Completion of work orders and update of the hotel maintenance report on a daily basis.
	+ Liaison with VIP guests and suites guests on a daily basis to ensure all needs are met.
	+ Continual training and guidance of Stateroom and Assistant Stateroom Stewards in procedures and company standards.
	+ Ensure that Stateroom Stewards are supplied with the equipment and items required to complete daily routine and tasks.
	+ Complete performance reviews and procedural paperwork for Stateroom Stewards and Assistant Stateroom Stewards.
	+ Completion of ratings charts for Stateroom Stewards weekly performance
	+ Contribute to management meetings when required and communicate and cooperate fully with management team.
	+ Perform other duties related to stateroom supervision as directed by the Housekeeping Manager and Senior Housekeeping Management.
	+ Adhere to all Carnival Service Values at all times.
	+ Extend appropriate greeting to all guests and crew at every opportunity.
	+ Apply hospitality standards at all times in guest and crew areas.
	+ Follow all safety regulations (boat drills, door stopper policy etc.) during the course of duty.
	+ Follow all environmental, USPH and HESS - MS procedures as applicable for position.
	+ Follow up Time and Attendance policy.
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| **REPORTING RELATIONSHIPS:** Assistant Housekeeping Manager/Assistant Housekeeping Manager IISenior Assistant Housekeeping Manager Housekeeping Manager  |