



RCL Cruises Ltd.

(manual section is applicable for above companies)

## **JOB DESCRIPTION MANUAL - HOTEL OPERATIONS CELEBRITY**

**Revision 70 : January/11/2019**

### **Chapter 26 - Position Description Shipboard - Laundry Department**

#### **26.03 Laundry Staff**

**Position Title:** Laundry Staff**Reports To:** Laundry Master and Assistant Laundry Master**Direct Reports:** N/A**Effective Date:** February 2007**Revised Date:** February 2010

#### **Position Summary**

Collect soiled linen, sorting, washing, ironing, dry cleaning and transferring linen designated areas as needed.

#### **Essential Duties & Responsibilities**

Consistently conducts his/her self in a professional and courteous manner. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and crew member areas.

1. Prepare soiled linen for washing.
2. Sorting linen by degree of soil and type of fabric
3. Ensure linen is free of garbage and sorted by color.
4. Check for any tears or damage of all clothes from guests and crew before washing and report any bad condition to the Laundry Master
5. Load, using properly weighted loads and select proper formula on washers.
6. Laundering of all onboard linen, Guest clothes, crewmembers' clothes and uniforms.
7. Ironing and Dry Cleaning
8. Inform the Laundry Master about any malfunction on finishing equipment or problems with safety mechanisms.
9. Proper use of chemicals.
10. Fold and stack linen on shelves.
11. Inspect the quality of linen on shelves.
12. Cleaning of all equipment.

13. Cleaning dryer lint screens.
14. Check safety devices, turning on steam, water and air valves.
15. Check iron roll pressure.
16. Report leaking valves, damaged insulation, air and water path.
17. Keep the work area safe, clean and neat.
18. Other duties may be assigned. Understand and can apply in work practices environmental policies and procedures concerning such functions as collection, sorting and disposal of solid wastes and use of chemicals associated with cleaning, dry cleaning and laundry operations.
19. Know and follow all SQM policies.
20. Performs related duties as required. 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. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

### **Financial Responsibilities**

*Financial responsibilities for budget, expenses and/or achievement of revenue targets.*

- This position is responsible for cost containment through the proper use, handling and maintenance of records, reports, supplies and equipment.

### **Motivational Responsibilities**

*People management responsibilities to ensure optimal performance of the function.*

- This position does not have supervisory responsibilities.

### **Qualifications**

- A minimum of three (3) years of related experience and/ or training in the laundry field.
- All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use/range of motion 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 requiring the lowering of a lifeboat.

### **Hiring Requirements:**

- Ability to communicate tactfully and effectively with guests, department heads and crewmembers to foresee and resolve problems and negotiate resolutions.
- Completion of high school or GED required; university degree preferred.

### **Language Requirements:**

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English in order to understand and interpret written procedures. 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.

- Ability to speak additional languages a plus, but not required.

### **Physical Requirements:**

- While performing the duties of this job, the 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. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- All shipboard employees must be physically able to participate in emergency life saving 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. Ability to lift and/or move up to 50 pounds.

### **Related Entries:**

### **Related Chapters:**

- ▶ **Revision History**
- ▶ **Author(s)**
- ▶ **Reviewer(s)**
- ▶ **Reader(s)**
- ▶ **Position(s)**

**END OF SECTION**