

RCL Cruises Ltd.



(manual section is applicable for above companies)

**HUMAN RESOURCES****Revision 169 : February/24/2020****Chapter 8 - .14 Housekeeping****8.14.12 Laundry Attendant**

# Position Description

Position Title: **Laundry Attendant**

Revised: 11/12/2012

## POSITION SUMMARY

Collect soiled linen, Sorting, Washing, Ironing, Dry Cleaning and transferring linen to the use areas.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Royal Caribbean International expects each shipboard management team member to relentlessly exemplify the principles of the *Anchored in Excellence* Credo to all team members. In addition, all duties and responsibilities are to be performed in accordance with Royal Caribbean International's Gold Anchor standards, SQM standards, USPH guidelines, environmental, and safety policies. Each shipboard employee may be required to perform all functions in various venues and throughout the ship.

In accordance with Royal Caribbean International's philosophy of *Anchored in Excellence*, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.

1. Prepare soiled linen for wash.
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's clothes, Crew' 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, **sanitized and organized.**
18. **Fully aware of the OPP plan and follows all protocols for handling infected linens at all times.**
19. 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.
20. Know and follow all SQM policies.
21. 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.

## QUALIFICATIONS

*Minimum hiring, language and physical requirements to perform the job.*

### **Hiring Requirements:**

A minimum of three years of related experience and/or training in the laundry field.

### **Internal Candidate Requirements:**

*In addition to the stated hiring requirements, internal candidates are required to fulfill the following:*

- **Must fulfill all requirements as stated in "Chart Your Course" or meet the external hiring requirements as detailed above.**
- **Must have been in current, permanent position and complete one entire contract with a performance rating of Satisfactory or above in that position before applying.**
- **No written warning on file within the past 6 months.**
- **Must successfully complete the process for shipboard job applications.**

### **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 such as Spanish, French, German, Italian, Mandarin or Portuguese is preferred.

**Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; talk or hear; and taste or smell. In the event of an emergency the employee may be required to sit, stoop, kneel or crawl.

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 the ability to adjust focus.

**Related Entries:****Related Chapters:**

- ▶ **Revision History**
- ▶ **Author(s)**
- ▶ **Reviewer(s)**
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**END OF SECTION**