



Position Description

Position Title: Stateroom Attendant
Reports To: Assistant Chief Housekeeper
Direct Reports: Assistant Stateroom Attendant

Position Summary

Maintains an assigned section maximum up to 23 guest staterooms and corridors in a clean and orderly manner by performing the following essential duties and responsibilities.

Essential Duties & Responsibilities

To support Celebrity Cruises' mission of sustaining "the world's ultimate premium cruise line with a taste of luxury," all duties and responsibilities are to be performed in accordance with Celebrity Cruises' Pillars of Safety, Service and Style, ISM/ISO standards, USPH guidelines, and environmental regulations.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

1. In accordance with Celebrity Cruises' Pillars of Safety, Service and Style, as well as through Celebrity Connections, 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 Celebrity Family Member (CFM) areas.
2. Each housekeeping shipboard employee reports to their workstation assignment on time and properly groomed and dressed according to standards. This includes a clean uniform, nametag, and any other uniform related item.
3. During embarkation, greets the guests of their assigned sections and introduces him/herself. Explains stateroom amenities and lay out including mini bar, interactive system and all available services onboard ship. Describes his/her function including duty hours and other available room services. May be assigned to the gangway to greet guests, if needed.
4. Provides personal assistance to guests aiming to exceed guest's expectations by following the Pillars of Safety, Service and Style Standards. Maintains current knowledge of the ship's regular events and special functions by reviewing all available data, including the daily newsletter, in order to provide guests with accurate information to answer questions.
5. Follows all daily, weekly and monthly stateroom, balcony and corridor cleaning procedures to ensure standards are met.
6. Responsible to make beds according to the Save the Waves program.

7. Supervises the Assistant Stateroom Attendants who is responsible for cleaning bathrooms and replenishing bathroom supplies and towels. Inspects work areas with entry-level staff to ensure USPH guidelines are met. Provides guidance, instruction and demonstrates cleaning techniques to entry-level staff to meet requirements.
8. Cleans walls, ceilings, draperies, windows, and room accessories to remove effects of smoke, dust, water and other damage such as dirt, soot, stains, mildew, and excess water and moisture. Sprays or fogs carpet, upholstery, and accessories with fabric conditioners and protectors, deodorizers, and disinfectants. Dusts furniture. Washes walls, ceiling, and woodwork. Washes windows and door panels.
9. Replenishes daily supplies such as drinking glasses, ice, soap, amenities, mineral water, stationary supplies and mini bar supplies.
10. Receives guest's laundry and dry cleaning and transports to laundry for processing. Returns cleaned laundry to guest's stateroom and presents laundry bills.
11. Delivers room service to guest staterooms as requested.
12. Notifies management of the malfunction of lighting, heating and ventilation equipment.
13. Maintains cleaning supplies and equipment in good working order. Requisitions supplies and equipment when needed. Ensures that work area is free from hazards to guests and other shipboard CFMs.
14. Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and CFMs with inquiries.
15. Attends meetings, training activities, courses and all other work-related activities as required.
16. 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 and distribution chemicals, supplies, equipment, stateroom amenities and consumable items.
- Conducts workstation spot checks to ensure items are correctly stored to minimize deterioration and waste.

Motivational Responsibilities

People management responsibilities to ensure optimal performance of the function.

- This position does not have supervisory responsibilities.
- Provides lead worker assistance to the Assistant Stateroom Attendants in their assigned area.

Qualifications

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

Hiring Requirements:

- Minimum one to two years previous cleaning experience in an upscale hotel, resort or cruise line (shipboard experience preferred).
- Knowledge of proper cleaning techniques, requirements and use of equipment.
- Knowledge of proper chemical handling.
- Ability to apply customer service skills, according to Pillars of Safety, Service and Style, when interacting with guests and coworkers.
- Completion of high school or basic education equivalency preferred.

Internal Candidate Requirements:

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

- Completion of a minimum of one contracts as an Assistant Stateroom Attendant with a performance rating of satisfactory or above along with demonstrated leadership skills.

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 or German preferred.

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.

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| Approved by: Jacques Wulffaert | Effective Date: |