

Suite Attendant Job Description

Purpose Statement

- To maintain the highest standards of cleanliness in Guest's Suites and Rooms, corridors and pantries and to clean and sanitize isolation rooms in accordance to Company policy.
- To always keep lockers, trolleys and cleaning equipment tidy and organized.
- To provide Guests with turn-down service every evening, to replenish drinks, fruit, amenities and towels when necessary.
- To provide a six-star service and to deal with Guest complaints and comments in an efficient and timely manner.

Reports Directly to

- 1st Assistant Housekeeper/Assistant Housekeeper (Onboard) as per assigned section.

Reporting Structure

- Assistant Housekeeper (Onboard)
- 1st Assistant Housekeeper (Onboard)
- Executive Housekeeper (Onboard)

General Responsibilities

- To clean assigned Guest's Suites and Rooms, as instructed by Executive Housekeeper, always following the USPH procedures.
- To always keep assigned lockers and corridors clean and tidy in accordance to safety rules and regulations.
- To always keep work trolleys organized and tidy.
- To ensure that all cleaning equipment is properly and securely stored away when not on duty.
- To follow and execute the Housekeeping Sanitation program and to complete and update all Sanitation Log sheets as per policy.
- To clean and sanitize isolation rooms in accordance to Company policy.

- To use the proper chemical product in the sanitary system during regular scheduled intervals, as instructed.
- To train the Junior Suite Attendants
- To provide Guests with turn-down service every evening and to replenish amenities and towels on a daily basis or as necessary.
- To do all deliveries (gifts, mail, reflections etc.) to Guest Suites and Rooms.

- To report work orders to the Housekeeping Office when deficiencies are noted or when maintenance is required and to follow up on the work orders in a timely manner.
- To log accurately work and rest hours in Adonis Portal daily by swiping the Crew card.
- To do A and B watch, and Pantry watch duties as assigned by Assistant Housekeepers.

- To clean Captain's Quarter and the other officers' rooms as instructed by Assistant Housekeeper.
- To adhere to all Company Policies and Procedures, Manuals and Directives.
- Other responsibilities, as assigned, but not limited to the above.

Financial Responsibilities

- To be cost conscious with the use of cleaning materials, linen, towels and other consumables.
- To be cost conscious with locker inventory.
- To ensure that Company property is always maintained properly and treated with respect.

Safety Responsibilities

- To always use proper Personal Protective Equipment in work areas.
- To always practice Safe Lifting Techniques.
- To comply with In Port Manning duties as scheduled and as required by Company policy.
- Emergency Duties:
 - To follow instructions noted on Safety Card.
 - To participate in Guest/Crew Lifeboat Drills as per instructions.
- Other safety responsibilities, as assigned, but not limited to the above.

Education/Position Requirements

- College Degree/Diploma beneficial.

- Experience in a luxury hotel or on board a luxury cruise ship preferred.
- Previous Housekeeping experience beneficial.
- Very good spoken English (needs to score at least 70% in the onboard English proficiency test).
- Good communication skills.
- Must have very good organizational skills and show attention to detail.
- Must undergo onboard USPH training.
- Must have initiative and the ability to work independently.
- Must be able to remain calm under pressure.
- Must be service minded with an outgoing, charming and friendly personality.

Team Communication and Meetings

- To attend meetings with the Housekeeping Department Staff as scheduled by the Executive Housekeeper.