

Trainee Stateroom Attendant Job Description

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Purpose Statement

- To assist the Penthouse Stateroom Attendants to maintain the highest standards of cleanliness in Guest Staterooms, corridors and assigned pantries and to clean and sanitize isolation rooms in accordance to Company policy.
- To keep lockers, trolleys and cleaning equipment tidy and organized at all times.
- To assist the Penthouse Stateroom Attendants in providing Guest turndown service every evening and replenishing amenities and towels when necessary.
- To provide a six star service at all times 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 assist the Penthouse Stateroom Attendants in cleaning assigned Guest Staterooms, sections and pantries according to schedule and instruction from the Executive Housekeeper, following the detail of USPH standards.
- To keep assigned lockers and corridors clean and tidy at all times and in accordance to safety rules and regulations.
- To keep work trolleys organized and tidy at all times.
- 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 use the Gamazyme product in the sanitary system during regular scheduled intervals.
- To clean and sanitize isolation rooms in accordance to Company policy.
- To assist the Penthouse Stateroom Attendants in providing Guest turndown service every evening and replenishing of amenities and towels on a daily basis or as necessary.
- To clean the Captain's Quarters in the mornings and to do turndown service in the evenings.
- 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 complete a Work Registration Form correctly every month and to submit it to the Executive Housekeeper in a timely manner.
- 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 ensure that Company property is maintained properly and treated with respect at all times.

Safety Responsibilities

- To properly use Personal Protective Equipment in work areas at all times.
- To practice Safe Lifting Techniques at all times.
- To do 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 required, preferably a Hotel and Restaurant Management graduate or other related course(s).
- Minimum of three (3) years experience in a five (5) star luxury hotel or a minimum experience of two (2) years on board a six (6) star luxury cruise ship.
- Previous Housekeeping experience beneficial.
- Very good spoken English (needs to score at least 70% in the onboard English proficiency test).
- Good communication skills.
- Good organizational skills and must 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 every cruise.