

## P O S I T I O N   D E S C R I P T I O N

**Position Title:** UT Hotel

**Department:**

**Sub-Department:**

**Reports To:** Assistant Housekeeper, Chief Housekeeper, HK Head Cleaner

**Direct Reports:** N/A

### Position Summary

The Utility Hotel is responsible for housekeeping cleaning tasks to achieve company standards of cleanliness.

### Essential Duties and Responsibilities

#### Operational

- Clean public and crew areas that are the responsibility of the Housekeeping department, including, but not limited to, lounges, foyers, public restrooms, staircases, corridors, elevators, hospital, staff and officer cabins, and other ship facilities as scheduled.
- Polish brass and other metals in public areas.
- Clean carpets, upholstery, floors, walls, ceilings, draperies, windows and room accessories to remove effects of water.
- Clean areas of dirt, soot, stains, mildew, excess water, and moisture from areas that are the responsibility of the Housekeeping department.
- Spray or fog carpets, upholstery, and accessories with fabric conditioners and protectors.
- Deodorizers and disinfectant respective areas.
- Dust furniture, and wash walls, ceiling and wood work.
- Wash windows and door panels from the inside.
- Empty wastebaskets in public areas and transport trash and waste to the disposal area.
- Collect used glasses, china, and cutlery when left in public areas by guests, and deliver them to the designated cleaning and washing area.
- Notify management regarding repairs or corrections to lighting, heating and ventilating equipment.
- Maintain all equipment necessary for assigned tasks.
- Maintains a safe and sanitary environment for guests and fellow employees.
- Answer guest questions regarding ship itineraries, travel routes, and ship services during the course of performing his duties in public areas, displaying courtesy and appropriate etiquette.
- Escort guests to cabins on embarkation day, carry hand baggage, and describe cabin amenities and lay out.
- Assist with guest luggage on embarkation and disembarkation days.
- Ensure personal appearance, hygiene, and uniform are in accordance with company rules and regulations.

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- Possess knowledge of Shipsan, the European sanitation program, and the United States
- Ensure Personal Protective Equipment is used, and proper procedures and instructions are followed at all times.
- Follow instructions given by supervisor, and complete any job assigned by supervisor.
- Ensure proper procedures and instructions are followed to avoid damage to ship or company property.
- Ensure the cleanliness of assigned section, lockers, and equipment according to company standards.

#### **Training & Development**

- Attend all meetings, training activities or classes related to assigned position as required.

#### **Financial**

- N/A

#### **Safety Responsibilities**

- Maintain a safe and sanitary environment for all guests and crew members.
- Follow proper procedures and instructions at all times to prevent damage of any kind to ship or company property.
- Know and comply with Shipsan, the European sanitation program, and United States Public Health Rules and Regulations pertaining to assigned working area.
- Participate in safety drills as required.
- Comply with Marella Cruises' Safety and Pollution Prevention Program
- Comply with Marella Cruises' Operating Procedures Resources.

#### **Other Duties and Responsibilities**

- As assigned

### **Qualifications**

#### **Knowledge, experience, skill, and/or ability**

##### Required

- Fluent in written and spoken English,
- Must be able to communicate effectively with the senior management.
- Ability to lead and make decisions.
- Good administrative skills.
- Experienced in coaching subordinates.
- Must be cost and quality conscious.
- Must adhere to specific scheduled work hours, yet be flexible if circumstances require it.
- Work with international team members.
- Perform assigned duties under pressure (time constraints).

##### Preferred

- Fluency in additional language(s)

#### **Required computer skills**

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- Knowledge of Microsoft programs to include but not limited to, Outlook, Word, Excel, and Power Point
- FBS/ICS Apollo Inventory system

#### **Education/experience/certifications**

- High School education preferred.
- Minimum of two years of related experience and/or training in the hospitality field.
- Equivalent combination of education and experience.

#### **Other Skills:**

- Knowledge of general office practices, procedures and equipment.
- Ability to prioritize tasks and work independently.
- Strong organizational, interpersonal and communication skills.
- Ability to interact with senior-level management and owner representatives.

#### **Math Ability:**

- Able to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions, and decimals.

#### **Reasoning Ability:**

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

#### **Work Environment & Physical Demands:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job the employee is regularly required to
  - Stand
  - Use hands to finger, handle, or feel;
  - Reach with hands and arms;
  - Talk or hear and smell.
- The employee must be able to lift or move up to 55 pounds (25 kilograms) without assistance.

#### **Vision Requirements:**

- Ability to adjust focus, depth perception, peripheral vision, distance vision and close vision and to be able to otherwise perform the essential functions of the job in a manner that does not present danger to the employee or others with or without a reasonable accommodation.

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