

**0.0 Title:**

Assistant Stateroom Steward / Stewardess

1.0 Basic Functions:

The Assistant Stateroom Steward/ess is responsible for ensuring quality housekeeping service and high standards of cleanliness in all areas, as per company guidelines. The Assistant Stateroom Steward/ess will be assigned to a Stateroom Steward/ess. The Assistant Stateroom Steward/ess has a combined role in staterooms and public areas.

2.0 Responsibility and authority:

He/she will be responsible for:

- Adhere to company standards regarding dress and appearance (Carnival Look Book).
- Extend appropriate greetings to **all** guests at every opportunity.
- Apply hospitality standards at all times in guest and crew areas.
- Follow all safety regulations (boat drills, lifejacket issues etc) during the course of duty.
- Adhere to all occupational safety instructions and be aware of surroundings while performing duties to ensure a safe working and guest environment.
- Follow all environmental, USPH and SMS procedures during the course of duty.
- Adhere to all safety and operational instructions regarding handling chemicals.
- Advise any guest challenges immediately to Housekeeping Management.
- Report and follow up on all maintenance issues with the Assistant Housekeeping Manager.
- Make sure to be introduced to all guests by the Stateroom Steward/ess.
- Make sure all staterooms are serviced twice a day to the cleaning and set-up standard required.
- Respond to all guest requests in a timely manner.
- Ensure balconies and furniture are kept clean (where applicable).
- Ensure hallway/corridor and steward lockers are maintained clean and tidy at all times.
- Ensure carpets in cabins and hallways/corridors are maintained clean by daily spotting and reporting.
- Ensure that all equipment is properly cared for, cleaned and stored correctly.
- Ensure that food service items are removed from the staterooms promptly and returned to the appropriate area. Under no circumstances should they be stored on the carpet.
- Ensure timely delivery of collected liquor, tour tickets and other stateroom deliveries with the Stateroom Steward/ess.
- Be able to provide fun & memorable vacations to our guests consistently each week.
- Adhere to CCL environmental towel hanger policy.
- Adhere to CCL amenity basket program.
- Assist with administration of departmental paperwork and report procedures.
- Assist with luggage delivery and related duties as instructed.
- Coverage of Stateroom services as required as part of ongoing training.

The Stateroom Steward/ess has overall responsibility for the section and as the immediate supervisor is responsible for training in all areas of stateroom procedures.