

**Position Title:** Assistant Stateroom Attendant

**Reports To:** Assistant Chief Housekeeper

**Direct Reports:** N/A

**Effective Date:** April 2005

### **POSITION SUMMARY**

Assists the Stateroom Attendant in maintaining an assigned section of guest staterooms and corridors, in a clean and orderly manner by performing the following essential duties and responsibilities.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

Celebrity Cruises expects each shipboard employee to consistently exemplify the principles of the STAR Program's Credo to all team members. In addition, all duties and responsibilities are to be performed in accordance with ISM/ISO and SQM standards, USPH guidelines, Environmental, and Safety policies.

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

It is every employee's responsibility to conduct 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 Crewmember areas.

1. 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.
2. Responsible to work the gangway during embarkation, as required.
3. Follows all daily, weekly and monthly stateroom, bathroom, balcony and corridor cleaning procedures to ensure standards are met; more specifically, cleans bathrooms and replenishes bathroom supplies. Cleans showers, sinks and toilet bowl. Changes towels according to the Save the Waves program.
4. Responsible to clean the balcony and balcony furniture according to the Housekeeping schedule.
5. Provides personalized assistance to guests by following Celebrity's standards of service and style. 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.
6. Cleans carpet, upholstery, floors, walls, ceilings, draperies, windows, and room accessories to remove effects of smoke, water and other damage such as dirt, soot, stains, mildew, and excess water and moisture. Sweeps, scrubs and vacuums. 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.
  7. Receives guest's laundry and dry cleaning and transports to laundry for processing. Returns cleaned laundry to the Stateroom Attendant.
  8. Sorts, counts, fold, marks, and carries linens.
  9. Notifies Stateroom Attendant of the malfunction of lighting, heating and ventilation equipment.
  10. Maintains cleaning supplies and equipment in good working order. Requisitions supplies and equipment through Stateroom Attendant when needed. Ensures that work area is free from hazards to guests and other shipboard crewmembers.
  11. Empties wastebaskets and empties and cleans ashtrays. Segregates and removes trash and garbage and places it in designated containers.
  12. Familiarizes him/herself with all the staterooms collateral material, in order to replenish the Directory of Services folder during disembarkation.
  13. Maintains all equipment such as vacuum cleaners, trolleys etc. in proper working condition.
  14. Transports guest's luggage to assigned areas during embarkation and disembarkation.
  15. Maintains all equipment such as vacuum cleaners in proper working condition and reports to the Stateroom Attendant any malfunctioning of equipment.
  16. Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and crewmembers with inquiries.
  17. Attends meetings, training activities, courses and all other work-related activities as required.
  18. 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.*



