



FLEET OPERATIONS
Chapter 16i - Position Descriptions Shipboard -
Housekeeping

16i.05 Stateroom Attendant

Position Description
Position Title: Stateroom Attendant
Effective Date: FINAL 10/29/02
POSITION SUMMARY

Maintains an assigned section of 10 to 15 guest staterooms and corridors in a clean and orderly manner by performing the following essential duties and responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES
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All duties and responsibilities are to be performed in accordance with Royal Caribbean International's Gold Anchor standards, SQM standards, USPH guidelines, environmental, and safety policies.

Each shipboard employee may be required to perform all functions throughout the ship.

1. In accordance with Royal Caribbean International's philosophy of *Anchored in Excellence*, each employee conducts 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 crew areas.
2. Each housekeeping shipboard employee reports to their workstation assignment on time and properly groomed and dressed according to Royal Caribbean International's Gold Anchor Standards. This includes a clean uniform, nametag, and any other uniform related item.
3. Greets guests at main entrance during embarkation. Escorts guests and carries hand luggage to staterooms. Explains cabin amenities and lay out. Introduces themselves to all other guests, in their assigned station not personally escorted. Explains their function including duty hours and other available room services.

4. Provides personal assistance to guests aiming to exceed guest's expectations by following the Gold Anchor Standards. Maintains current knowledge of the ship's regular events and special functions by reviewing all available data, (daily Compass, etc.), in order to provide guests with accurate information to answer questions.
5. Follows all daily, weekly and monthly stateroom and corridor cleaning procedures to ensure Gold Anchor Standards are met.
6. Makes beds and changes towels according to the Save the Waves program. Cleans bathrooms and replenishes bathroom supplies. Cleans showers, sinks and toilet bowl.
7. 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.
8. Replenishes supplies such as drinking glasses, ice, soap, amenities, mineral water and stationary supplies.
9. Dusts furniture. Washes walls, ceiling, and woodwork. Washes windows and door panels.
10. Empties wastebaskets, and empties and cleans ashtrays. Segregates and removes trash and garbage and places it in designated containers.
11. Receives guest's laundry and dry cleaning and transports to laundry for processing.
Returns cleaned laundry to guest's stateroom and presents laundry bills.
12. Sorts, counts, fold, marks, and carries linens.
13. Notifies management of the malfunction of lighting, heating and ventilation equipment.
14. Maintains cleaning supplies and equipment in good working order. Requisitions supplies and equipment when needed. Ensures that work area is free from hazards to guests and other shipboard employees.
15. Maintains all equipment such as vacuum cleaners, trolleys etc. in proper working condition.
16. Transports guest's luggage to assigned areas during boarding and departure.

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.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- Minimum one to two years previous cleaning experience, preferably in a 4 or 5 star hotel.
- Knowledge of proper cleaning techniques, requirements and use of equipment.
- Knowledge of proper chemical handling.
- Ability to obtain a “Diploma of Housekeeping Efficiency” within the first six weeks of employment.
- Ability to apply customer service skills, according to Gold Anchor Standards, when interacting with guests and coworkers.
- Completion of high school or basic education equivalency preferred.

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following:

- Completion of one Staff/Officer Attendant contract with a performance rating of satisfactory or above.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English in order to understand and interpret written procedures.

This includes the ability to give and receive instructions in written and verbal forms

and
to effectively present information and respond to questions from guests, supervisors
and
co-workers.

- Ability to speak additional languages such as Spanish, French or German preferred.

Physical Requirements:

- While performing the duties of this job, the shipboard employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats.

Ability to lift and/or move up to 50 pounds.