

**Norwegian Cruise Line/NCL America**

<b>FB.06.02.13</b>	<b>Job Description</b>	<b>Effective: 4/11/2008</b>	
<b>POSITION TITLE</b>	Deck Steward	<b>POSITION GRADE</b>	
<b>MANAGER'S TITLE</b>	Head Deck Steward	<b>DEPARTMENT/DIV</b>	Hotel

**POSITION SUMMARY**

Responsible for the set up, maintenance & breakdown of deck equipment & other guest amenities that are related to the position.

**NCL'S PHILOSOPHY OF S.T.Y.L.E. – Service Teamwork and Yes Lead to Excellence**

In accordance with Norwegian Cruise Line philosophy, all team members work together sharing in a common goal of a successful, profitable and innovative company. Team members are to demonstrate integrity, fairness and honesty. These are our core values that we will live by in our daily interaction with all of our external and internal customers.

All team members are to demonstrate and role model all the principles of S.T.Y.L.E.

**PRINCIPLES OF STYLE**

*Service, Value, Innovation, Shareholder Value, Health/Safety/Environment, Community Involvement*

**MOTTO**

*We are selling vacations and delivering dreams*

**ESSENTIAL FUNCTIONS**

- Provides deck chairs, towels, blankets & any other requirements or request to guests on the open decks.
- Maintains the deck areas clean & tidy, with all furniture neatly arranged & in place if not in use.
- Distributes clean towels to guests on the deck & at the gangway during port days.
- Assists with & performs other beverage services, support tasks & guest services.
- Safe storage of all deck equipment, such as tables, chairs, umbrellas & cushions according to safety regulations.
- Follows company guidelines regarding uniform, personal grooming & hygiene.
- Follows company service standards that are offered on decks.
- Sanitation of the assigned areas & amenities at all times, in accordance with USPH / FDA and SEMS rules and regulations. Follows guidelines relating to the correct use, sanitation & maintenance of all relating deck equipment.
- Workstation is properly stocked, set & prepared to meet the daily business demands.
- Collects all related stock requisitions having the approval of the Bar Manager.
- Effectively communicates any problems, challenges, complaints or service difficulties in a timely manner to the immediate Supervisor on duty.
- Maintains an attentive & proactive approach, offering assistance to guests in need.
- Performs other duties assigned by the immediate Supervisor on duty.
- - Must be familiar with the Safety and Environmental Protection policy and SEMS; carry out the policies and procedures appropriate for his/her position.

**DIMENSIONS**

Must have a pleasant, accommodating personality, customer service oriented, responsible and well organized.

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**NATURE AND SCOPE**

Hands on attitude, leads by example. Always goes the extra mile to ensure passenger satisfaction.

**QUALIFICATIONS, EDUCATION AND ATTRIBUTES**

**QUALIFICATIONS**

6 months related experience on board ships, or in a land based hotel, or related hospitality establishment.

**EDUCATION**

High School diploma / GED

**ATTRIBUTES**

Must be able to fluently speak, read and write in English.

**PHYSICAL REQUIREMENTS**

- While performing the essential functions of this job, all team members are required to stand; walk long distances on the ship; use hands to touch, handle or feel; reach with hands and arms; talk or hear and taste or smell. All vessel positions require repetitive motion of bending, climbing, going up and down stairs and lifting more than 25 pounds. This job requires specific vision abilities to include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- All team members must be physically able to participate in emergency life saving procedures and drills. All vessel positions require full use and range of arms and legs as well as full visual, verbal and hearing abilities to receive and give instructions in the event of an emergency including the lowering of lifeboats.
- Work within different temperature changes—indoors to outdoors.
- Able to pass basic safety course.
- This is a minimal description of duties. Other work requirements may be necessary and assigned as business or maritime law dictates.

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