

CABIN STEWARDESS

JOB DESCRIPTION



KEY ACCOUNTABILITIES

- She is responsible for maintaining the standard of cleanliness in the pax cabins assigned to her, including corridors, stairways and public areas.

REPORTS TO

- The Cabin Stewardess reports directly to the Housekeeper and ultimately to the Hotel Manager.

SUBORDINATE PERSONNEL

- None

AREAS OF RESPONSIBILITY

- The Cabin Stewardess will report to work at the prescribed starting time.
- She cleans the cabins according to the instructions of the Housekeeper/Hotel Manager.
- Prior to passenger embarkation the Cabin Stewardess will clean the cabins and corridors in such a way that no trace will appear of the previous occupants.
- The cleaning must be of the highest standard and be strictly in accordance with the routines and instructions set by the Company and the Hotel Manager.
- It is important that passengers are received graciously and friendly.
- A courteous verbal introduction should be made at the beginning of a cruise and the Stewardess should acquaint each one of her passengers with the general shipboard information.
- If appropriate, she should ask passengers if they feel comfortable and be briefed on meal hours, bar activities etc.
- She must use her personal judgment as to how much information to provide. Never discuss internal Company matters with passengers.
- During the voyage the Stewardess will closely adhere to the working instructions and routines set by the Hotel Manager/Housekeeper.
- She must always report passenger complaints to the Housekeeper without delay.
- She should place the appropriate information material in each cabin.
- Empty cabins must always be in order and not be used for storage purposes.
- She should greet passengers at all times in a friendly manner.

- Before entering a cabin, she should knock on the door and announce "Housekeeping". Do not use the key to knock on the door, if there is no answer the cabin may be entered.
- It is essential that passengers are informed about procedures and timing of events in connection with disembarkation.
- She should pay special attention to passengers until they have left the cabins for departure.
- After passengers have disembarked, she cleans the cabins immediately.
- Lost and found items are to be turned into the Purser's Office and include date, cabin number or place found.
- She takes special care when handling Company equipment and working material.
- The Cabin Stewardess will take part in linen handling and looking after inventories directed by the Hotel Manager.
- She must attend meetings and training sessions called by her Superior.
- This Job Description does not complete all details but is meant to be used as a general guideline, especially for new crew members.
- As our Company grows, so will our need for loyal, skilled management and, therefore, Housekeeping personnel have every opportunity of promotion to higher positions.

PERFORMANCE OF DUTIES

- The Cabin Stewardess plays a considerable part in creating the image of the Company. The Company expects her to apply her ability to create a natural friendliness and show concern for the welfare of the passengers and to be concerned for the cleanliness and order in her areas of responsibility.

APPEARANCE/PERSONAL HYGIENE

- The appearance of the entire personnel on board the ship reflects the reputation and image of the Company; therefore a great deal of emphasis is placed on a professional appearance.
- The Company expects you to maintain the highest standard of personal appearance and hygiene at all times.
- If in passenger areas full uniform is to be worn: hat, scarf, jacket, name tag, pants and proper shoes.
- Have a clean neat personal appearance.
- Special attention to grooming, hygiene care and clean and proper uniforms and shoes.
- Hair must be well groomed, neat and not extend over the shirt collar and always be kept clean.
- A moustache is acceptable if kept neatly trimmed.

- Big earrings and big necklaces are not to be worn on duty and more than one moderate size ring is not acceptable.
- Smoking is not permitted while on duty.

DAILY ROUTINES FOR CABIN STEWARDESS

Following requirements are to be met in the cabins:

- Empty, clean and wash all waste baskets
- Remove all soiled linen
- Replace all used glasses
- Check walls and dust all baseboards
- Make up beds neatly and according to instructions from the Housekeeper
- Change linen twice a week or when necessary
- Check that pillows and pillow protectors are neat and spotlessly clean
- Check that bed pads and blankets are clean free of defects or stains
- Check that area under beds is clean and free of any articles
- Check that bedspreads are clean and straight o Check that headboards are dust free and clean
- Check that picture frames are dust free and picture glass spotless
- Check that drapes are clean free of dust and stains and properly hung
- Dust window sill
- Polish curtain rod
- Check that cabin is free of insects
- Vacuum carpets, chairs and sofas and check that they are free of spots, rips or loose edges
- Check that desks, drawers, lamps and bulbs are free of marks and dust
- Check that the cabin is free of stale or unpleasant odours
- Check that air conditioning grill is clean and free of dust
- Check that ceiling is free of watermarks
- Check that the mirror and frame are clean and free of finger prints
- Clean dressers and cabinets
- Arrange information material properly
- Check that closets and shelves are free of dust
- Check that clothes hangers are arrange properly
- Clean and disinfect telephones
- Empty and wash out ash-trays
- Check condition of ash-trays and waste-basket

- Polish door and safety handles
- Polish bottle opener
- Remove spots of rust
- Polish all brass
- Clean and treat all wood
- Report anything out of order promptly to the Housekeeper

Following requirements are to be met in the bathrooms:

- Check that ceiling is free of water marks
- Clean wash-basin and mirror
- Clean tiles, no water marks or soap film on edges of soap dish
- Wash out and polish glasses, if used o Disinfect wash-basin
- Clean and polish water faucets
- Clean bathroom floor, walls and ceiling
- Place washcloth and bath mat according to specifications
- Sort out damaged towels
- Check that towel racks and bars are clean and free of hand or water marks
- Fold and hang towels according to instructions from the Housekeeper
- Replenish bathroom supplies
- Check that toilet-bowl is clean and free from odours, waste marks or stains under edge and outlet clean
- Check that toilet-seat and hinges is clean free of stains or marks and disinfected
- Replenish toilet paper and Kleenex
- Fold end of toilet paper in triangle
- Scrub and disinfect shower floor and walls
- Check condition of shower curtain and hooks and make sure shower curtain is clean free of any soap marks
- Clean inside of shower head and shower hose o Clean and dust light fixtures
- Check that light switches are free of dust and finger prints
- Check that the top of the door is clean and free of dust
- Empty and clean waste basket
- Clean pipes under the counter
- Report anything out of order promptly to the Housekeeper

Lost Items

- To be brought immediately to the Front Desk with a note of cabin or place found, Date and time found and finder's name