



Infinity Brazil

1ST HOUSEKEEPER

Position Summary:

The 1st Housekeeper assists the Executive Housekeeper in the efficient & safe organization and operation of the housekeeping department.

Provide support and cover for the Executive Housekeeper during absence.

Principal Duties and Responsibilities:

Responsible for the daily activities of the Asst. Chief Housekeepers and housekeeping personnel.

Consult, guide, and administrate disciplinary procedure when and if required. All performance evaluations and disciplinary issues are to be reviewed by the Executive Housekeeper prior being issued or administered.

Prepare, review, and check all relevant reports, documents, logs, checklists, Public Health and safety logs, and any other paperwork necessary for the operation of the department, and ensure their accuracy.

Regularly conduct random inspections including Guest Staterooms, public areas, corridors and lockers to ensure that these areas are according to company policies and procedures and employee health and fire/chemical safety. Any damages/malfunctions found during such inspection must be corrected accordingly and reported to the Executive Housekeeper.

Provide competent leadership to all direct reports. Responsibilities include, but are not limited to: Conducting performance reviews, including discipline as needed, ensuring Maritime Labor Convention (MLC) compliance and onboard training, succession planning, crew communication and recognition.

Uphold impeccable grooming standards within your team at all times by complying with Cruise Line grooming policies.

Environmental and Safety & Security Policies; participate in all training concerning onboard training, safety & security, fire prevention, evacuation exercises as required by the company.

Positively contribute to achieving/succeeding Housekeeping KPI goals (quality & financial).

Experience

A required minimum of 2 years plus experience as an 1st Housekeeper or similar position, within a 5 Star hospitality environment, and experience with ship operations of 500+ staterooms required; must have experience in leading a multi-cultural team.

Fluent in English - must be able to address any kind of information in an adequate manner with excellent oral English communication skills – the ability to speak an additional language is an advantage.

Guest-focused, service-oriented, positive personality, professional appearance and impeccable hygiene standards are required; team builder with exceptional motivational skills and coaching ability is required; must have a keen eye for cleanliness and attention to detail.

Must be proficient with PC based databases, spread sheets, and word processing systems.

Business Administration or Hotel Management degree is preferred.

*this job description is to be considered as a general reference of duties and responsibilities for the position as it might change according to ship and cruise line.

Effective: Jan/2025