



Infinity Brazil

DECK STEWARD - POOL BOY

Position Summary:

Responsible for the set-up, maintenance & breakdown of deck equipment & other guest amenities that are related to the position. In order to consistently exceed guest expectations and provide the highest levels of product and services, additional duties and responsibilities may be assigned as needed.. Operates mostly at the pool and bar areas.

Principal Duties and Responsibilities:

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.

Other duties as assigned by his/her supervisor.

Experience

- Minimum recent 6 months experience at the position in a Cruise ship or in a 4-5 star hotel/resort.
- Passionate about people and able to handle guest complaints with a smile!
- Strong English written & verbal skills

*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/2020