



Infinity Brazil

CABIN STEWARD - STATEROOM STEWARD

Position Summary:

Responsible for the daily servicing and cleaning of guest staterooms on a prompt and professional basis, and in accordance with the company's highest standards as outlined .

Principal Duties and Responsibilities:

Provides personal assistance to Guests and aims to exceed their expectations. Must be always friendly and helpful, to all Guests regardless if they are or are not in your section.

On embarkation day, must meet guests in the assigned section, assist them entering the suites and perform the welcome introduction.

Handle all the linen necessary for the daily operation taking care of the necessary exchange in the Ship's Laundry.

Takes care of guests personal laundry requests, taking it to and from the laundry and presents laundry bill to the Guests (charged to Guest account).

Stripping and re-covering of beds as per set schedule and standards.

Must re-stock the Mini-Bars, complimentary soft drinks and water and fruits (if requested)

Must replenish supplies such as drinking glasses, stationary, ice and all other amenities.

Must report and follow up all defective equipment, fixtures and supplies.

Must fully cooperate with the Butler (in Butler suites) in order to create a positive atmosphere for the guests.

Must ensure the cleanliness of the staterooms, the various daily cleaning tasks.

Responsible for safe handling of equipment in the section: vacuum cleaner,

stewardess cart, etc.

Experience

- Minimum recent 2 years 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