

SHIPBOARD TALENT ATTRACTION TEAM

POSITION DESCRIPTION FORM

POSITION	HOTEL ATTENDANT	VERSION	0.01
DEPARTMENT	HOUSEKEEPING	DATE	JAN 2021

POSITION INFORMATION

Reports to (Aboard)	Assistant Housekeeping Manager, Senior Assistant Housekeeping Manager Housekeeping Manager	Salary (Base Rate):	\$609
Average Contract Length:	7 months	Tipping:	Yes
Position Code:	2663/2664		

EXPERIENCE AND EDUCATION

including competencies, skills, knowledge, certifications)

Aspect	Description
Preferred education	<input checked="" type="checkbox"/> High School Diploma <input type="checkbox"/> Bachelor's Degree <input type="checkbox"/> Master's Degree <input type="checkbox"/> Associates Degree <input type="checkbox"/> Technical Training
Area of study	Hospitality preferred but not essential.
Required working experience	Experience of working in housekeeping in a Hotel.
Target number of years' experience	1+

CARNIVAL CULTURE AND VALUES

Carnival Cruise Line is the most popular cruise brand in North America and operates a fleet of ships designed to foster exceptionally safe, fun and memorable vacation experiences at an outstanding value. Our company is committed to providing a diverse and inclusive work environment. Our focus is on continuous improvement and collaboration. Our employees have a responsibility to be accountable for all actions. We consider the environment in all aspects of our business and have a responsibility to put safety and sustainability first. We live and share a positive attitude which is based on fostering an environment of inclusion, trust, a willingness to listen, openness and integrity. Doing this helps us to achieve our ultimate goal, which is to include FUN in everything we do!

ROLE OVERVIEW

Brief outline of what the position will be doing aboard, and the impact they will have. This will be an outward facing description, and will be used for LinkedIn, websites and other marketing avenues.

Set sail on a new career with Carnival and help us bring the FUN to life aboard one of our fantastic vessels! We're looking for dedicated individuals to join us a Hotel Attendant!

This role will see you working on the front-line roles, which helps keep our vessels clean and looking their best, so our guests can focus on having a great vacation experience in their home away from home!

You'll be working all around our vessel maintaining the highest levels of ship cleanliness. As with all of our team members, you'll be a highly visible member of the team, and will constantly interact with our guests and helping them with questions. The vacation experience we promise our guests will start with you!

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JOB FUNCTIONS

List the key tasks that sufficient detail to ensure the applicant understands the nature of the job they are applying for. Please provide 5-6 as a minimum and add extra rows as needed.

- Maintenance and cleaning of public areas (such as spa, saunas, steam rooms, dining rooms, restrooms, lounges, etc.), open decks (such as restaurants, pools, whirlpools etc.), crew areas (such as crew restrooms, Medical Center, staff/officer cabins, etc.)
- Report all repairs to be made in assigned section, especially safety related issues and follow-up with management as necessary.
- Correct usage, storage and labelling of all chemicals and other applicable equipment.
- Use cleaning machines and cleaning equipment under the guidance of management, maintain and as designated by immediate supervisor.
- Coverage of stateroom services as required as part of ongoing training.
- Ensure staff/officer cabins and bathrooms are cleaned as per company's standards.
- Ensure hallway/corridor and lockers are kept clean and tidy at all times.
- Ensure carpets in cabins where applicable and hallways/corridors are kept clean through daily spotting.
- Ensure staff/officer uniforms and promptly delivered and accounted
- Adhere to the company's standards regarding dress and appearance (Carnival Look Book).
- Extend appropriate greeting to all guests and crew at every opportunity using their names.
- Apply hospitality standards at all times in guest and crew areas.
- Advise any guest challenges immediately to Housekeeping Management.
- Follow all safety regulations during the course of duty
- Adhere to CCL environmental towel hanger policy.
- Coverage of stateroom services as required as part of on-going training
- Assist with luggage delivery and related duties as instructed.
- During dry docks/wet docks schedules may be altered to include the coverage of stateroom cleaning and services and or special assignments related to the circumstances.
- Follow all environmental, USPH and HESS – MS procedures as applicable for position.
- Follow Time and Attendance policy.

POSITION REQUIREMENTS

- Fluency in conversational English, hospitable, positive attitude, motivated.
- Well groomed, follows proper hygienic practices.
- Must be physically strong and able to lift a minimum of 60 lbs to sustain physically challenging work.
- Must understand potential for career growth