

Rooms Division Attendant

Guest Experience

Mission: Consistently delivers a guest-centric product experience that embraces experiential ownership and aligns with our brand standards, while adhering to health and sanitation protocols. Creates positive connections and supports a guest and teammate centric culture that increases Net Promoter, profitability, Service Excellence, and drives a safe and healthy environment in accordance with HESS protocols.

Key Result Areas (KRAs)

All Key Result Areas require 100% commitment, accountability, and consistent focus.

Role-Specific KRAs	
<h3>Guest and Experience Ownership</h3>	<ol style="list-style-type: none"> 1. Consistently exceeds the Housekeeping specific targets and other key result areas reducing friction points and avoiding negative surprises. 2. Embraces and utilizes Princess MedallionClass products, services and applications to maximize the guest and teammate experience. 3. Is accountable and takes ownership of a consistent product delivery and correctly applies the Service Excellence philosophy. 4. Responsible for guest satisfaction, collaborates with other onboard teammates to provide an outstanding guest experience.
<h3>Product Delivery and Operational Efficiency</h3>	<ol style="list-style-type: none"> 1. Maintains the Company's standard of housekeeping, sanitation and maintenance accordance to HESS protocols. 2. Prepares and consistently maintains a clean, sanitized and welcoming guest and/or teammate public area, in accordance to brand standards. 3. Anticipates and takes ownership of our guest needs and requests. 4. Reports any maintenance issues and follows-up for timely resolution. 5. Promptly sets up locations for groups or crew activities, official inspections, Movies Under the Stars, and other special events as directed. 6. Supports other aspects of the Housekeeping operation such as but not limited to linen & supplies delivery, staterooms cleaning and sanitation, transfer of dirty linen or trash from decks to the laundry/incinerator room, luggage operation etc, as directed. 7. Actively learns and is knowledgeable to answer questions on product, policy, demographic, itinerary, and port information.
<h3>Financial Responsibility</h3>	<ol style="list-style-type: none"> 1. Responsibly uses consumable items, linen, and cleaning chemicals avoiding unnecessary waste. 2. Maintains assigned equipment clean and in good condition, avoiding misuse and unjustifiable wear and tear.

ROLE DESCRIPTION

Role-Specific KRAs

**Development
& CRUISE**

1. Embraces an inclusive and diverse culture, instills our Shared Purpose, Core Values and CRUISE service essentials.
2. Shares best practices and efficiencies with the Rooms Division leadership team and colleagues.
3. Embraces Company updates and strategies to deliver on our guest experience commitment.

**Safety and
Compliance**

1. Confidently performs General Emergency Procedure's and duties with a sense of urgency as directed by HESS.
2. Follows appropriate procedures for the correct handling and sorting of garbage, bio-hazardous and sharps waste as indicated in the Stateroom Steward Training Manual.
3. Collaborate with persons in charge to create a safe and compliant environment while fostering a commitment to Operation Oceans Alive.
4. Complies with company expectations and standards, including HESS policies.
5. Maintains current, accurate knowledge of public health standards and ensures their ship is in continuous compliance with all hotel related public health policies.
6. Promptly helps coordinate onboard resources to respond to outbreak situations that necessitate increased sanitation levels.

ROLE DESCRIPTION

The percentages listed below indicate the percent of your appraisal that will be based on that Key Result Area (KRA).

