



(manual section is applicable for above companies)

**HUMAN RESOURCES**

**Revision 169 : February/25/2020**

**Chapter 8 - .14 Housekeeping**

**8.14.04 Stateroom Attendant**

**Position Description**

Position Title: **Stateroom Attendant**

**Revised Date: 11/12/2012**

**POSITION SUMMARY**

Maintains an assigned section of 12 to 17 guest staterooms (and balconies if present), ice stations, service lockers, trolleys and corridors in a clean and orderly manner by performing the following essential duties and responsibilities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

All duties and responsibilities are to be performed in accordance with Royal Caribbean International’s The Royal Way, SQM standards, USPH guidelines, environmental, and safety policies. Each shipboard employee may be required to perform all functions in various food and beverage service venues throughout the ship.

In accordance with Royal Caribbean International’s philosophy of *Anchored in Excellence* , each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.

1. Each housekeeping shipboard employee reports to the Housekeeping office on time for duty properly groomed and dressed according to Royal Caribbean International’s The Royal Way. This includes a clean uniform, name tag, and any other uniform related item. He/ she then proceeds straight to their assigned stations.
2. Transports the luggage to assigned areas during boarding and introduce themselves to all guests in their assigned station Explains their function including duty hours and other available room services.

3. Provides personal assistance to guests aiming to exceed their expectations by following the The Royal Way. Maintains current knowledge of the ship's regular events and special functions by reviewing all available data, (daily Compass, etc.), in order to provide guests with accurate information to answer questions.
4. Follows all daily, weekly and monthly **stateroom** and corridor cleaning procedures to ensure The Royal Way are met.
5. Makes beds and changes towels according to the Save the Waves program. Cleans bathrooms and replenishes bathroom supplies. Cleans showers/bath tubs (and change shower curtains where applicable), sinks and toilet bowl. Follows **daily, weekly and monthly morning and evening Cleaning Highlights and Must-do's**
6. **Participates fully with the Deck/Senior Supervisor during the inspection process and is readily available for inspections.**
7. Cleans carpet, upholstery, floors, walls, ceilings, draperies, windows, and room accessories to remove effects of smoke, water and other damage such as dirt, soot, stains, mildew, and excess water and moisture. Sweeps, scrubs and vacuums.
8. Sprays or fogs carpet, upholstery, and accessories with fabric conditioners and protectors, deodorizers, and disinfectants.
9. Replenishes supplies such as drinking glasses, ice, soap, amenities, and stationary supplies.
10. Dusts furniture. Washes walls, ceiling, and woodwork. Washes windows and door panels.
11. Empties wastebaskets, and empties and cleans ashtrays (in balcony **staterooms** only).. Segregates and removes trash and garbage and places it in designated containers.
12. Receives guest's laundry and dry cleaning and transports to laundry area for processing. **Collects guests laundry and delivers back to guests stateroom as per the required time.**
13. **Ensures all dirty linen items are properly separated into the dirty linen bags and cleaning rags are placed into a separate bag. Any stained items are further separated ready for collection by the linenkeeper assistants. All bags must be closed with the drawstring once full and not overflowing.**
14. Report all malfunction of lighting, heating and ventilation equipment and all other maintenance issues by dialing 1-800 for effective repairs to be carried. Follow up to ensure repairs are carried out in a timely manner and involves Housekeeping Management when there is delay in the completion process.
15. Maintains cleaning supplies and equipment in good working order. Inform **Deck Supervisors** of any supply replenishment required or of any equipment malfunction when needed. Ensures that work area is free from hazards to guests

and other shipboard employees.

16. Maintains all equipment such as vacuum cleaners, trolleys etc. in proper working condition **and has these ready for inspection as required.**
17. **Completes the daily worksheet twice daily to track the timing of room departures.**
18. **Completes all the linen and towel packet preparation on a per cruise basis.**
19. **Completes all the stateroom and bathroom cleaning and amenity preparations on a per cruise basis.**
20. **Completes the ice trolley preparations on the last night before departure.**
21. **On the turnaround morning completes the morning corridor preparations as required - door stoppers, linen bags, cleaning bucket and vacuum placement, etc.**
22. **On the turnaround morning follows the turnaround schedule as required and meets up with assigned team at the required start point and time and completes all turnaround duties as required until the teams sections are completed.**
23. **Follows all sanitizing sequences on a daily basis in the corridor, locker and stateroom area.**
24. **Fully owns any guest concern in line with onboard problem resolution guidelines to ensure maximum guest satisfaction.**
25. Attends meetings, training activities, courses and all other work related activities as required.
26. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job related duties assigned by their supervisor or management.
27. Creates towel designs as outlined in the The Royal Way Vault.

## QUALIFICATIONS

*Minimum hiring, language and physical requirements to perform the job.*

### **Hiring Requirements:**

- Minimum one to two years previous guest room cleaning experience, preferably in a 4 or 5 star hotel **or cruise ship.**
- Knowledge of proper cleaning techniques, requirements and use of equipment.
- Knowledge of proper chemical handling.
- Ability to apply customer service skills, according to The Royal Way, when interacting with guests and coworkers.

- Completion of high school or basic education equivalency preferred.
- **Computer based training to be completed onboard.**

**Internal Candidate Requirements:**

*In addition to the stated hiring requirements, internal candidates are required to fulfill the following:*

- Must fulfill all requirements as stated in "Chart Your Course" or meet the External hiring requirements as detailed above
- Must have been in current permanent position, **and complete one entire contract** with a performance rating of satisfactory or above in that position, before applying.
- No written warnings on file within the past 6 months.
- Must successfully complete the process for Shipboard Job Applications **and successfully completed the Computer Based training program.**

**Language Requirements:**

- Ability to speak English clearly, distinctly and cordially with guests **and crew.**
- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- Ability to speak additional languages such as Spanish, French, Italian, Portuguese, **Mandarin** or German preferred.

**Physical Requirements:**

While performing the duties of this job, the shipboard employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

**Related Entries:**

**Related Chapters:**

**END OF SECTION**