



(manual section is applicable for above companies)

HUMAN RESOURCES
Chapter 8 - .09 Facilities

Revision 97 : February/02/2014

8.09.14 Facilities Upholsterer

POSITION DESCRIPTION

Position Title: **Facilities Upholsterer**
Revised Date: **01/26/2006**

POSITION SUMMARY

The Facilities Upholsterer is responsible for the maintenance and conservation of the vessel’s upholstery, carpets, wallpapers and other related elements. The Senior Upholsterer or the Upholsterer appointed by the Facility Manager shall be the Supervisor the Upholstery Division of the Hotel Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

All duties and responsibilities are to be performed in accordance with Royal Caribbean International’s Gold Anchor Standards, SQM standards, USPH guidelines, environmental, and safety policies. Each shipboard employee may be required to perform all functions in various venues and 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 with guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.

1. The Upholsterer shall complete the familiarization form of Chapter 2 according to the established procedures.
2. The Upholsterer shall be familiar with the Safety & Quality Management Program including his responsibilities in the Safety Organization according to the Emergency Plan and the Station Bill.
3. He is responsible for the maintenance and repairs of furniture in both the crew and passengers’ areas. Wallpapers, awnings, carpets and other decoration items are within

the range of his responsibilities.

4. He is responsible for the inventory and control of all fabrics and material related to this field. Prompt requisitions are essential for the smooth operation of the vessel.
5. The Upholsterer shall always act promptly when there is a problem or a passenger complaint that requires his action during the day. He shall be familiar with the procedures of solving passenger complaints, as described in Chapter 5.05 of the Fleet Operations Manual.
6. In case of emergency, it may also be necessary to take action on off-duty hours, should he be required to do so.
7. The upholsterer shall always use the correct safety and protection equipment provided for the daily operations.
8. Attends meetings, training activities, courses and all other work-related activities as required.
9. 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.

QUALIFICATIONS

Hiring Requirements:

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

The Upholsterer shall be an experienced craftsman. He shall have a high knowledge in sewing, carpeting, wallpapering, textiles and other related topics. He should have basic safety training before employment.

Internal Candidate Requirements:

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

Completion of one full contract with a performance rating of satisfactory or above.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests.
- 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.

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