



(manual section is applicable for above companies)

**HUMAN RESOURCES** **Revision 63 : August/09/2011**  
**Chapter 8 - .14 Housekeeping**  
**8.14.05 Housekeeping Supervisor**

**Position Description**

Position Title: **Housekeeping Supervisor**  
**Revised Date:** 04/24/2008

**POSITION SUMMARY**

Works in conjunction with the 1st Housekeeper to coordinate, schedule, and supervise the day-to-day activities of the Stateroom Attendant Team responsible for maintaining a minimum of 500 staterooms.

**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 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. Supports the Chief Housekeeper in the overall housekeeping function onboard the vessel. Focusing primarily on quality of operations provided by the Stateroom Attendant Team: Supervises the assignment of duties, responsibilities and workstations to employees. Observes and evaluates employees and work procedures to ensure quality standards, regulations and service are met. Ensures efficient staffing levels on a shift by shift basis as deemed adequate to execute company standards of guest service and safety.
2. Supervises a staff consisting of Stateroom Attendants that oversee a minimum of

500 staterooms. Mentors, develops and provides on-the-job training to subordinates to strengthen their current performance and preparation for future advancement as well as executes directives deemed appropriate by the Chief Housekeeper. Coaches, counsels and conducts the performance appraisal process for assigned staff. Distributes wages to Housekeeping personnel according to established procedures.

3. Collaborates with the 1st Housekeeper, to review the requirements of the day's schedule, guest requirements, guest comments and other related details.
4. Ensures consistent execution of Royal Caribbean International's Gold Anchor Standards for the assigned housekeeping function. Reviews audit comments, discusses with subordinate staff, and implements audit recommendations.
5. Monitors assigned staterooms and quality at all times during the voyages and on turnaround days. Inspects housekeeping stateroom preparation daily to maintain quality standards and sanitation regulations in regards to stateroom service. Maintains an awareness of the category, status and condition of the staterooms and consistently updates the Housekeeping Maintenance Database for their 500 (minimum) staterooms.
6. Investigates and resolves housekeeping quality and service complaints in a timely fashion, and always with a view to exceeding the expectations of our guests.
7. Holds daily morning lineup meeting with Stateroom Attendants. Communicates division expectations and goals effectively and routinely trains and coaches Stateroom Attendants to ensure that goals and rating targets are met.
8. Assists the 1<sup>st</sup> Housekeeper and Chief Housekeeper to manage the Mini-bar program. Conducts daily inspections of mini-bars to ensure that product is presented correctly. Ensures that mini-bar procedures are followed and that all inventory is accounted for. Ensures that proper requisition of mini-bar product is carried out.
9. Attends meetings, training activities, courses and all other work-related activities as required. Where appropriate, initiates meetings to address and resolve quality concerns and to continuously identify improvement opportunities.
10. 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

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

### **Hiring Requirements:**

- One year housekeeping supervisory experience in a hotel environment preferred.
- Minimum one to two years previous guest room cleaning experience, preferably in a 4 or 5 star hotel.
- Knowledge of proper cleaning techniques, requirements and use of equipment.
- Knowledge of proper chemical handling.
- Ability to obtain a “Diploma of Housekeeping Efficiency” within the first six weeks of employment.
- Ability to utilize customer service skills by exercising authority and discretion to satisfy guests in a manner consistent with Royal Caribbean International’s Gold Anchor Standards.
- Knowledge of policies and practices involved in the human resources function. Ability to manage the international staff in a positive and productive manner by motivating, developing and managing employees as they work. Ability to utilize and administer the disciplinary action process through coaching and counseling to improve performance or terminate employment.
- Working knowledge of computers, Internet access, and the ability to navigate within a variety software packages such as Excel and Word or related programs.
- Completion of high school or basic education equivalency required.

**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"
- Must have worked in the position of Stateroom Attendant or Linen Keeper, with Royal Caribbean International, a minimum of 16 months in total, before applying.
- Must have been in current permanent position an absolute minimum 90 days, with a performance rating of satisfactory or above in that position, before applying.
- No written warnings on file within the past 12 months.
- Must successfully complete the process for Shipboard Job Applications.

**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:**

**END OF SECTION**