



# Housekeeping Dept. Cabin Attendant

## POSITION DESCRIPTION 51406

Prepared by Tim Skinner	Revised by Sam Melis	Approved by Emilio La Scala	Authorized by Marco Maresca	For use on Cruise Fleet	Original File Jun 09 2010	Last Revision July 30 2011	Revision No 2	Page 1 of 3
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<b>POSITION NO.</b>	<b>51406</b>
<b>Title</b>	<b>CABIN ATTENDANT</b>
<b>Department</b>	Housekeeping - Hotel
<b>Main Function</b>	<ul style="list-style-type: none"> <li>• Service to and cleanliness of specified Guest Accommodation.</li> <li>• Assistance as required to maintain service standards in Cabins:</li> </ul>
<i>Reports to</i>	Housekeeper via Assistant Housekeeper
<i>Subordinates</i>	Assistant Cabin Attendant
<i>Uniform</i>	As per SP Manual (Chapter Uniform)
<i>Operational bibliography</i>	VSP Manual, Shipsan Manual, Anvisa Regulations (South American program), MSC Sanitation Manual, Safety Handbook, MSC Employee Handbook, MSC Housekeeping Manual. These manuals are available for your reference in the Crew Library.
<b>Fundamentals of Position</b>	<p>Cabin Attendants and their assistants are responsible for the care and attention of our Guests in the most private places of their cruise – their cabin. Remembering that their cabin is their private home, a good cabin Attendant (and assistant) can turn an ordinary cruise into an extraordinary cruise by going one step further to give extra special service. The principal objectives of Cabin Attendants are to provide these fundamental elements:</p> <ul style="list-style-type: none"> <li>• Total care of Guests, their possessions, and their cabin.</li> <li>• Total cleanliness and attention to cabin and cabin bathroom</li> <li>• Discreet and genuine hospitality</li> <li>• Punctuality, integrity and reliability</li> <li>• Unobtrusive Service</li> </ul>
<b>Requirements &amp; History</b>	<b><i>Following are basic requirements for this position</i></b>
<i>Certification &amp; Documentation</i>	<p>Basic Safety Training Certificate including Swimming &amp; Rowing All other certification (including visas etc.) required and in force at the time of your employment to comply with the Flag State requirements of the ship to which you are assigned.</p>
<i>Language Skills</i>	<ul style="list-style-type: none"> <li>• Fluent in oral and written English (working &amp; Safety language of the Company)</li> <li>• Ability to speak, read and write in Italian is a major benefit and may be a requirement.</li> <li>• Ability to speak, read and write in any major other languages (German, Spanish, Portuguese, French, Russian, Chinese etc.) is considered a major advantage that could eventually influence the selection for some positions.</li> </ul>
<i>Experience</i>	<ul style="list-style-type: none"> <li>• A minimum of 24 months (documented and demonstrable) as a Cabin Steward on an Internationally-trading Guest vessel, or a minimum of 2 years as a Room Attendant in a high-standard International Hotel (4/5 Stars).</li> <li>• Proven multi-operational skills in Cruise Ship Housekeeping operation in a multinational environment.</li> </ul>
<i>Health</i>	To satisfy the requirements of the laws of the Flag State of the Ship regarding health and physical requirements, and to have current documentation to certify that all medical requirements relating to this position are met according to the specific requirements of the job.
<i>Team Attributes</i>	Proven ability to work and (where necessary) supervise in a harmonious and productive team environment.
<i>Preferred employee</i>	<i>Non-Smoker</i>

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DESCRIPTION**  
**51406**

Prepared by  
Tim Skinner

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Sam Melis

Approved by  
Emilio La Scala

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Marco Maresca

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## Qualifications

### Minimum Education level

1. High School Graduate
2. Certificate of good service in a specialized housekeeping training facility.
3. Demonstrated understanding of all MSC sanitation standards relating to Housekeeping and Food Safety.
4. Demonstrated ability to work efficiently at high speed, in close co-operation with assistant.

## Physical Requirements

### The following physical requirements apply to this position

- While performing the duties of this job, you may be regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell.
- You must occasionally lift and/or move up to 25 Kg.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- You 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.
- If working in any Guest area (or where Guests may see you), you are not permitted to display any tattoos on any exposed part of your body when wearing uniform (summer or winter).

## Safety & General Discipline

### You are required to:

1. Read, understand and implement the Mission Statement of the Company.
2. Read, understand and follow the MSC Crew Regulations ensuring all personnel in the Housekeeping department have copies, and comply accordingly.
3. Wear the complete prescribed uniform and name badge as specified in Company Standards, complying with regulations relating to tattoos, hair and body decorations.
4. Attend and participate as required in all emergency drills, carry personal emergency card, and understand emergency duties.

## Responsibilities

### Cabin Attendants are responsible for the following duties:

### MSC Sanitation Standards

### Know your Guest names

### Assigned section Cross-contamination Showerhead Sanitizing

### Changing towels

### Changing bed linen

### Remove knots Bed making & Turndown

### Soap, shampoo etc. Toilet Paper, Tissues

### Printed Material

1. The good performance of the Assistant Cabin Steward in cleaning and sanitizing to avoid raising dust, and to respect food contact surfaces.
2. Compliance with MSC sanitation standards, in particular those involving the safe handling of food, water and ice, and safe sanitizing procedures involving cabins used by Guests who may have suffered some kind of illness.
3. Professional. Courteous and friendly service to all Guests, and knowing the name of their Guests after the second night on board, Maximize use of guest history info ensure a high level of guest recognition.
4. Sanitation, cleanliness, comfort and service in a specified number of cabins in a specified section.
5. Compliance with MSC sanitation procedures to clean cabins to eliminate cross-contamination.
6. The sanitizing of shower-heads in every cabin bathroom at least one time every 6 month, by means of immersion in a chlorine solution of 100ppm for at least 30 seconds (or as otherwise specified in MSC Standard procedures) and to record this function in the showerhead logbook in the Housekeeping office. *Bio Sanitiser Heavy Duty Solution for at the least 60 seconds.*
7. The change of used towels every morning and every evening (more often if requested) or leaving unchanged if requested by Guests. Following the *environmental notice, only in Suite cabins daily basis towel change is provided.*
8. The change of all bed sheets twice a week and pillowcases according to the MSC Standard Procedures for linen changes.
9. Never use knots to secure bed sheets to the corners of mattresses.
10. To make all beds for day use and to turn down beds at night, in accordance with Standard Procedures (no knots permitted)
11. Providing the exact quantity per day per Guest of all consumables (soap, shampoo, etc.)
12. Providing the correct quantity of toilet paper and tissues is placed in each cabin according to Standard Procedures and Company issue.
13. The collection, distribution and display all company literature and notices as advised by the Housekeeper.

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| <i>Daily Program</i>           | 14. The collection and delivery to every cabin the Ship's Daily Program (in the appropriate language of the Guest). This program is to be distributed by or before 7.30 p.m., and left on the bed of the Guest, not placed under the door.   |
| <i>Embarkation Check</i>       | 15. Before embarkation, to make a full self-check of cabins and bathrooms, ensuring all points comply with Standard Procedures (shower curtains left outside baths, window curtains open to the right level, bed lights on etc). This self-check form is available from the Housekeeper. |
| <i>Familiarize Guests</i>      | 16. After embarkation, to assist Guests become familiar with facilities and controls including air conditioning, location of life jackets, muster station, emergency information, radio, TV remote control, and light switches etc.  |
| <i>Greet Guests</i>            | 17. To greet/farewell and generally assists Guests at embarkation and disembarkation.  |
| <i>Cabin Breakfast</i>         | 18. If required by Room Service, help deliver prepared continental breakfasts at times specified and ordered by Guests.  |
| <i>Ice Service</i>             | 19. To provide each evening cubed or crushed ice (more often if requested) and always immediately after embarkation.   |
| <i>Guest Laundry</i>           | 20. To collect and return personal laundry and/or dry cleaning for Guests, ensuring laundry slips are correctly prepared, and that all items are returned within the specified time.   |
| <i>Special care</i>            | 21. To offer special care to Guests who are ill, travelling alone, or incapacitated in any way.  |
| <i>Empty Cabins</i>            | 22. To prepare all empty cabins ready in every way for embarkation or for use by Guests.   |
| <i>Lifejackets</i>             | 23. To inspect each cruise the condition of all lifejackets in the section, taking any damaged or deficient lifejackets to the collection/replacement point advised by the Housekeeper.  |
| <i>Flowers, Gifts</i>          | 24. The delivery to cabins of flowers and/or special items before embarkation as required by Housekeeper. (This service is may be performed by Bellboys on some ships)   |
| <i>Corridors</i>               | 25. For the cleaning of corridors and hallways in assigned section.  |
| <i>Remove used plates</i>      | 26. Removal of all used crockery, flatware and glassware from cabins for delivery to the Room Service Pantry for washing, sanitizing and storing.  |
| <i>Service Trolleys</i>        | 27. To ensure that all supply carts, trolleys, etc. are cleaned, removed from hallways and safely stored away after use, and that all trolleys are stored away from handrails.   |
| <i>Maintenance reports</i>     | 28. To report to the Housekeeper any cabin maintenance requirement, and any items missing, broken or not working, using the appropriate maintenance form.  |
| <i>Pantries &amp; Lockers</i>  | 29. For the cleanliness, stocking, safe storage and good order of pantry or personal locker.   |
| <i>Garbage transport</i>       | 30. To ensure that all cabin waste material is separated and transported correctly to the Garbage Room.  |
| <i>Sick or disabled Guests</i> | 31. On the first day of every cruise, to provide for the Housekeeper a list showing the names and cabin numbers of any sick or disabled Guests who may need help in case of emergency.   |
| <i>Minibar Checking</i>        | 32. To check the stock and documents each day of the Minibars in all cabins, collecting supplies as required from the Minibar pantry.  |
| <i>Meals for sick Guests</i>   | 33. If required by the Housekeeper, the delivery to sick or disabled Guests of meals from the  |
| <i>Vacuum cleaners</i>         | 34. Ensure that vacuum cleaners are not used in cabins or hallways before 09.00.   |
| <i>Deep Cleaning</i>           | 35. To perform any Deep Cleaning projects as advised by the Housekeeper  |
| <i>Empty Cabin report</i>      | 36. To provide for the Housekeeper an 'Empty Cabin Report' after sailing on embarkation day  |
| <i>Confidentiality</i>         | 37. To give NO information about the status of the cabins (empty, full, under repair etc.) to Guests or other personnel.   |
| <i>Baggage Transport</i>       | 38. If required by the Housekeeper, to participate in baggage transport at the end of any specified cruise, and to ensure that safety belts are worn before any baggage is carried.  |

**Note:** The above duties apply also to Cabin attendants assigned to Officers' cabins.

**Privileges & Limitations  
basics**

Status	Crew
Accommodation	Crew Cabin – Shared
Assigned Mess	Crew Mess

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