



Housekeeping Dept Asst. Cabin Attendant

POSITION DESCRIPTION 51407

Prepared by Tim Skinner	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 1	Page 1 of 3
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POSITION NO.	51407
Title	ASSISTANT CABIN ATTENDANT
Department	Housekeeping - Hotel
Main Function	<ol style="list-style-type: none"> 1. Assist the Cabin Attendant in providing service to and cleanliness of specified Guest accommodation 2. Assistance as required in the transport of Guest baggage to specific collection points ready for disembarkation
<i>Reports to</i>	Cabin Attendant
<i>Replacement</i>	Colleague Assistant Cabin Attendant or Helper
<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.
Fundamentals of Position	<ul style="list-style-type: none"> • To help Cabin Attendants provide the highest standard of cleanliness and service for Guests and their cabins. Assistant Cabin Attendants may also be required to deputise for Cabin Attendants from time to time. • The principal job of the Assistant is to clean the cabin bathroom, most of the transport services, and to assist the Cabin Attendant with the cleaning, sanitizing and preparation of the cabin bedroom and living areas, adjacent corridors, and (where existing) cabin balconies) • The objective of Assistant Cabin Attendants is to be promoted to Cabin Attendant.
<i>Promotion Objective</i>	
Requirements & History	Following are basic requirements for this position
<i>Certification & Documentation</i>	Basic Safety Training Certificate including Swimming & 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.
<i>Language Skills</i>	<ul style="list-style-type: none"> • Fluent in oral and written English (working & Safety language of the Company) • Ability to speak, read and write in Italian is a major benefit and may be a requirement. • 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.
<i>Experience</i>	Minimum 12 months 5-star hotel or resort service (including Job Training), or one completed contract in this position, or as Housekeeping Utility on a vessel of this or other Cruise company).an international Cruise Ship. or a minimum of 6 months as a room-boy or chambermaid in a high-standard International Hotel.
<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>	Non-Smoker

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Qualifications

Minimum Education level

1. High School Graduate
2. Certificate of good service from a specialized housekeeping or hotel training facility.
3. Demonstrated understanding of all MSC sanitation standards involving Housekeeping, Legionella protection, and cleaning procedures where they relate to helping control gastrointestinal outbreaks.

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

Assistant Cabin Attendants are responsible for the following:

Sanitation Standards
Assist Cabin Attendant

Know Guests' names

Luggage transport

Clean Corridors

Used flatware

Clean balconies

Clean walls, ceilings etc.

Showerhead Sanitizing

Mattresses

Guest bathrooms

1. To perform all duties in the assigned section in compliance with MSC sanitation standards..
2. To assist the Cabin Attendant to provide professional, Courteous and friendly service to Guests in all aspects of cabin cleanliness services and comfort.
3. Learn and know the names of your Guests by the second day of the cruise to allow you to greet them by name.
4. If required by Housekeeper, to carry packed luggage to the assembly point on the night before disembarkation of Guests, and to assist with delivery to cabins of baggage for newly-embarked Guests.
5. To clean corridors, hallways and foyers in immediate area of section (walls, carpets & ceiling) using vacuum cleaners and specified cleaning material.
6. To assist the Cabin Attendant if required to remove all used items of crockery, flatware and glassware from cabins for delivery to the Room Service Pantry for washing and storing.
7. To clean cabin balconies (where existing) carpets and upholstered furniture using vacuum cleaners, carpet brush and shampoo machine
8. To clean walls and ceilings using prescribed chemicals and equipment.
9. To clean and sanitize (where required), showerheads in Guest cabins, as per Standard Procedure.
10. To help the Cabin Attendant to turn mattresses, cleaning the mattress base.
11. To clean the cabin bathroom and following bathroom components:
 - Bathtub and curtain
 - Shower compartment, shower head, pipes and shower curtain
 - WC (bowl, seat and cover – inside and out)
 - WC brush and brush holder
 - Toilet paper dispenser, replacing rolls as required, leaving the paper folded in standard style.
 - Tissue dispenser, replacing paper as required, leaving leading edge folded in standard style.
 - Bidet (where existing)
 - Washbasin, plug and drain – removing plug to clean perfectly.

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Soiled towels

*Count soiled laundry
Soiled-for-clean*

Lockers tidy

Prepare trolleys

Trash to garbage room

Assist Attendant

Remain on station

Privileges & Limitations

basics

- Washbasin bench top, doors, drawers and handles.
 - Mirrors
 - Soap containers – discarding used or broken soap.
 - Glass holders – replacing any used glasses with sanitized clean glasses.
 - Outer surfaces of all taps, pipes and plumbing
 - Walls, floor and ceiling – giving particular attention to the corners.
12. To remove all soiled bath and pool towels and bathmats, providing an equal number of clean replacements.
 13. To collect and count all soiled linen, using the correct bag for transport to the laundry.
 14. To collect clean linen and towels on a clean-for-soiled basis only
 15. To store linen, towels and cleaning supplies in appropriate lockers, with safe, clear separation between clean material and cleaning products.
 16. To prepare the Morning and Evening cabin trolley for the Cabin Attendant.
 17. To transport waste material from the cabins to the garbage room in appropriate containers.
 18. To assist the Cabin Attendant with all duties until completed.
 19. To remain on station at times when the Cabin Attendant is absent (during authorized meal and rest periods) to ensure continuing service for Guests.

Status	Crew
Accommodation	Crew Cabin – Shared
Assigned Mess	Crew Mess

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