

Carnival UK Job Description

Cabin Steward

The contents of this job description must be used in association with the KSB for this role. The job description summarises the key responsibilities for the role (Technical, Business and People) and the KSB provides the detail for the Knowledge, Skills and Behaviours required to carry out the role competently. This job description gives an overview of the role and as such you will be required to undertake any other duties as requested. You may also need to refer to company regulations which will also form an additional part of your job description.

Related Roles: Entertainer Steward	Department: Housekeeping
Reporting to: Deck Housekeeper	Location: Fleet based across CUK vessels
Leadership Responsibility: None	Budget Responsibility: Effectively control and safeguard all stock used and manage restock levels in line with par stock
Titles of Direct Reports: None	Revenue Responsibility: Support shore excursions and laundry / valet services by maximising selling opportunities
Size of Department: Up to 220	

Standard Role Summary:

Responsible for the effective and efficient cleaning, presentation and sanitisation of passenger cabins and adjacent corridors.

Primary Responsibility of the Role:

Clean and sanitise cabins and adjacent corridors ensuring the highest levels of cleanliness. Return room service trays to housekeeping pantries. Interact with passengers on a daily basis ensuring any questions or queries are dealt with quickly and effectively, enhancing the passenger experience. Collect and return all passenger laundry and dry cleaning and ensure all newspapers, daily programmes and passenger mail is delivered as required. Separate discards ensuring they are taken out of service and empty waste bins, separating the waste in accordance with company policy.

Collect and distribute linen, towels and bathrobes from the main laundry and ensure cabins are supplied with sufficient amenities. Ensure cleaning stock and amenities are kept at the appropriate levels and re-stock lockers and cabins as required. Keep the housekeeping pantry and alleyways at the required level of cleanliness to meet public health standards. Identify and report on any fixtures or fittings that need repair or renewal within the cabins.

Effectively deal with any complaints and comments by passengers on the service, cleanliness or cabin fixtures and fittings and report these to the Deck Housekeeper. Maintain and use equipment effectively and safely at all times and ensure the safe storage of equipment and cleaning products after use. Undertake stock takes as and when required.

Meet and greet the passengers and assist with baggage services on embarkation / disembarkation days as required.

Key Responsibilities & Duties:

Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements
	Minimum 12 months experience of working in a large hotel with a rating of 3 star or above Knowledge of industrial housekeeping cleaning materials Customer service orientated, previous experience of working in customer service environment desirable Good command of written and spoken English
Certificates	Valid ENG1 medical certificate or equivalent for the duration of each voyage

HESS (Health, Environment, Safety & Security)

Knowledge/Skill	Summary of Responsibilities
Health and Safety	<p>Lead by example by taking care of the health and safety of self and others</p> <p>Report all accidents, 'near miss' incidents and work related ill health conditions to manager / supervisor / team leader and to the safety department.</p> <p>Follow safety rules and procedures</p> <p>Use work equipment, personal protective equipment, substances, and safety devices correctly</p> <p>Take part in safety training & risk assessments and suggest ways of reducing risks.</p> <p>Carry out duties in a safe manner in accordance with corporate policies and procedures</p>
Public Health	<p>Demonstrate at all times excellent hand washing techniques and coughs and sneezes etiquette</p> <p>Follow the company instructions regarding immediate reporting of ill health symptoms (i.e.) diarrhoea, vomiting, fever, and any other symptoms as appropriate</p>
Environment	<p>Understand own environmental responsibilities and act accordingly</p> <p>Apply practical measures to reduce water and electricity consumption</p> <p>Apply waste segregation diligently both in work area and when off duty</p> <p>Follow the correct method of disposal of surplus or spent chemicals used</p> <p>Work in a way that avoids environmental incidents and report situations where environmental integrity may be breached</p> <p>Handle materials carefully to minimise spillages during work routines and safely dispose of contaminated material generated during work routine</p>
Emergency Duties	<p>Understand own emergency duties and routines onboard ship</p> <p>Take an active part in the ship's team response to an incident</p> <p>Ensure familiar with ship's emergency alarms and routines</p> <p>Ensure familiar in the use of all fire fighting appliances located within area of responsibility</p> <p>Ensure familiar in the use of the ship's life saving appliances and equipment including lifeboats and liferafts</p> <p>Participate fully in all relevant drills and training</p> <p>Know how to raise the alarm when necessary</p> <p>Able to identify escape routes and emergency exits</p> <p>Understand the function and operation of fire screen / splash tight and watertight doors</p> <p>In the event of an incident check staterooms to ensure passengers have returned safely</p> <p>Assist in the safe evacuation of cabin areas and ensure section is clear of trolleys by storing them in lockers</p> <p>Undertake other emergency duties / routines within the ERP as directed</p> <p>Undertake any other emergency duties required that are specific to vessel</p> <p>Follow all emergency procedures as directed</p>
Safeguarding	<p>Aware of CUK safeguarding children policies and procedures</p> <p>Report any concerns of a safeguarding nature to the Designated Safeguarding Person (DSP)</p>
Security	<p>Understand the security levels as defined by ISPS and own responsibilities</p> <p>Follow the correct security procedures when embarking and disembarking from the ship</p> <p>Report suspicious activities, packages and / or security incidents following the correct procedure</p>

Technical

Knowledge/Skill	Summary of Responsibilities
Quality Standards	<p>Follow the correct quality standards relating to housekeeping services</p>
Customer Service	<p>Respond calmly and quickly to requests from passengers or crew members</p> <p>Deliver customer service within the acceptable time-scales and quality required, ensuring passenger satisfaction</p> <p>Immediately respond to complaints and customer service issues, or report them to line manager, to ensure speedy resolution</p> <p>Behave in a polite and friendly manner with passengers and crew members at all times and in all areas of the ship</p>
Revenue Generation	<p>Understand revenue target for own area and proactively work to achieve set targets</p> <p>Use specialist knowledge to help inform passengers on products and positively influence revenue generation</p>

Food Hygiene	Follow the correct policy and procedures regarding food hygiene at all times Ensure all food preparation and service equipment and spaces are sanitised and clean at all times in accordance with company policy Highlight issues immediately in order to minimise any impact
Cleaning	Carry out efficient cleaning schedules throughout the cruise and on turn around days to ensure all cleaning is completed to timescales Assess cleaning needs quickly and adjust schedules accordingly Clean and sanitise cabins and adjacent corridors / areas including pantries as allocated, to CUK standards Ensure all areas are kept tidy and inform maintenance of any fabric or fittings that need replacing or repair Maintain and look after equipment, following the standard operating procedures

People / Management

Knowledge/Skill	Summary of Responsibilities
Coaching & Mentoring	Assist colleagues to solve their own problems when appropriate by providing help and guidance
Training	Deliver effective knowledge sharing or instruction sessions to others in the team

CUK Behaviours (Refer to the skills profile for detailed CUK Behaviours)

Self-Awareness	When undertaking role thinks about how they communicate and behave and is a role model for others
Thinking Ahead	When undertaking role thinks about more than just the task in hand, proactively works to anticipate the needs of the department / passenger and plans ahead
Being Part of a Team	Works well with others to ensure an efficient and effective service is provided
Open and Honest Communication	Communicates effectively with passengers, crew and officers ensuring a positive working environment
Customer Centred	Understands how their role can impact the passenger experience and works with the wider Housekeeping team to provide a customer focused service Deals with feedback positively and strives to deliver a consistently high service
Acting Safely	Takes responsibility for health and safety of self and others and always considers safety in their everyday tasks and activities

Person Specification

	Able to work on own with minimal supervision
	Demonstrates honesty and integrity at all times
	High attention to detail, able to carry out cleaning to high standards
	Passionate about customer service and enjoys working hard to deliver a great service
	Comfortable talking to a wide range of people including passengers
	Works effectively as part of a team to deliver an efficient service, showing trust, respect and fairness in their treatment of colleagues
	Communicates clearly and effectively, keeping others informed of progress and highlighting any issues
	Remains calm and courteous at all times
	Demonstrates cultural and interpersonal sensitivity in dealings with others
	Organised, structured and focused on the detail in their approach to work
	Models high standards of ethics and appropriate behaviour
	Adaptable and flexible in the face of change or unanticipated events
	Loyal to the Carnival UK brand and compliant with company policies and procedures

Version no for Job Description	Issued By	Date of Issue
1.2	Morgan Edwards	01 September 2015