

<b>Job description</b>	
<b>Job title / Rank</b>	Chambermaid
<b>Department</b>	Catering
<b>Supervised by / Employee reports to</b>	(Senior Chambermaid* )/ Senior Receptionist* / Hotel Manager
<b>Employee supervises following positions</b>	n/a
<b>Employee covers</b>	if necessary Laundry Stewardess
<b>Employee is covered by</b>	Laundry Stewardess / if necessary Senior Chambermaid*
<b>Purpose of position / Goal to be achieved</b>	To guarantee optimum cleanness, tidiness and hygiene on board to the maximum passengers' satisfaction with adherence to the River Catering Ltd. (RC) standards
<b>General instructions Terms and conditions Guidelines and duties</b>	Employment contract Job description RC manual Manuals for working equipment and detergents
<b>Duties / Responsibilities</b>	<ul style="list-style-type: none"> <li>• Responsible for the daily cleaning and servicing of up to 16 passenger cabins</li> <li>• Daily assistance with the cleaning of all public areas incl. public toilets, fitness/sauna area*, lobby and reception</li> <li>• Responsible for the correct distribution of daily programs, gift orders and a correct turn down service in the assigned cabins</li> <li>• Welcoming the passengers and escorting them to their cabins during embarkation</li> <li>• Co-responsible for achieving and maintaining the RC standard in the housekeeping department</li> <li>• Co-responsible for the correct handling of passenger and crew laundry as well as laundry and uniforms laundered by external companies</li> <li>• Co-responsible for the correct handling and storage of all housekeeping supplies, detergents and equipment</li> <li>• Daily assistance in the dish wash area at lunch and/or dinner time</li> <li>• Assistance in the ship's laundry</li> <li>• Assistance with the loading of ship's supplies as instructed</li> <li>• Assisting in taking inventory of the housekeeping department</li> <li>• Participation in the on board training program</li> <li>• Various preparatory duties prior to and at the end of the season</li> <li>• If necessary helping out in other departments according to superior's instruction</li> </ul>

<b>Information system</b>	<b>Reporter</b> S.Chamberm. → Roster S.Chamberm. → Cab. station assignment Chambermaid → Defects in department	<b>Information</b>	<b>Receiver</b> Chamberm. → Chamberm.. → Reception →	<b>When?</b> per cruise per cruise a.s.a.p.
<b>Meetings Team Work</b>	Participation in periodical housekeeping meeting Participation in periodical job training by the Senior Receptionist* and/or Hotel Manager Participation in Crew Show is required			
<b>Competences</b>				
<b>Evaluation of performance and achievements</b>	<ul style="list-style-type: none"> <li>• Effort, attitude and conduct</li> <li>• Evaluation of passenger comment forms</li> <li>• Cleanness, tidiness and hygiene (HACCP)</li> <li>• Personal appearance and hygiene</li> </ul>			
<b>Qualifications</b>	<b>Minimum / Mandatory</b>		<b>Minimum / Mandatory</b>	
<b>Age</b>	20 years		20 years	
<b>Languages</b>	English spoken German spoken		English spoken German spoken	
<b>Education / Training</b>	Completed school		Completed school	
<b>Professional experience</b>	1 year of professional experience		1 year of professional experience	
<b>Personal profile character attributes</b>	Punctuality, flexibility, loyalty, honesty, stress resistant and motivated, high sense of cleanness and hygiene, impeccable appearance and strong constitution		Punctuality, flexibility, loyalty, honesty, stress resistant and motivated, high sense of cleanness and hygiene, impeccable appearance and strong constitution	

\* = if applicable