



CABIN ATTENDANT – MSC CRUISES

JOB PURPOSE

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:

- Total care of Guests, their possessions, and their cabin.
- Total cleanliness and attention to cabin and cabin bathroom
- Discreet and genuine hospitality
- Punctuality, integrity, and reliability
- Unobtrusive Service

KEY ACCOUNTABILITIES

- The good performance of the Assistant Cabin Steward in cleaning and sanitizing to avoid raising dust, and to respect food contact surfaces.
- 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.
- 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.
- Sanitation, cleanliness, comfort and service in a specified number of cabins in a specified section.
- Compliance with MSC sanitation procedures to clean cabins to eliminate cross-contamination.

QUALIFICATIONS (skills, competencies, experience)

- High School Graduate
- Certificate of good service in a specialized housekeeping training facility.

Oceangoers Ltd, Digital House, Branch Road, Calbasses Port-Louis, 20201
Mauritius

BRN : C18153895 | T : +230 209 3838

E : recruitment@oceangoers.com | W : www.oceangoers.com



- Demonstrated understanding of all MSC sanitation standards relating to Housekeeping and
- Food Safety.
- Demonstrated ability to work efficiently at high speed, in close co-operation with assistant.

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