



## **FLOOR RUNNER – MSC CRUISES**

### **JOB PURPOSE**

You are responsible for the care and attention of our Passengers and to fully support the Cabin Steward and housekeeping activities as indicated by the Housekeeping Mgr. You can turn an ordinary cruise into an extraordinary cruise by going one step further to give extra special service. We expect you to have had training and experience to deliver these elements to our Guests:

- Total care of your Guests, their possessions, and their cabin if needed.
- Total cleanliness of the areas indicated by the Housekeeper (eventually in the cabin, the bathroom and the balcony)
- Discreet, genuine hospitality
- Punctuality and reliability
- Unobtrusive Service
- Respect of the material (trolley, Linen, Towel etc.)

### **KEY ACCOUNTABILITIES**

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### **QUALIFICATIONS (skills, competencies, experience)**

- welcoming, friendly, and helpful attitude.
- tact and diplomacy.
- the ability to deal with occasional difficult situations or complaints.
- the ability to work efficiently under pressure.
- a methodical approach to work.
- attention to detail.
- the ability to work as part of a team.

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

BRN : C18153895 | T : +230 209 3838

E : [recruitment@oceangoers.com](mailto:recruitment@oceangoers.com) | W : [www.oceangoers.com](http://www.oceangoers.com)