



## Suite Host – Explora Journeys

### JOB PURPOSE

- Suite Host is ultimately responsible for the care and attention of our Guests in the most private places of their journey– their suite. The guest suite becomes for the duration of the journey, the guest private home, where the Suite Host will provide the highest service, contributing to an extraordinary journey, by going one step further to provide a personalized service.
- The principal objectives of Suite Host are to provide the following fundamental elements:
  - High care of Guests, their possessions, their Suite and Residence
  - Suite and Residence cleanliness and attention to details and guest needs
  - Discreet and, unintrusive and genuine hospitality
  - Punctuality, integrity and reliability
  - Create a memorable stay for the guests

### KEY ACCOUNTABILITIES

- Clean and prepare the guest suite per the Company standards and set up, for embarkation day and during the daily service.
- Proper clean and sanitize all surfacing, following PH rules, avoiding cross contamination during handling of food, water and ice.
- Professional, courteous and friendly service for all Guests, and addressing their Guests by name, after the second night on board, maximize use of guest history info presented in special requests, ensure a high level of guest recognition.
- Familiarize the guests with safety aspects and all features of the suite, including air conditioning, TV remote control, light switches and residence upon Embarkation, by performing the Meet and greet with all the guests from the specific working section. Familiarize the guests with facilities and controls, location of life jackets, muster station, emergency information, TV remote control, and light switches, Smart control, etc.
- Follow up on all guests' special requests promptly.

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- Report any guest related concerns to the Assistant Housekeeper, immediately once notified of the concern.
- Report for work on time, following correct uniform and work Company standard, have the working trolley and cleaning supplies on the corridor, ready to start the working shift.
- To ensure that all equipment is removed from hallways during the break and safely stored away after use.
- To report and follow up on any maintenance concerns raised in the working station.
- Linen and towels to be change as per Company standards; full linen change every 3rd day or more often if required, daily change of pillowcase, unless different requested by guests.
- To make all beds for day use and turn down at night, in accordance with Company Standard setup.
- For bed making procedures to follow up the “hospital corner”, no knots permitted.
- Used towels to be changed morning and evening or kept unchanged is requested by Guests following the environmental policy.
- Day cleaning and turn down service of all assigned suites, along with all other scheduled extra duties.
- Clear control and safeguard of all stocks used.
- Used room service tray to be removed from the guest suite and placed in the pantry; once the suite cleaning was completed, nothing to be left behind inside the suite.
- Pick-up and delivery of laundry to be done in accordance with Company procedure, properly checking the laundry slip placed inside the bag.
- Maintain the flowers and plants in all suites and residences from the assigned section by watering them regularly and communicating with the Florist any extra care.
- Replenishments and refilling of all in suite amenities as per the guest needs and consumptions.
- Collection and delivery to the suite of any literature or information dedicated to them.
- Before embarkation, to make a full self-check of guest suite and bathrooms, ensuring all points comply with Standard Procedures.
- Perform and follow up as requested the sanitation of shower heads, jacuzzi, toilet brushes and record these functions, as advice by Public Health.

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- Before embarkation, to make a full self-check of guest suite and bathrooms, ensuring all points comply with Standard Procedures.
- To greet/farewell and generally assists Guests at embarkation and disembarkation.
- To prepare all empty suites ready in every way for embarkation or for use by Guests of any given time.
- To maintain the cleanliness of corridors and hallways in assigned section.
- To ensure cleanliness, stocking, safe storage and good order of pantry or personal locker.
- To ensure that all waste material is separated correctly per category and if needed, transported correctly to the Recycling Centre.
- On the first day of every cruise, to provide for the Housekeeper a list with the suite number and the names of any sick or disabled Guests who may need help in case of emergency.
- To check the stock of the Minibars in all guest suites, collecting supplies as required from the Minibar pantry.
- Ensure that vacuum cleaners are not used in guest suites or hallways before 09.00 am and after 21:30 pm.
- To perform and follow up any Deep Cleaning projects as advised by the Housekeeper and end of contract cleaning procedures to be completed prior to the sign off date.
- To give NO information about the status of the suites (empty, full, under repair etc.) to Guests or other personnel.
- If required by the Housekeeper, to participate in baggage transport at the end of any specified cruise, and to ensure that baggage are carried safely.
- Required to perform evening watch and long watch duties as schedule to each Journey.
- Perform any additional cleaning tasks required by the Assistant Housekeeper or Housekeeper.
- Perform extra duties as required by the company, such a Team acknowledgement events as set out by voyage demands.
- To be familiar and execute the Explora journeys standard procedures appropriate to their role.

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

- A minimum of 24 months (documented and demonstrable) as a Cabin Steward on an Internationally trading Guest vessel, or a minimum of 2 years as a Room Attendant in a high-standard International Hotel (4/5 Stars).
- Proven multi-operational skills in Cruise Ship Housekeeping operation in a multinational environment.
- High School Graduate.
- Certificate of good service in a specialized housekeeping training facility.
- 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.
- Fluent in oral and written English (working & Safety language of the Company).
- Ability to speak, read and write in any major other languages (Italian, German, Spanish, Portuguese, French, Russian, Chinese etc.) is considered a major advantage that could eventually influence the selection for some positions.
- For the Suite host safety and others on board, certain physical abilities will be maintained.
- The Suite Host must be able to climb, bend, perform repetitive motion and eventually heavy lifting.
- The Suite Host must maintain physical fitness to perform tasks associated with performed role.

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