

Housekeeping Stewardess

Gather Resources Madagascar

Description

The Housekeeping Stewardess maintains cleanliness and service up to standard of the assigned area, ensuring a welcoming and orderly environment. As a Company Ambassador provides an inspirational example of leadership in line with Culture essentials and Warm hospitality, Innovation, Diversity, Enrichment, and Responsibility (WIDER) values.

Qualifications

Fluent in English and French communication skills at minimum B2 level written and spoken, both with guests and team. Additional another European language (Italian, German, Spanish) at B1 is an asset;
Minimum of one year of experience in housekeeping, preferably in luxury hotels, resorts, or cruise ships;
Meticulous attention to detail in cleaning, organizing, and presentation;
Ability to handle guest requests discreetly and professionally;
Strong knowledge of customer service, cleanliness, and Health & Safety;
Strong time management and ability to work under pressure; Comfortable with rotating shifts, including nights and holidays; Relevant qualifications in hospitality, housekeeping, or a related field;
Familiarity with cleaning equipment and chemicals, and safe handling practices;
Ability to work as part of a diverse crew in a dynamic onboard environment;
Willingness to work flexible hours, including weekends and holidays;
Strong attention to detail, efficiency;
Physical stamina to handle long working hours onboard, and a proactive attitude.

Responsibilities

Greet guests with courtesy and discretion, respecting privacy;
Maintains cleanliness and order in the assigned area in strict accordance with sanitation standards, while responsibly using materials and products provided by the supervisor;
Refilling all consumables and providing to supply items such as towels, toilet paper, and soap in order to deliver a professional service;
Executes extra duties as assigned, including luggage handling, cabin assistance, and relieving the Cabin Attendant when required, by performing the same tasks with precision and professionalism;
Using the cleaning machinery and chemicals as per manual procedures;
Cleans and maintains assigned lockers, machines, and materials in proper working condition, promptly reporting any malfunctions or breakages to the Assistant Housekeeping Manager to ensure timely maintenance intervention and operational continuity;
Helping in the setup of the sunbeds as well as the cleaning and clearance of the pool areas;
Following the Assistants/Supervisors instructions and actively participating in any needed area of the housekeeping operation; Supporting in the balcony washing.
Helping during the disembarkation and embarkation operation with any additional tasks like wheelchair assistance, etc.
Reporting any maintenance problems around the ship to provide fast and effective solutions.
Handle lost-and-found items with integrity and proper documentation.