

HOTEL OPERATIONS

HK.02.24	Job Description		Effective: 01 May 2005
POSITION TITLE	Tailor & Upholsterer	POSITION GRADE	D
MANAGER'S TITLE	Senior Linenkeeper	DEPARTMENT/DIV	Housekeeping

POSITION SUMMARY

Responsible for the appropriate issuance of uniforms, alterations and mending to uniforms, as well as other cloth materials such as linens, towels, napkins and sheets where necessary.

Upholsterer is responsible for the mending and replacement of material on all ship's furniture.

In order to consistently exceed guest expectations and provide the highest levels of product and services, additional duties and responsibilities may be assigned as needed.

NCL'S PHILOSOPHY OF *S.T.Y.L.E.* – Service Teamwork and Yes Lead to Excellence

In accordance with Norwegian Cruise Line philosophy, all team members work together sharing in a common goal of a successful, profitable and innovative company. Team members are to demonstrate integrity, fairness and honesty. These are our core values that we will live by in our daily interaction with all of our external and internal customers. All team members are to demonstrate and role model all the principles of *S.T.Y.L.E.*

PRINCIPLES OF STYLE

Service, Value, Innovation, Shareholder Value, Health/Safety/Environment, Community Involvement

MOTTO

We are selling vacations and delivering dreams

ESSENTIAL FUNCTIONS

- Possesses a good working knowledge and the proper care and use of sewing and upholstery equipment.
- Issues uniforms to newly sign-on crew.
- Repairs and recycles discarded linens and towels.
- Responsible for the distribution and collection of tuxedo rentals ordered by guests.
- Alters or mends clothing for guests when needed by management.
- Reports any loss or damage of uniforms, fixtures, equipment as well as maintenance deficiencies.

Printed copies are uncontrolled documents.

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<ul style="list-style-type: none">• Maintains all equipment in good working order.• Keeps the linen uniform room and upholstery shop clean and tidy at all times.• Knowledgeable in each other's duties and responsibilities.• Performs other duties assigned by the Senior Linenkeeper.• Must be familiar with the Safety and Environmental Protection Policy and the SEMS, and carry out the policies and procedures appropriate for the position.		

DIMENSIONS

- Must be able to provide quality tailor service for a large passenger vessel that includes up to 1,000 crew, plus up to 15 decks of guest staterooms, public rooms and common areas for upholstery needs.

NATURE AND SCOPE

- Responsible for maintaining correct safety measures and storage procedures at all times.

QUALIFICATIONS, EDUCATION AND ATTRIBUTES

QUALIFICATIONS

- Fluent in English; Speak, Read, Write
- Prior work experience as a professional tailor and/or upholsterer.

EDUCATION

- Minimum high school diploma, and at least one-year prior training as a Tailor or Upholsterer.

ATTRIBUTES

- Responsible and Self Sufficient
- Passionate about hospitality and customer service driven
- Must have a professional appearance and good hygiene
- Respect for all co-workers and guests
- Pride in your work by creating positive energy, excitement and fun
- Able to work 7 days a week
- Demonstrate positive behaviors; smiling, being polite and courteous
- Able to develop a camaraderie with team members
- Ability to live in close quarters, share limited space with other cabin-mates

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PHYSICAL REQUIREMENTS

- While performing the essential functions of this job, all team members are required to stand; walk long distances on the ship; use hands to touch, handle or feel; reach with hands and arms; talk or hear and taste or smell. All vessel positions require repetitive motion of bending, climbing, going up and down stairs and lifting more than 25 pounds. This job requires specific vision abilities to include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- All team members must be physically able to participate in emergency life saving procedures and drills. All vessel positions require full use and range of arms and legs as well as full visual, verbal and hearing abilities to receive and give instructions in the event of an emergency including the lowering of lifeboats.
- Work within different temperature changes—indoors to outdoors.
- Able to pass basic safety course.
- This is a minimal description of duties. Other work requirements may be necessary and assigned as business or maritime law dictates.