

HOTEL OPERATIONS

HK.02.11	Job Description		Effective: 06 June 2005
POSITION TITLE	Laundry Staff	POSITION GRADE	D
MANAGER'S TITLE	Laundry Master	DEPARTMENT/DIV	Housekeeping

POSITION SUMMARY

To provide professional laundry and dry cleaning service to guests, crew and departments on board and within the limits of established company policy and procedures.

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

- Ensures the correct sorting of linens and towels, stain removal and "reject" procedures, washing, drying and folding of laundry.
- Proficient in the use and care of all equipment.
- Responsible for the cleanliness of work areas and machinery.
- Responsible for the storing, cleaning and distribution of all linens, towels, table linens, costumes, guest/crew laundry and dry cleaning, includes washing, spot cleaning, dry cleaning, pressing, folding and properly preparing items for return to operations to guest/crew.
- Sorts soiled linen on the basis of linen type, article type, and soil type.
- Handles stain removal and "reject" procedures by performing pre-and-post treatment of stains.
- Performs proper washing and dry cleaning procedures in accordance to machine instructions and care requirements.

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<ul style="list-style-type: none">• Separates torn linen while performing folding procedures.• Provides assistance to stateroom stewards during turn around day by collecting the soiled linens and towels from guest staterooms if necessary.• Performs other duties as assigned by the Laundry Master.• Must perform to meet standards set by rules and regulations, USPH, SEMS, and NCL Hotel Operations.• Must be familiar with the Safety and Environmental Protection Policy and the SEMS, and carry out the policies and procedures appropriate for his/her position.		

DIMENSIONS

- Must be able to provide quality laundry service for a large passenger vessel that can include from 1,000 to 1,800+ accommodations for guests and crew.

NATURE AND SCOPE

- Responsible for maintaining correct safety measures and performing preventive maintenance procedures at all times.

QUALIFICATIONS, EDUCATION AND ATTRIBUTES

QUALIFICATIONS

- Experience with various types of laundry, dry cleaning, pressing, and folding machines.
- Fluent in English; Speak, Read, Write.

EDUCATION

- Minimum high school diploma, and at least one-year experience with laundry cleaning, the use and maintenance of the equipment, etc.

ATTRIBUTES

- 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

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<ul style="list-style-type: none">• 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		

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.