

# SUNSEEKER CHINA

圣汐中国

## MAINTENANCE GUIDELINE FOR STEWARDESS 乘务员日常工作手册

*“IT S VERY IMPORTANT THAT CAPTAIN, DECK HAND AND STEWARDESS WORK AS A TEAM  
TOGETHER, UNDER THE SUPERVISION OF THE CREW MANAGEMENT”*

在技术顾问的指导下，保持良好的团队合作  
是对每个船员的基本要求！

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## 1 MASTER CABIN 主卧

### Cabin 卧室

- 1) Dusting all the furniture (desk, mirror, chair, drawers, wardrobe) with duster and then clean with paper and glass cleaner.  
用掸子或擦布去掉所有家具（桌子、镜子、椅子、抽屉、衣柜）的灰尘后再用玻璃清洁剂和纸擦净。
- 2) Clean the sofa, cushions and carpet with the vacuum cleaner.  
用吸尘器清理沙发、靠垫和地毯。
- 3) Clean the air condition outlets with a wet piece of paper.  
用湿厨房纸清洁空调通风口。
- 4) Clean the portholes INSIDE and OUTSIDE with paper and glass cleaner.  
用玻璃清洁剂和厨房纸里里外外清洁舷窗玻璃。
- 5) Clean the black shiny ceiling and all the lights in the cabin with paper and glass cleaner.  
用玻璃清洁剂和厨房纸清洁天花板和房间里的所有的灯。
- 6) Clean the TV and the speakers with paper and glass cleaner (don't spray directly on the Tv).  
用玻璃清洁剂和厨房纸清洁电视和音箱（不要直接把清洁剂喷在电视上）。
- 7) Clean all the wood wall and the three doors with paper and glass cleaner  
用玻璃清洁剂和厨房纸清洁木质墙面和三个门。
- 8) Clean door's handles and switch's frame very well with paper and glass cleaner (no finger's print)  
用玻璃清洁剂和厨房纸仔细清洁所有门把手和开关按钮边框（要求没有指纹）。
- 9) Tidy the leather ceiling.  
理顺天花板皮革绒毛。

## **Bathroom** 浴室

- 1) Clean the shower with the right product (bath cleaner/sponge), check if there are hairs in the drainage and clean it. Dry it with paper.  
用浴室清洗剂 and 海绵清洁淋浴间。如果下水口内有头发要清理掉，并用厨房纸吸干。
- 2) Clean the wash basin and the toilet with bath/toilet cleaner and sponge.  
用浴室清洁剂和海绵清理洗手池和马桶外侧。马桶内侧用洁厕液消毒清洗。
- 3) Clean with paper and glass cleaner the furniture (also inside), the porthole (inside/outside), the mirrors and the wood walls.  
用玻璃清洁剂和厨房纸清洁家具(里外)、窗户(里外)、镜子和木质亮光墙面。
- 4) Check if there is enough toilet paper, hand soap, shower gel and shampoo.  
检查洗手间内厕纸、洗手液、沐浴露和洗发液是否够用。
- 5) Fold the clean towels in a nice way and check if there are enough of them.  
配齐干净的毛巾,叠好并检查是否够用。
- 6) Empty and clean the trash bin if necessary.  
清空垃圾(若需要)。
- 7) Mop the floor.  
擦拭地板

## 2 VIP CABIN VIP客舱

### **Cabin** 卧室

- 1) Dusting all the furniture (desk, mirror, chair, drawers, wardrobe) with duster and then clean with paper and glass cleaner.  
用掸子或擦布去掉所有家具（桌子、镜子、椅子、抽屉、衣柜）的灰尘后再用玻璃清洁剂和厨房纸擦净。
- 2) Clean the sofa, cushions and carpet with the vacuum cleaner.  
用吸尘器清理沙发、靠垫和地毯。
- 3) Clean the air condition outlets with a wet piece of paper.  
用湿厨房纸清洁空调通风口。
- 4) Clean the portholes INSIDE and OUTSIDE with paper and glass cleaner.  
用玻璃清洁剂和厨房纸里里外外清洁舷窗玻璃。
- 5) Clean the black shiny ceiling and all the lights in the cabin with paper and glass cleaner.  
用玻璃清洁剂和厨房纸清洁天花板和房间里的所有的灯。
- 6) Clean the TV and the speakers with paper and glass cleaner (don't spray directly on the Tv).  
用玻璃清洁剂和厨房纸清洁电视和音箱（不要直接把清洁剂喷在电视上）。
- 7) Clean all the wood walls and the three doors with paper and glass cleaner  
用玻璃清洁剂和厨房纸清洁木质墙面和三个门。
- 8) Clean door's handles and switch's frame very well with paper and glass cleaner (no finger's print)  
用玻璃清洁剂和厨房纸仔细清洁所有门把手和开关按钮边框（要求没有指纹）。
- 9) Tidy the leather ceiling.  
理顺天花板的皮革绒毛。

## **Bathroom** 浴室

- 1) Clean the shower with the right product (bath cleaner/sponge), check if there are hairs in the drainage and clean it. Dry it with paper.  
用浴室清洗剂和海绵清洁淋浴间。如果下水口内有头发要清理掉，并用厨房纸吸干。
- 2) Clean the wash basin and the toilet with bath/toilet cleaner and sponge.  
用浴室清洁剂和海绵清理洗手池和马桶外侧。马桶内侧用洁厕液消毒清洗。
- 3) Clean with paper and glass cleaner the furniture (also inside), the porthole (inside/outside), the mirrors and the wood walls.  
用玻璃清洁剂和厨房纸清洁窗户（里外都要擦、家具、镜子和木质亮光墙面）
- 4) Check if there is enough toilet paper, hand soap, shower gel and shampoo.  
检查洗手间用纸、洗手液、沐浴露和洗发液是否足够。
- 5) Fold the clean towels in a nice way and check if there are enough of them.  
配齐干净的毛巾，叠好并检查是否够用
- 6) Empty and clean the trash bin if necessary.  
清空垃圾（若需要）。
- 7) Mop the floor.  
擦拭地板。

### 3 STARBOARD CABIN右客舱

#### **Cabin** 卧室

- 1) Dusting all the furniture (drawer, wardrobe) with the duster and then clean with paper and glass cleaner.  
用掸子或擦布去掉所有家具（抽屉、衣柜）的灰尘后再用玻璃清洁剂和厨房纸擦净。
- 2) Clean with the vacuum cleaner the pillows, the carpet and bed's side.  
用吸尘器清理枕头和地毯,还有床边。
- 3) Clean with a wet piece of paper the air condition outlets.  
用湿厨房纸清洁空调通风口。
- 4) Clean with paper and glass cleaner the portholes INSIDE and OUTSIDE.  
用玻璃清洁剂和厨房纸里里外外清洁窗户。
- 5) Clean with paper and glass cleaner the mirrors and all the lights in the cabin.  
用玻璃清洁剂和厨房纸清洁镜子和房间里的所有的灯。
- 6) Clean the TV with paper and glass cleaner (don't spray directly on the Tv).  
用玻璃清洁剂和厨房纸清洁电视。
- 7) Clean with paper and glass cleaner the wood wall and the two doors.  
用玻璃清洁剂和厨房纸清洁所有木质墙面和两个门。
- 8) Clean door's handles and switch's frame very well with paper and glass cleaner (no finger's print).  
用厨房纸和玻璃清洁剂彻底清洁门把手，开关按钮边框（要求没有指纹）。
- 9) Tidy the leather ceiling.  
理顺天花板的皮革绒毛。

## **Bathroom** 浴室

1) Clean the shower with the right product (bath cleaner/sponge), check if there are hairs in the drainage and clean it. Dry it with paper.

用浴室清洗剂和海绵清洁淋浴间。如果下水口内有头发要清理掉，并用厨房纸吸干。

2) Clean the wash basin and the toilet with bath/toilet cleaner and sponge.

用浴室清洁剂和海绵清理洗手池和马桶外侧。马桶内侧用洁厕液消毒清洗。

3) Clean with paper and glass cleaner the furniture (also inside), the porthole (inside/outside), the mirrors and the wood walls.

用玻璃清洁剂和厨房纸清洁窗户（里外都要擦、家具、镜子和木质亮光墙面

4) Check if there is enough toilet paper, hand soap, shower gel and shampoo.

检查洗手间用纸、洗手液、沐浴露和洗发液是否足够。

5) Fold the clean towels in a nice way and check if there are enough of them.

配齐干净的毛巾, 叠好并检查是否够用。

6) Empty and clean the trash bin if is necessary

清空垃圾（若需要）。

7) Mop the floor.

擦拭地板。



#### 4 PORT CABIN左客舱

##### **Cabin** 卧室

- 1) Dusting all the furniture (drawer, wardrobe) with the duster and then clean with paper and glass cleaner.  
用掸子或擦布去掉所有家具（抽屉、衣柜）的灰尘后再用玻璃清洁剂和厨房纸擦净。
- 2) Clean with the vacuum cleaner the pillows, the carpet and bed's side.  
用吸尘器清理枕头，地毯，床沿。
- 3) Clean with a wet piece of paper the air condition outlets.  
用湿厨房纸清洁空调通风口。
- 4) Clean with paper and glass cleaner the portholes INSIDE and OUTSIDE.  
用玻璃清洁剂和厨房纸里里外外清洁窗户。
- 5) Clean with paper and glass cleaner the mirrors and all the lights in the cabin.  
用玻璃清洁剂和厨房纸清洁镜子和房间里的所有的灯。
- 6) Clean the TV with paper and glass cleaner (don't spray directly on the Tv).  
用玻璃清洁剂和厨房纸清洁电视（不要直接把清洁剂喷在电视上）。
- 7) Clean with paper and glass cleaner the wood walls and the two doors.  
用玻璃清洁剂和厨房纸清洁所有木质墙面和两个门。
- 8) Clean door's handles and switch's frame very well with paper and glass cleaner (no finger's print)  
用厨房纸和玻璃清洁剂彻底清洁门把手，开关按钮边框（要求没有指纹）。
- 9) Tidy the leather ceiling.  
理顺天花板的皮革绒毛。

## **Bathroom**浴室

- 1) Clean the shower with the right product (bath cleaner/sponge), check if there are hairs in the drainage and clean it. Dry it with paper.  
用浴室清洗剂和海绵清洁淋浴间。如果下水口内有头发要清理掉，并用厨房纸吸干。
- 2) Clean the wash basin and the toilet with bath/toilet cleaner and sponge.  
用浴室清洁剂和海绵清理洗手池和马桶外侧。马桶内侧用洁厕液消毒清洗。
- 3) Clean with paper and glass cleaner the furniture (also inside), the porthole (inside/outside), the mirrors and the wood walls.  
用玻璃清洁剂和厨房纸清洁窗户（里外都要擦）、家具、镜子和木质亮光墙面。
- 4) Check if there is enough toilet paper, hand soap, shower gel and shampoo.  
检查洗手间用纸、洗手液、沐浴露和洗发液是否足够。
- 5) Fold the clean towels in a nice way and check if there are enough of them.  
配齐干净的毛巾，叠好并检查是否够用。
- 6) Empty and clean the trash bin  
清空垃圾（若需要）
- 7) Mop the floor  
擦拭地板

***If there are guest on board, check always if they used the cabins or the bathrooms, if so clean and make order immediately after.***若有客人在船上，如果他们使用过客舱或浴室记得要检查，待客人下船之后立即清洗干净并且把物品排放整齐。

## **CORRIDOR**走道

- 1) Clean with paper and glass cleaner all side walls from the master cabin up to the saloon.  
用厨房纸和玻璃清洁剂清洁从主卧到客厅的墙面。
- 2) Clean the carpet up to the saloon with vacuum cleaner.  
用吸尘器清洁地毯。
- 3) Clean with paper and glass cleaner the stair's lights, stair's handle. Switch's frame and plug's frame.  
用厨房纸和玻璃清洁剂清洗楼梯灯，楼梯扶手，按钮边框，插头边框。
- 4) Tidy the leather ceiling.  
理顺天花板的皮革绒毛。

## **5 DAYHAED 客厅洗手间**

- 1) Clean the wash basin and the toilet with bath/toilet cleaner and sponge  
使用洁厕剂，浴室清洁剂，海绵清洁洗手池，马桶。
- 2) Check if there is enough toilet paper and hand soap.  
检查洗手间用纸、洗手液、沐浴露和洗发液是否足够。
- 3) Fold the clean towels in a nice way and check if there are enough of them  
配齐干净的毛巾,叠好并检查是否够用。
- 4) Empty the trash bin if necessary.  
清空垃圾（若需要）
- 5) Clean with paper and glass cleaner door's handle and switch's frame。  
用厨房纸和玻璃清洁剂彻底清洁门把手，开关按钮边框。

## **6 KITCHEN 厨房**

- 1) Clean with paper and glass cleaner and all the lights  
用厨房纸和玻璃清洁剂清洁木天花板和所有的灯。
- 2) Keep always the kitchen area very clean and in order  
保持厨房整洁，物品摆放有序。
- 3) Never mix food with cleaning material  
绝不能把食物和清洁用品放在一起。
- 4) Clean once a week the fridge, once a month the freezer and the ice make  
一周清理一次冰箱，一个月清理一次冷柜和制冰机。
- 5) Clean with a wet piece of paper the air condition outlets  
用湿的厨房纸清洁空调通风口。
- 6) Keep order inside the drawers and lockers  
保持抽屉和储物柜的整洁有序。
- 7) Clean with paper and glass cleaner the furniture, Hub and kitchen surface  
用厨房纸和玻璃清洁剂清洁厨房，包括家具、橱柜等。
- 8) Clean once a week with soap, water and sponge the trash bin  
用清洁剂和海棉每周清洁一次垃圾箱。
- 9) Clean with paper and glass cleaner the port side door and the windows  
用厨房纸和玻璃清洁剂清洁侧门和窗。
- 10) Clean with vacuum cleaner the floor and mop it.  
先用吸尘器清洁地板再用抹布、纸擦拭。

## **7 WHEEL HOUSE** 驾驶台

- 1) Dusting all the wheel house area with the duster and the clean with paper and glass cleaner

先用掸子或擦布去掉灰尘后，再用玻璃清洁剂和厨房纸擦净驾驶台所有部位。

- 2) Clean with the vacuum cleaner the pilot chairs and then clean with paper and glass cleaner

先用吸尘器吸尘后，再用厨房纸和玻璃清洁剂清洁驾驶椅。

- 3) Clean with paper and glass cleaner the starboard side door, the windows and the wind screen.

用厨房纸和玻璃清洁剂清洁右舷侧门和窗户。

- 4) Clean with vacuum cleaner the sofa and the cushions.

用吸尘器清理沙发和垫子。

- 5) Clean with vacuum cleaner the dashboard below wind screen, then with paper and glass cleaner

用吸尘器清洁仪表盘，再用厨房纸和玻璃清洁剂擦净。

- 6) Clean with paper and glass cleaner all the lights

用厨房纸和玻璃清洁剂清洁所有的灯。

- 7) Tidy the leather ceiling and the leather side walls.

理顺天花板和侧墙皮革绒毛。

## 8 SALOON 客厅

- 1) Clean with paper and glass cleaner the mirrors ceiling and all the lights  
用厨房纸和玻璃清洁剂清洁天花板上的镜面和所有的灯。
- 2) Clean with vacuum cleaner or duster all the chairs, then with paper and glass cleaner  
用吸尘器吸尘后再用厨房纸和玻璃清洁剂清洁所有的座椅。
- 3) Clean with a wet piece of paper the air condition outlets  
用湿的厨房纸清洗空调通风口。
- 4) Dusting the table and the table's leg and clean with paper and glass cleaner  
先用掸子或抹布清尘后再用厨房纸和玻璃清洁剂清洁桌面和桌脚。
- 5) Dusting the furniture (also inside) with duster and clean with paper and glass cleaner  
用掸子或抹布清尘后再用厨房纸和玻璃清洁剂清洁所有家具内外。
- 6) Clean with paper and glass cleaner the windows and the main door  
用厨房纸和玻璃清洁剂清洁窗户，玻璃门。
- 7) Clean with vacuum cleaner the carpet  
用吸尘器清理地毯。
- 8) Dusting all decoration objects (frame, tissue boxes, boxes, lamps etc) with duster and clean with paper and glass cleaner. Extra care with the fragile items  
用掸子或抹布清尘后再用厨房纸和玻璃清洁剂清洁所有装饰物（架子、纸巾盒、盒子、灯等等），对易碎品要极为小心。
- 9) Clean the port fridge and the wine cooler and make sure that is always full with drinks  
清洁客厅左侧冰箱，冷酒柜并确保酒水充足。
- 10) Clean with vacuum cleaner all the sofas and cushions  
用吸尘器清理所有的沙发和靠垫
- 11) Dusting the table with the duster and clean with paper and glass cleaner  
用掸子或抹布清尘后再用厨房纸和玻璃清洁剂清洁桌子。
- 12) Clean with a wet piece of paper the air condition outlets  
用湿的厨房纸清洗空调通风口。
- 13) Lift up the TV and dusting it

升起电视机清尘。

- 14) Tidy the leather ceiling  
理顺天花板皮革绒毛。

## **9 CREW CABIN 船员舱**

- 1) Clean every two days the bathroom with bath/toilet cleaner, the floor with vacuum cleaner and once a week mop it.  
用洁厕剂，浴室清洁剂每两天清洗一次浴室；用吸尘器清理地板并每周擦拭一次。
- 2) Keep always the crew quarter in a perfect conditions.  
保持船员房间的整洁
- 3) Clean with paper and glass cleaner the walls, doors, lockers, wardrobe, lights, switch's frame, sofa, table....  
用玻璃清洁剂，纸清洁墙壁，房间门，储物柜，衣柜，灯，开关按钮边框，沙发，桌等。
- 4) Wash every Friday crews cabin's bed sheets.  
每周五清洗船员舱里的床单

## 10 LAUNDRY 洗涤

The stewardess are responsible to wash and iron: 服务员负责清洗和熨烫

- I. Crew uniform 船员制服
- II. Towels 毛巾
- III. Beddings 寝具
- IV. Table cloths, table runner, place mat 桌布, 桌巾, 餐具垫
- V. Owner's cloths (if he ask for it) 船主的衣服 (如果船主要求)

### Crew uniform 船员制服

We have two different kind of uniform: 船员制服分两类

- Working uniform: to use every day to clean the boat. Each crew member has to wear it and take care about the washing.  
工作服: 清洗船及上班期间使用, 由每名船员自己清洗。(船员上班时必须穿着工作服)
- Official uniform: to use only when guest are on board or the company request it. This uniform must be on board and nobody is allow to bring it at home.  
正式制服: 只有客人用船或公司有特别要求时才使用。正式制服必须放在船上不允许带回家。
  - 1) Every time that the crew uniform has been used, wash and iron it.  
每次穿着后, 都需清洗, 熨烫。
  - 2) The crew uniform must always be ready, in case of guest or company request.  
随时备好制服, 以防客人或公司临时有需要。

**NEVER WASH COLOR WITH WHITE CLOTH**

决不可将白色衣物与带色衣物混合洗涤

**NEVER LEAVE CLOTH IN THE WASHING MACHINE OVERNIGHT**

不可将衣物整夜留在洗衣机中

### Towels/Beddings 毛巾/寝具

Wash the towels and beddings every time that has been used.

毛巾和寝具每次使用后都需清洗。



## GENERAL REQUIREMENT 常规

- 1) Once the cabins are cleaned, close the doors and no crew is allowed to go in  
船舱清洁完毕后，关上门，船上工作人员不得无故进入。
- 2) Teach the rest of your crew how to behave correctly inside the boat and to respect your work.  
告诉其他同事尊重你的工作。不得破坏干净整洁。
- 3) Keep always a piece of paper in your pocket to clean the handle and the light's frame. (not when guests are on board)  
随身携带干净的纸张和布以便清洁门把手和开关框。
- 4) Put the cushions on the sofa in a nice way and divided by colors.  
将靠垫按颜色摆放在沙发上。
- 5) Be always polite in front of Guest, Management and crew  
在船主和客人面前要有礼貌。
- 6) Keep your self very clean (cloth, hands, hairs, feet, teeth)  
保持自身干净整洁(衣服，手，脚，头发等)
- 7) Respect the order from the captain.  
遵从船长的命令和安排。
- 8) Work always as a team with the crew.  
与其他同事团结合作。
- 9) When there are guest on board keep always eyes open and be ready to serve them.  
当有客人在船上时，注意客人的一切需要并及时提供服务。
- 10) If you are going to have food in the crew cabin, through the rest of it in the trash bin outside the boat and ***very important*** leave the crew quarters clean (table, sofa ecc).  
若在船员舱用餐,需将剩下的食物扔在船外的垃圾箱,同时保持船员房间的整洁,包括桌子,沙发等(这点非常重要).
- 11) If you need a day off or Holiday, fill up the leave request form and give it to the crew management (Andreas/Chiara). They are the only persons who can approve your request.  
船员请假或休假,首先要填写休假单并提交给Andreas或Chiara，只有Andreas和Chiara有权利准假。

**IF YOU ARE NOT SURE HOW TO USE THE CLEANING MATERIAL, PLEASE ASK THE CREW MANAGEMENT FOR HELP IN ORDER TO AVOID ANY DAMAGE.**

如果你不太熟悉清洁用品的使用方法，请你咨询船员管理负责人，以免造成不必要的损伤。

**NOTES 备注**

- TO AVOID POTENTIAL BIG DAMMAGE AND COSTS FOR THE OWNER, THE COMPANY AND ALSO YOURSELF, PLEASE INFORM THE CREW OR AFTER SALES MANAGEMENT IMMEDIATLY FOR HELP OR INFORMATION IN CASE OF ANY QUESTIONS OR PROBLEMS.

为了避免潜在的巨大隐患，并避免给船主或是公司及您本人带来损失, 遇到任何问题或疑问时，不要犹豫，请马上通知其他船员或技术顾问。

- IF YOU HAVE ANY SUGGESTIONS TO ADD TO THE WORKING LIST YOU ARE ALWAYS WELCOME TO DO SO, MODIFICATIONS ARE ALWAYS NECCESARY AND YOUR INPUTS ARE HIGHLY ENCOURAGED

如果您有什么建议要添加到工作清单欢迎您随时提出. 我们会大力支持您具有价值的观点和想法, 并深信改进总是必要的。

- LET'S WORK TOGETHER AS A PROFESSIONAL SUNSEEKER-TEAM!!

让我们携手共进，成为一个专业的圣汐团队！

**THE MANAGEMENT**

船员管理部

DECEMBER, 2010

2010年十二月