GENARO TORRES BERNAL

CRA 85B # 52B56 BOGOTA COLOMBIA

Passport AW404372 torres-100@live.com - live:torres100-1-SKYPE +57-3242090974(wife) +57 -3112181429

OBJECTIVE:



I like working on Ship cruises because I know people of various nationalities I learn and know many cultures and customs, the world is known traveling and providing excellent customer service, and a good salary is earned in this way I can support my family, Performing the position of STATEROOM ATTENDANT, this company is very famous with its cruise line around the world.

PROFESSIONAL EXPERIENCE:

From December 11, 2023 until today I have been at home.

PRINCESS CRUISE LINES, LTD. Jun 25 – 2023 to Dec 11 - 2023 Stateroom Steward

- Cover the section when the Stateroom Attendant is sick or has a day off.
- > Supply the Lockers with toilet paper and all the materials that the cabin attendants need.
- > Stock the lockers with towels, sheets, covers, and everything the cabin attendants need.
- > Do special clean of the pantry's and keep them organized.
- > Clean the officers and staff cabins and take the uniforms to the laundry.

DOUBLE TREE BY HILTON HOTEL BOGOTA January 15-2017 to DEC 23-2019 CABIN STEWARD

- Introduce myself to guest and welcome them.
- > Keep the rooms clean and organized.
- \succ Be allowed if they need anything.
- > Use the chemicals suitable for two for cleaning.
- > Give them information on tourist sites if required.

March 15- 2011 to November 30 - 2016 ROYAL CARIBBEAN MIAMI STATEROOM ATTENDANT

- > Introduce myself to the passengers and welcome them on board.
- > Maintains cleanliness of carpets inside cabin and passageway by vacuuming/ or sweeping, cleaning of Showers, sink and toilet bowls.
- > Take the bags to the cabin. Meet the requirements of the quest.
- > Keep the rooms very clean and organized.
- > Make changes in the lines indicated days and when is necessary.

Keep the public area of the assigned section clean.

PULLMANTUR CRUISES – Barcelona, Spain January 2005 to December 2011 CABIN STEWARD

- Introduce myself to the passengers and welcome them on board.
- Verify that they have full luggage.
- Take their clothes to the laundry.
- Keep the room clean and organized

EDUCATIONAL BACKGROUND

BOGOTA, COLOMBIA

National Institute Juan Jose Neira1990 - 1995BOGOTA, COLOMBIA
Departamental School Antonio Nariño1985 - 1989BOGOTA, COLOMBIA
Colombian Air Force Military Service1984 - 1985

LANGUAGES

- Spanish: native language.
- English: fluent (speaking, reading, writing).
- Italian: intermediate.

REFERENCES

NAME: DOUBLE TREE BY HILTON HOTEL BOGOTA CAMARERO DE HABITACIONES (CABIN STEWARD) Company – Position Year Know 15 / 01 / 2017 TO 10 / 12 / 2019

NAME: PULLMANTUR CRUISES BARCELONA SPAIN CABIN STEWARD

Company - Position Year Known 15/ 01 / 2005 TO 10 /01 / 2011 Cell Phone Number 34 914188779





GOVERNMENT OF BERMUDA



SEAMAN'S DISCHARGE BOOK

Discharge Book No BOSS-SDB-13102-23		
Sumame TORRES BERNAL	Date Of birth 22 May 1966	
Other Name(s) Genaro		
Nationality COLOMBIAN	Country of Birth	
Date of Issue	Expiry Date	
6 September 2023	6 September 2033	
Signature of Issuing Officer	Signature of Holder	
abbel	Gerraro Tomes	
	BOSS-SDB-13102-2 Sumame TORRES BERNAL Other Name(s) Genaro Nationality COLOMBIAN Date of Issue 6 September 2023	



Dashboard

My AppraisalsResources

Welcome Julia Yamira Munoz Avila (RD Spv Stateroom Baja & Aloha (port))

Torres Bernal

Discovery (XP)

Final Appraisal

06/25/2023

667786

Search by: Surname, Forename, Position, Known As, or MAPS ID

Actions Approvals Help

Surname: MAPS ID Number: Current Ship: Date Joined Ship: Appraiser:

Appraisal Type:

Final Appraisal is due in 13 Days

Appraisal Status: Pending 1st Approval Current Approver: Istvan Visnyovszki Most Recent Action: Julia Yamira Munoz Avila Approved on 11/24/23 3:48 PM

Julia Yamira Munoz Avila

Commitment to the Company Mission, Vision and Values; Demonstrates Culture Essential Behaviors

[14% of Appraisal] [Section Score: 3 out of

Sign

Out

Minimum of 2 Observations to be entered here based on: what the teammember did, how they did it, and how consistently they did it.

Demonstrates personal commitment to, advocates for, and effectively communicates the company's core values, goals, and initiatives.

Treats all people with dignity and respect; shows respect for and understanding of diverse points of view.
Prioritizes ethics and compliance, including health, environmental protection, safety, and security in day-to-day duties.
Encourages others and demonstrates the ability to speak up, raise concerns, suggestions, and questions issues of non-compliance without fear of retaliation.

Brand: **Evaluation Position:** Planned Disembarkation: **Delegate Supervisor:**

Appraisal Category:

Forenames:

Search:

Genaro Princess Jr SRS Stateroom Baja & Aloha (port) 12/11/2023

Meet Slandards

Comments:

During this time Genaro has demonstrated a commitment to the company's values, goal and at times take initiatives. Genaro also displays a positive attitude while doing officers cabins,

Contribution to Guest and Team Experience

Minimum of 2 Observations to be entered here based on: what the teammember did, how they did it, and how consistently they did it.

- Contributes to a welcoming and professional environment for guests and teammates.
- Understands how their performance, directly and indirectly, impacts the guest experience.

Needs Improvement - Sometimes Meets Standards

Comments:

Genaro provides a posilive approach to officers. During his contract he received an approximately 3-5 comment letters which were recorded in his journal. These letters were posilive and praised him i requests. As a Jr somellimes he was covering section and observations showed that guest were adjusting their speed of conversation so that Genaro could understand their requirements. Its been notic with CAT device and the use of gems.

Commitment to a Culture of Learning and Improvement

Minimum of 2 Observations to be entered here based on: what the teammember did, how they did it, and how consistently they did it.

- Seeks opportunities to learn and develop skill proficiency and improve work quality. Ensures that all mandatory/required training is completed on time.
- Learns from incidents and takes steps to ensure that they don't reoccur thinks ahead to examine potential consequences of actions.
- Demonstrates ability to problem solve and adjust to challenges to meet new requirements.

Consistently Exceeds Standards

Comments:

Genaro completes all his training within good time through GLADIS. He also attended Tracker training with Security and day to day training in rooms division. He also assists a training with security reg TRAKA machine. He also attended L&D training and was willing to learn and develop his skills and improve.

Proficiency in Role Responsibilities

Minimum of 2 Observations to be entered here based on: what the teammember did, how they did it, and how consistently they did it.

- Demonstrates an understanding and ownership of assigned tasks and responsibilities outlined by the job description.
 Performs duties with the functional and technical knowledge and skills to do the job correctly; produces high-quality, accurate work.
- · Contributes to the efforts that support established team and department goals.

Needs Improvement - Sometimes Meets Standards

Comments:

Genaro demonstrates an understanding and ownership of his assignment as a Jr. He was willing to help his teammates. And although there were times in which he needed to rectify officer's cabins ber cleaning, he will take the advice and rectify it right away without any complaint. Observation shows also that he needs improvement on guest's stateroom and with right training he may be able to fully c

Managing Company Resources

Minimum of 2 Observations to be entered here based on: what the teammember did, how they did it, and how consistently they did it.

- · Responsibly handles all assets (supplies, equipment, materials) with care to avoid damage, loss, or unnecessary waste.
- Displays an understanding of how the team member directly or indirectly impacts the financial success of the operations.

Consistently Exceeds Standards

Comments:

Genaro displays an understanding of how the learn member directly or indirectly impacts the financial auccess of the operations in regard to assets. He handled a good use of the supplies, equipment a to avoid damage, loss and unnecessary waste. And find time to keep his equipment clean and in good condition.

Team Engagement and Communication

Minimum of 2 Observations to be entered here based on: what the teammember did, how they did it, and how consistently they did it.

- Speaks up to share ideas or information on important issues.
- Serves as a positive influence on others through supportive communication and actions.

Consistently Exceeds Standards

Comments:

On a daily basis Genaro received positive comments and was friendly towards his peers. He regularly performs with a positive attitude and as a Jr he always tries his best to help srs with towels and st supervisor and followed up to ensure operation on the decks. He performed well in his area and met the standard.

Overall Score & Rating: 4 - Meet Standards Future Development Goals: (Required)

[14% of Appraisal] Section Score: 5 out of

(14% of Appraisal) Section Score: 5 out of

(14% of Appraisal) [Section Score: 5 out of

[Section Score: 2 out of

[14% of Appraisal]

[Section Score: 2 out of

(30% of Appraisal)

Genaro finishes his contract on Discovery Princess and was under my supervision for approx. 3 months. Genaro was able to perform in a daily basis and received positive comments from his office in his journal praising him for his dedication, attention to detail and hard work. Genaro was a Jr that was always willing to help his tearmates and ask questions if he needed, always reachable and instructions, willing to grown within the company. Genaro was good at escalating issued so that they could be resolved in a timely manner. Due to personal reason Genaro decided to short his cont all your hard work and we wish you all the best in your future endeavors and your strengths of providing a great guest experience. Wish you the best

Shoreside Corporate Review

Performance within acceptable levels, no further review needed Additional Comments for Corporate Review (these comments and the recommendation above will not appear on the appraisal)

- Appraiser Only Section:

(This section is not visible to the Appraisee)

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				Previo	
ato Croatod	Created By	Event Code	Event Date	Event Comments	
ov 23, 2023	Julia Yamira Munoz Avila	Positive Performance	Nov 21, 2023	Today Genaro covered section 61. Receiving congratulations from the B626 VIP booth for his good service and good attitude in placing ice both morning and night.	
lov 23, 2023	Julia Yamira Munoz Avila	Positive Comment	Nov 19, 2023	While doing inspection of the officers cabins, cabins 42036, 42038, 42048 and 42050 at the time of inspection were found to be in very good clean condition and well organized.	
ct 19, 2023	Julia Yamira Munoz Avila	Positive Performance Comment	Oct 19, 2023	Today Genaro received one comment from his cabin stateroom 52001 "Thank G hard work and always keeping the stateroom clean and on a high standard, thar amazing quality work and make his customers happy".	
Oct 15, 2023	Julia Yamira Munoz Avila	Positive Performance Comment	Oct 14, 2023	During this lurnaround X344, RDM, Executive Room Division Corporate Ms. Fer inspected aloha portside overall deck including valet runners performance. He for instructions given to him for turnaround and did a gob job been fast with clearing follows all instructions for turnaround new system.	
Sep 6, 2023	Julia Yamira Munoz Avila	Positive Performance Comment	Sep 6, 2023	Today 09/06/2023 Mr. Genaro received a positive comment regarding his perfor You Genaro for your outstanding service". He has been doing officer cabins and comment from cabin number 51027 officer with three stripe on the electrical dep Genaro, keep going with the hard job.	
Sep 6, 2023	Julia Yamira Munoz Avila	Positive Performance Comment	Sep 6, 2023	Today 09/06/2023 Mr. Genaro received a positive comment regarding his perfor You Genaro for your outstanding service". He has been doing officer cabins and comment from cabin number 51027 officer with three strips on the electrical dep Genaro, keep going with the hard job.	

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- Appraiser/Approver Sign-Off History:

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Created	Previous Status	Action	To Status	Appraiser	Comments
Nov 24, 2023	In Progress	Approved	Pending 1st Approval	Julia Yamira Munoż Avila (RD Spv Stateroom Baja & Aloha (port))	
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Editor

Julia Yamira Munoz Avi Julia Yamira Munoz Avi Julia Yamira Munoz Avi Julia Yamira Munoz Avi Julia Yamira Munoz Avi

Time : 11/24/2023 09:15:39 PM



has successfully completed a course of proficiency in Elementary First Aid approved by Examined by Bahamas Maritime Authority, meeting the requirements laid down in This is to certify that STCW 95 Regulation V1/1-3. ウエ Sun Cruises MEDICALOFFICER DAVID HOLROYE M. B., Ch. B. D. A. **Genaro Torres** SUN CRUISES Date 11 Feb 23 000286 *X*

Royal Caribbean International



Nominee for GOLD Premiere Award

Employee of the Month

Presented to:

GENARO TORRES

On board the Legend of the Seas for the month of August 2013 In Recognition of Your Outstanding Performance and Commitment to the Gold Anchor Standards

4. Ollan

Captain ARILD HANSEN

has completed ROYAL CARIBBEAN CRUISES / CELEBRITY CRUISES / AZAMARA CRUISE LINES Bed Bugs, Product knowledge and Safety. This Fulton Marine Certified Technician P **19TH** FULTON MARINE INTERNATIONAL TORRES BERNAL, GENARO This is to certify that hours training in Marine Pest Management day of OCTOBER, 2013 of 0 5 mm ann 3 m -----

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to TORRES GENARO Adventure of the Seas EH Stelian Abrudan Housekeeping Employee of the Month Award (December 2016) the set to sufficiency Houselweper S.C.

