

OCEANIA CRUISES®

Your World. Your Way.®

Before You Set Sail

Your “Need-to-Know” Guide

Housekeeping and Butler Departments



International Cruise Services, Inc.

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Housekeeping and Butler Departments

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Welcome On Board!

Welcome to the Oceania family! In addition to the general *Before You Set Sail (BYSS)* guidebook, this departmental guide is intended to provide you with helpful information before you join your assigned ship. Please ensure that you received a copy of the General BYSS so that you can thoroughly familiarize yourself with the company's general policies as well as with the living conditions on board. If your recruitment agency did not provide you with the General BYSS of International Cruises Services, Inc., please ask them for it.

As you familiarize yourself with your new position on board Oceania Cruises, we would like you to keep in mind our overall goal:

At Oceania Cruises, we provide the highest quality cruise product for discerning travelers by offering the finest culinary experience at sea, meticulous attention to detail and a warm and inviting casual, country club ambience on every voyage. Combining extraordinary comfort, exceptional value and the world's most alluring destinations, we provide our guests with an enriching and rewarding travel experience.

We want to provide our guests an experience unlike any other. Our number one goal is to create loyal guests and YOU play a large role in helping us achieve this. Your positive attitude and accommodating interaction with our guests is what they will remember most about their cruise. YOU are an integral part in fulfilling the Company promise of service excellence and we depend on having the best people in all areas of our operation. International Cruise Services, Inc. believes in rewarding your efforts, achievements and ability to work as a positive member of the team.

Once On Board

Joining a cruise ship for the first time can be overwhelming. In the beginning, there is a lot of paperwork and training that you will be asked to complete, and you might feel a little lost, but we would like you to keep in mind that we were all new once and you will soon get the hang of it. Be friendly, keep a positive attitude, and most importantly ask questions if you do not understand something. If you follow this simple advice, things will soon fall into place.

In your sign-on package, which you will be given when you get on board, you will receive the 'Employee Handbook and Safety Guidelines'. Please take the time to read this handbook as it has very important ship information including Company standards, policies and procedures; it will guide you and help you understand what is expected.

Team Work

It is important for everyone – in and out of your department - to get along and to work together as a team. Living and working on board can be very difficult and challenging at times. You are going to work with fellow crewmembers from different

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nationalities, ethnic backgrounds and religions. Therefore, it is very important to be respectful of one other and to try to (formatting doesn't allow me to move up the sentence...)fit into your new working and living environment. Remember, you are not alone; should you have any difficulties adjusting to life on board, you can count on others to help you. Before you can fulfill the Company's service promise to the guests, you need to ensure that you are helpful and courteous to your fellow crewmembers. This means that you should not only care about being respectful of your guests, but also, of your co-workers and your team members. It takes the entire shipboard team working together to meet and exceed the expectations of our guests which, in turn, creates an unforgettable vacation experience for them.

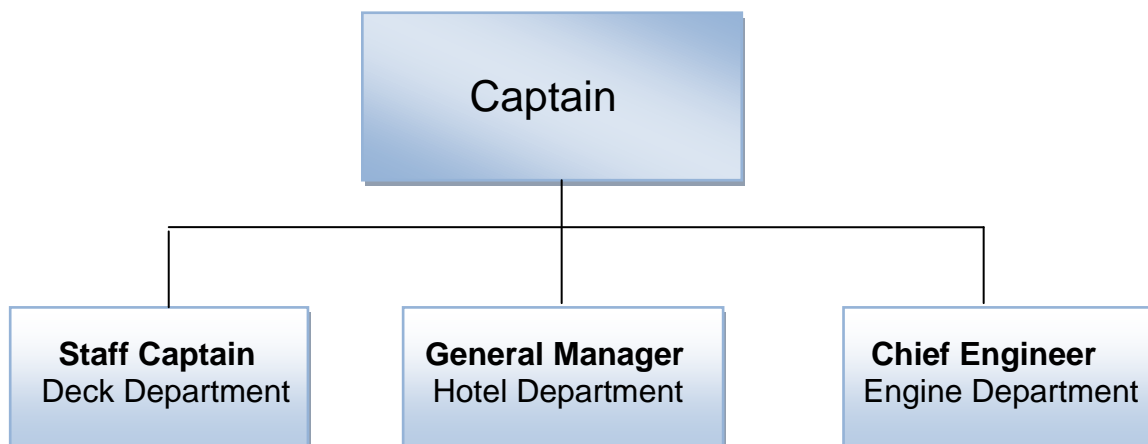
Ship's Organization

The Master (Captain) is the highest authority onboard and is in charge of the vessel in respect to the overall safety, security and navigation.

The Staff Captain is the Captain's right-hand man; he will take over if anything happens to the Captain. He oversees the safety, security on board and the sailors (deck hands) in the Deck Department. The Staff Captain has also been tasked to handle all disciplinary actions.

The General Manager is wholly in charge of the Hotel Department on board and oversees all aspects of the hotel operations, guest services concessions and financial functions aboard the vessel.

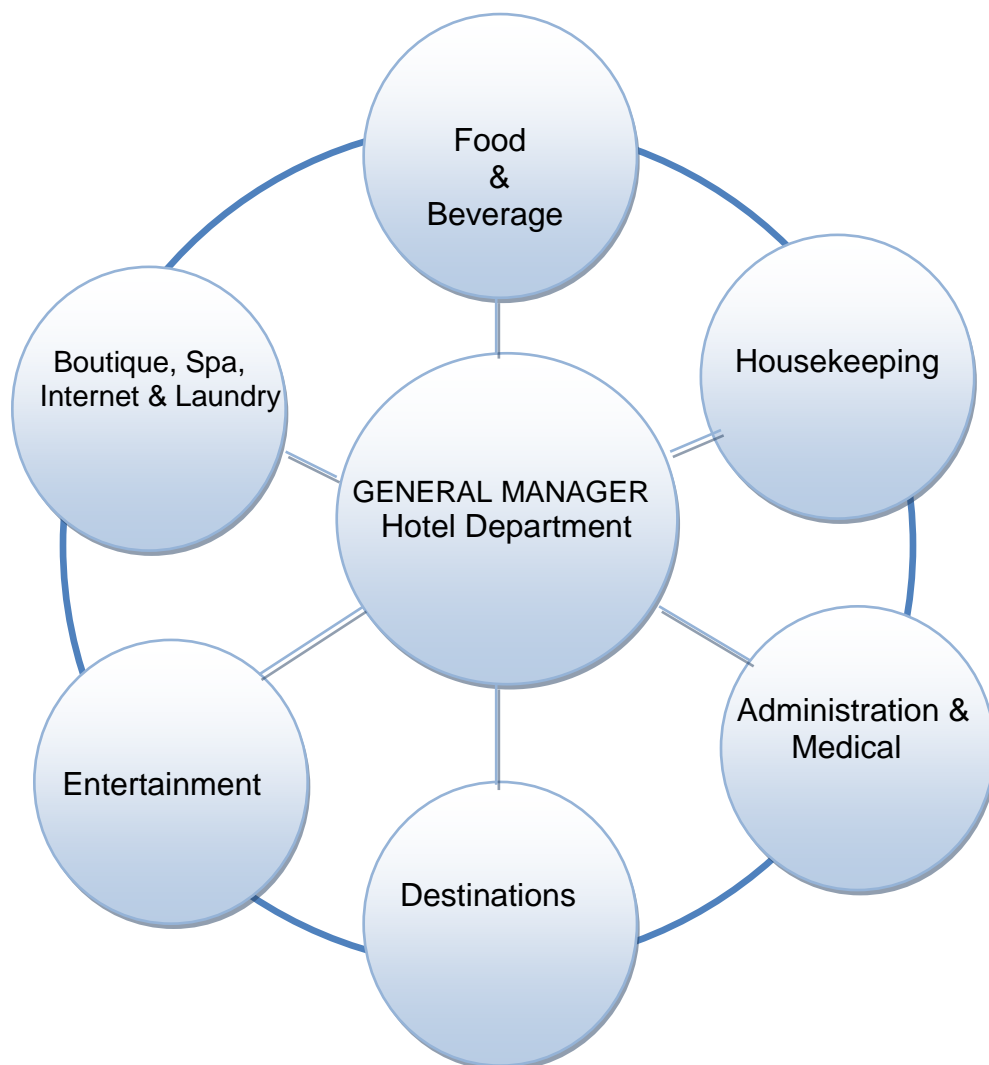
The Chief Engineer is in charge of all of the technical aspects of the vessel concerning the engine, refrigeration, water and air-conditioning.



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Hotel Department Organization

The General Manager is in charge of all the hotel services below:



Categories of Employees

There are three (3) categories of employees on board: Officers, Staff and Crew. Officers are visible by their uniform and shoulder-stripes that show their rank. Staff includes employees in all departments with exception of the Food & Beverage, Housekeeping & Laundry departments. Crew are employees in the bar, housekeeping, dining room, galley and provisions. Most crew cannot go into public areas when off duty. Please refer to the benefit grid in your sign-on package for benefits specific to your position.

Ship Classes

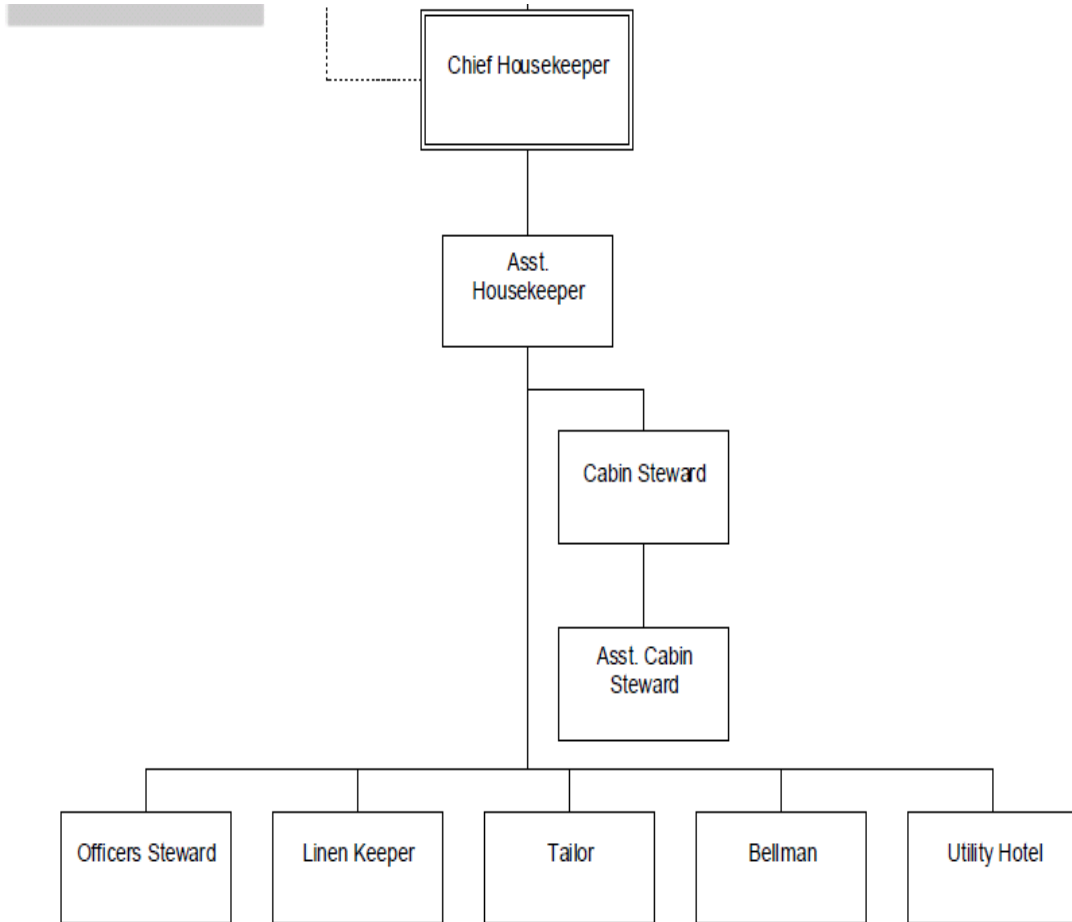
Oceania Cruises has two (2) types of ship class. The R-Class ships are mid-size ships that accommodate 684 guests and 393 crewmembers on board. They include the Insignia, Nautica and Regatta. The O-Class ships, Marina and Riviera are newer, larger ships and can accommodate 1,250 guests and 778 crewmembers on board.

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Housekeeping Department Organizational Chart

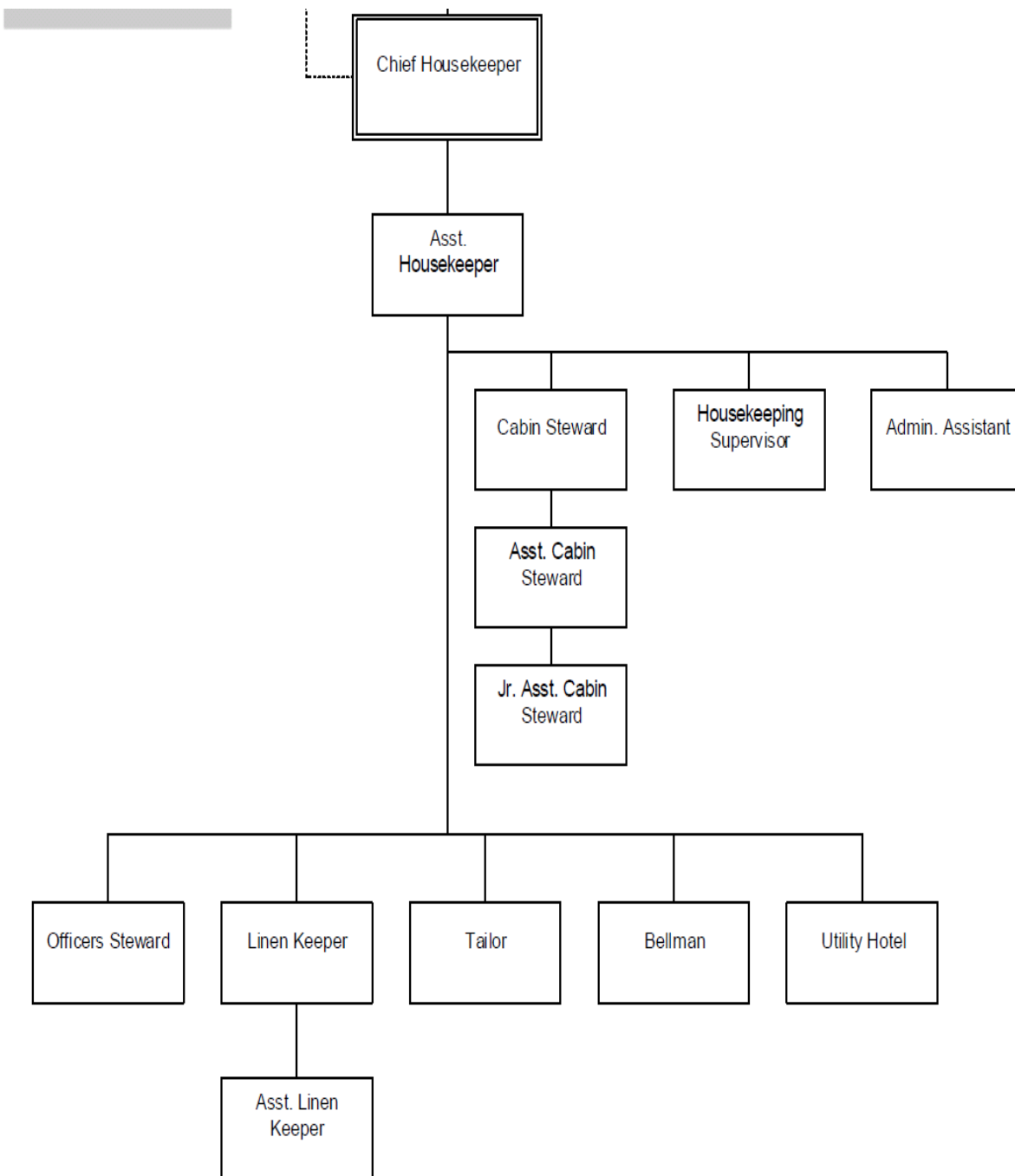
The Housekeeping Department is organized on the two (2) classes of ships as follows:

R-Class Ships: Insignia, Nautica & Regatta



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O-Class Ships: Marina & Riviera



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Gratuities

While the amount of gratuities you receive varies from one cruise to another depending on itinerary, guest count and weather, below please find **an estimated amount** based on actual figures:

Position	Salary	Average Wages
Butler	\$0.00 + gratuities (minimum guarantee \$1,124.00)	\$2,600.00
	Note: distributed thru AB system	
Cabin Stewardess	\$0.00 + gratuities (minimum guarantee \$1,124.00)	\$2,500.00
	Note: distributed thru AB & ABC system	
Asst. Cabin Steward	\$0.00 + gratuities (minimum guarantee \$752.00)	\$1,100.00
	Note: distributed thru AB & ABC system	
UT Hotel	\$608.00 (no gratuities)	\$608.00
Junior UT Hotel	\$501.00 (no gratuities)	\$501.00

ABC SYSTEM on O-class & AB SYSTEM on R-class represent the manner in which gratuities are divided; A, B & C being the degree of complexity of each section & gratuity amounts according to it.

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Housekeeping A to Z

- **Afternoon Duties/Stewardess on duty** – Two (2) Stewardesses, together with the Bell Person, will carry out afternoon duties between 1:30PM and 6:00PM. The Chief Housekeeper will post the schedule at the beginning of each cruise. During this time, you will respond to guests' requests, clean undone staterooms as well as deliver correspondence for the Reception and the Bridge.
- **Breakfast** – continental breakfast is being offered to guests between 6:30AM– 10:30AM and must be served within the first fifteen minutes of the time indicated by the guests. The Room Service Stewards will deliver and the Stewardess will collect the trays from the staterooms & return them to the assigned area, or call Room Service for pick-up (where available).
- **Back Support** – must be worn by all crew whenever lifting heavy objects (luggage, mattresses) in order to protect your spine. You can collect your 'Back Support' from the Linen Keeper, who will collect a monetary deposit, which will be returned to you at the end of your contract. If you wish to keep it with you, the cost will be deducted from your monthly payroll.
- **Balconies** – you and your assistant will be cleaning them together. Furniture, bulkheads, railings, windows and frames, drains and floors must be clean and salt free. The deck department will carry out scheduled washing of balconies, but day-to-day maintenance belongs to you. The night before washing (during the turndown service), you will deliver a card to notify the guests, that their stateroom balcony will be washed the following morning.
- **Bathrooms** – Although cleaning of bathrooms is assigned to the Assistant Cabin Steward, the Cabin Stewardesses are in charge of the section. Therefore, it is the Cabin Stewardess's responsibility to check on the Assistant to ensure cleanliness and proper set-up. Cleanliness of bathrooms will also be part of both performance evaluations.
- **Beds** – are all twin-sized, but can be put together as a double bed. The majority of our guests prefer a double bed, but a small percentage opts for two (2) twin beds. Although the list of requests is placed in the HK office before each embarkation, you might be required to change the set-up upon the guest's arrival.
- **Blankets** – all guests' blankets are wool and come in two (2) sizes, twin and double. The antiallergenic blankets are made of acrylic fiber and are available in the linen room. Each section will have a number of spare blankets, which should be neatly folded and placed on the top shelf in the closet.
- **Cleaning Chemicals** – only company-approved chemicals can be used for cleaning onboard the ship. Always follow safety and usage instructions and watch the consumption.
- **Cleaning Standards** – must be kept very high to ensure the guests' safety and satisfaction, as well as prolonging the life of the ship. In order to fulfill all the requirements, you need to be very systematic and well organized in your work. The Chief Housekeeper and Assistant Housekeeper will provide proper guidance and training.
- **Comment Cards** – are a way for the guests to communicate their satisfaction or dissatisfaction with our service. All comment cards are carefully read and analyzed by

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management in order to improve our service. Housekeeping staff always strives to achieve the highest positive return on comment cards.

- **Constructive Comments from guests** – whenever guests express dissatisfaction with your service, or you overhear a negative comment regarding the service in another department, you need to notify your Supervisor, so appropriate action is taken immediately. No guests should ever leave the ship dissatisfied with our service; therefore, it is important that we acknowledge guests’ complaints and find solutions to their problem immediately.
- **Corridors** – The cleaning of corridors is a team effort. All ceiling panels, picture frames, and railing ledges must be dust free at all times, and the walls must be clean of luggage marks. Your assistant must vacuum the corridor twice (2) a day; during morning service, between 8:00AM– 1:00PM and evening service, between 6:30PM–9:00PM.
- **Coasters** – place two (2) coasters on every stateroom tray and replace them whenever they are used.
- **Carpets** – all carpeted areas must be vacuumed twice (2) daily, during morning and evening service, as frequent and thorough vacuuming will remove soil and dust build-up. Corners, under the beds and other hard-to-reach areas require your special attention. All vacuuming must be done between 8:00AM–1:00PM and 6:30AM–9:00PM. All spills and stains should be sprayed with the carpet revitalize, rinsed with clean water, and blotted with a dry rag. Any stubborn stains or carpets in need of shampooing must be reported to the Assistant Housekeeper or the Chief Housekeeper.
- **Currents** – This is the official, daily program of Oceania Cruises - all shipboard timetables and shore-side information is included in *Currents*. During turndown service, you will place a copy on the bed. Extra copies are available for any guest who requests them. You are also required to read and keep one (1) copy on the trolley to be able to answer guests’ questions.
- **Curtains & Sheers** – vacuum them, at least once (1) a week, to remove accumulated dust. In the long run, your job will be much easier as the dust will not fall back on the furniture whenever you - or guests - close and open the curtains. As curtains have lining, they must be vacuumed on each side. Do not remove any curtains or sheers for washing without the Assistant or Chief Housekeeper’s approval. Small spots can be tried with water and a clean rag.
- **Debarkation** – is the busiest day of the cruise.
- **Directory of Services** – inspect the pages regularly and replace the damaged ones, as well as writing paper, envelopes, and breakfast cards, postcards, note pad from the set-up drawer, or “organizer” where available. On the last day, before debarkation, during the evening service, prepare each Directory. The Directory should never be removed from the stateroom or hidden in any other place.
- **Doors, Staterooms** – the surface of stateroom doors can be easily scratched and damaged therefore, you should never use any sharp objects to tap on them; regular cleaning should be done with a cloth and Oxivir.
- **Doorsteps** – are all stainless steel and require daily cleaning and wiping to prevent dust and shoe marks from building-up. A damp cloth and Oxivir should be used on a regular basis.
- **Doors/Widows – Balcony** – must be clean and salt free.

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- **Duvets** – when making beds, duvets should never be placed on the floor. Duvet covers must be changed on Debarkation day, if soiled, and as per attached schedule.
- **Furniture** – must be dusted and cleaned during each service.
- **Embarkation** – you have to escort the guests to their staterooms and assist with luggage.
- **H2O Oceania Water** – is free of charge and should be replaced as needed.
- **Glasses, Ice Bucket, Tray and Tongs** – each stateroom is supplied with one (1) tray, ice bucket, tongs and two (2) glasses. Add extra glasses if you expect more guests in the stateroom or suite. Used glasses must be replaced and washed in the pantry’s washing machine twice (2) a day. Trays, buckets and tongs must be run through the washing machine on embarkation day or once (1) a week on the longer cruises.
- **Gifts/Special Orders** – various gifts should be placed in staterooms before the guests’ arrival. Before embarkation, the Wine Stewards will distribute to the designated staterooms boxes of chocolates and/or bottles of white, red, sparkling wine, or champagne, two (2) appropriate glasses and a bottle opener. Stewardesses will present guests with Vouchers for onboard credit, spa services and gift shop vouchers. All gift confirmation cards need to be returned to the Housekeeper’s office and passed on to reception no later than two (2) days into the cruise.
- **Guests Calls** – you are required to answer all guests’ calls within two (2) minutes. Your voice must convey a helpful and positive attitude.
- **Guest’s Medication Storage** – under no circumstances are you allowed to store any medication in the Housekeeping pantries. Guests can use the fridge inside their own stateroom/suite, or contact the medical center onboard.
- **Hangers** – closets are supplied with an ample supply of pants and clip hangers. Please refer to the ‘Housekeeping Manual’ for instructions. Extra hangers or laundry wire hangers are available upon guest request. Do not forget to remove them on debarkation day.
- **Ice** – is frequently requested by guests. You will deliver ice to staterooms twice (2) a day, during morning and evening service. If guest’s request different or additional times, outside of you’re working hours, write down the stateroom number on the “request sheet” posted on the notice board and it will be delivered by the Steward/Stewardess on duty.
- **Inspections, Staterooms** – The Chief Housekeeper and Assistant Housekeeper will carry out a daily stateroom inspection to ensure a high standard of cleanliness and maintenance.
- **“Issue Trax”/Maintenance Requests** - you are responsible for reporting maintenance problems in your section. You will record all problems on the Maintenance List placed in the Housekeeping office. The Chief or Assistant Housekeeper will transfer them into the “Issue Trax” program. At the end of the service, you are required to check-off all requests placed during that time, i.e. burned bulbs, leaking pipes, blocked toilets; fallen down/falling out objects must be given priority. The response time for any requests in the guest staterooms should be no longer than two (2) hours; for urgent items, burned bulb, AC, toilets, etc., fifteen to thirty minutes.
- **Lampshades** – must be dust free, the best way to remove dust is by vacuuming them with the dust brush. Lampshade seam (dark line) must be positioned against the wall.

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- **Laundry Lists** – one (1) laundry list and one (1) dry cleaning list should be clipped/placed together with the laundry bag, on the hanger or on the shelf (check the stateroom/suite set-up guide) and place it in the main closet. Replace used lists and bags by placing them on the corner of the bed (you should not open the closet).
- **Laundry Guests** – it is the responsibility of the stewardess to collect and deliver the clean guests' laundry. Always check that the amount of items indicated by the guest on the list is correct. When collecting clean items, check the number and inspect for any damages. Never leave laundry un-attended on your trolley or corridor railing. Hang clean laundry on the hook provided or on the closet doorknob. Never inside the closet!
- **Life Jackets** – life jackets must be placed on the designated shelf in the closet. Look for the green and white sign. During the first service, after the boat drill, you will be required to check all of the life jackets for any damages or missing lights and whistles. Also, check for stateroom and/or muster station numbers, sometimes guests visited each other, right after the drill, and picked-up the wrong life jackets on their way out. Each inspection must be signed for.
- **Linen Change** – linens must be changed in all the staterooms/penthouse suites every three (3) days; changed daily in the top three (3) category and VIP suites. The change is done during the same service all throughout the ship. Any partial change such as: half of the section one day and another half the following day, as well as pillow cases or one (1) sheet only, is not allowed and stewardesses found guilty will be given a Record of Discussion (ROD).
- **Lockers** – must be kept neat and set according to instructions. As lockers are shared between two (2) and three (3) stewardesses, the schedule for cleaning will be posted in the Housekeeping office. The Chief or Assistant Housekeeper will check lockers at the end of each service, and if the locker is found messy, you might be called back from your break to clean it up. Never keep food, beverages or any other items that are not part of the set-up in your locker.
- **Lost and Found** – all items left behind by the guest, not in the trash bin, must be delivered to the reception desk with the stateroom number indicated, before 1:00PM on debarkation day.
- **“Maintenance in Progress” sign** – Whenever any maintenance is carried out in the stateroom, in your section, the technician must place the sign on the door message holder.
- **Minibar**- each stateroom/suite is equipped with a refrigerator. Sodas & water are neatly placed inside with labels facing the guests. They're provided free of charge & replaced as per consumption. Alcoholic beverages are chargeable and available through the Stewardess or Room Service during Bar working hours.
- **Jacuzzis** – have been installed in the owner's suite bathrooms. According to USPH regulations, Jacuzzis must be sanitized on the turnaround days or once (1) a week on cruises longer than fifteen days. Consult the manual for instructions.
- **Pagers** – for easy communication with guests and management, you will carry a pager, when on duty. It should never be placed on vibration mode, as you might not feel it working and will not be able to respond to guests promptly. Any calls from guests must be answered within two (2) minutes. In case your pager gets broken, report it to the Chief Housekeeper immediately so that other arrangements can be made.

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- **Pantry Duties** – each cruise, a different team of Stewardesses/Assistant Cabin Stewards are placed on pantry duties. Although it is their responsibility to keep the pantry clean, all other users of that pantry must follow the USPH standards and keep the area clean.
- **Pantry Special Cleaning** – in addition to regular cleaning duties, you will be required to special-clean the pantry, following the USPH requirements for pantry duties, in accordance with USPH regulations.
- **“Privacy Please” Sign** – must always be respected, so the guests can enjoy their time on board. During morning service, if guests are not out by 1:00PM, go for lunch in the meantime and come back by 1:30PM to check if the guests have left the stateroom. If the sign is still there, write down the cabin number on the Report Sheet. The Stewardess on duty will check, later that afternoon, if guest requires the service. During the evening service at 9:00PM, place a specially designed note, that you were not able to service the room. Indicate the stateroom number on the Report Sheet.
- **Pillows** – as a standard set-up, each guest is provided with four (4) pillows. Each pillow must have a pillow protector and a pillow case.
- **Printed Materials** – only Company approved, printed materials will be distributed to the guests. All collaterals will be placed on the table in the Housekeeping Office. Do not forget to sign for the pick-up.
- **Safes** – are installed in every stateroom and suite, for guest’s convenience. Learn how to open and close the safe so you can demonstrate it to the guests, during your introduction. Morning of debarkation, check and report all the closed safes to the Housekeeping office; on the list provided, write down stateroom numbers and sign.
- **Sharps Containers** -are provided in each guest’s stateroom/suite and are replaced accordingly.
- **Sofas** – you must vacuum them thoroughly, at least once (1) per cruise, to keep fabric free of dust. Remove breadcrumbs or sand, daily. Use water or “Revitalize” immediately to remove spots, and if you have trouble removing it, ask the Assistant or Chief for help. Ask for shampooing, if the upholstery looks dirty, especially on the arm rests.
- **Turndown Service** – is provided to all staterooms and suites between 6:00PM and 9:00PM (or until finished). During that time you will turn down beds, draw curtains, tidy-up guests belongings, vacuum carpet, rearrange balcony furniture, clean (your assistant) bathrooms and restock amenities.
- **Owners Suites** – are the most expensive and prestigious accommodations on the ship.
- **Mattress protectors** – each stateroom should have two (2) single and one (1) double mattress protector. During linen change, check mattress protectors for stains and damages and, if necessary, exchange for a fresh one. The Chief Housekeeper will provide you with the washing schedule.
- **Stewardess/Steward Section** – upon arrival to the ship, you will be assigned a section of guest staterooms. Sections vary in number of staterooms, from 15 (no assistant) to 28.
- **Storeroom Requisitions** – storerooms will be issued once (1) or twice (2) per cruise. If you are on locker duty, check supplies carefully and fill out the requisition. Remember, never overstock the locker, as there is not much space for extra supplies.
- **Telephones** – in staterooms and public areas are for duty related calls.
- **Trolley** – always keep your trolley neat and tidy. By keeping it organized you will project an image of an organized person.

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Helpful Departmental Information

Working Hours and Schedules

You are required to perform your duties as described in your job description that you should have received from your agency. If you have any questions about your responsibilities, please ask your Supervisor. You may be required to complete extra duties outside of your regular working schedule such as, embarkation day duties and cocktail parties; this is required of all crewmembers.

You will be expected to work *seven (7)* days per week and your working hours will be scheduled based on the needs of the housekeeping operation, but you can expect to work for an average of 10 hours each day and you will be on your feet for most of these 10 hours. You will not be assigned to just one (1) station for the duration of your contract, but you will be rotated from station to station depending on the needs of the operation.

Job Performance and Reviews

During your first contract, you will be under probation for your first three (3) months. Within your first 30 days on board, you are going to receive a review of your work performance. This is to help and guide you if you need improvement. You may be given more than one evaluation within your first three (3) months. You will also be given an evaluation at the end of your contract so you will know how you did. See the general *Before You Set Sail Guide (BYSS)* for more detailed information.

Promotions are given based on performance and position availability within your department.

Cross-training

You cannot move to another department unless you have cross-trained within that department. You are eligible to cross-train ONLY if you have successfully completed at least one (1) full contract AND you must have a good performance review score and no disciplinary issues. This means that you can only apply on your second contract for cross-training.

Again, Welcome On Board!

Now that you have read this guide, you should have most of the information that you need for a successful start on board. However, if you have any additional questions in regards to your job, the life on board or your working hours, please do not hesitate to ask your 'Recruitment and Placement Agency'. If they do not have the answer, they will contact International Cruise Services, Inc. to ensure that you are provided with any information that you may require.

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You are our greatest strength. We hope that you will grow along with the Company and that you will sail with us for many years to come. Again, welcome to the team!

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