



BEFORE YOU SET SAIL

Your "Need-to-Know" Guide

Beverage Department



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International Cruise Services, Inc.

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Welcome On Board!

Welcome to the Oceania family! This departmental guide will provide you with helpful information before you join your assigned ship. This guide is in addition to the General *Before You Set Sail* (BYSS) guide, which you should also read to help you thoroughly familiarize yourself with the general company policies and 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 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 “country club casual” ambience on every voyage. Combining extraordinary comfort, exceptional value and the world’s most alluring destinations, we provide our guests with an enriching, 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 to 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 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, you will be asked to complete a lot of paperwork and training, and you might feel a little lost, but we would suggest you 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, provided 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 and policies and procedures. It will guide you and help you to understand what is expected.

Team Work

It is important for everyone to get along and to work as a team both in and out of your department. Living and working on board can be very difficult and challenging at times. You will be working with fellow crew from different nationalities, ethnic background and religions. Therefore, it is very important to be respectful of each other and to try to fit into your new working and living environment. 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

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about being respectful to your guests, but also your team members and coworkers. It takes the entire shipboard team working together to meet and exceed the expectations of our guests and to create an unforgettable vacation experience for them.

Attitude

Discuss challenges; treat colleagues with respect; speak with sensitivity to others and refrain from gossip or negative commentary about the fleet, the operation or the company.

Communication

Communicate clearly and effectively with colleagues; listen to directions; attempt to gather pertinent information from your Head of Department; keep records as per your supervisor's instructions; respect the chain of command; communicate schedule and sign-off information as directed.

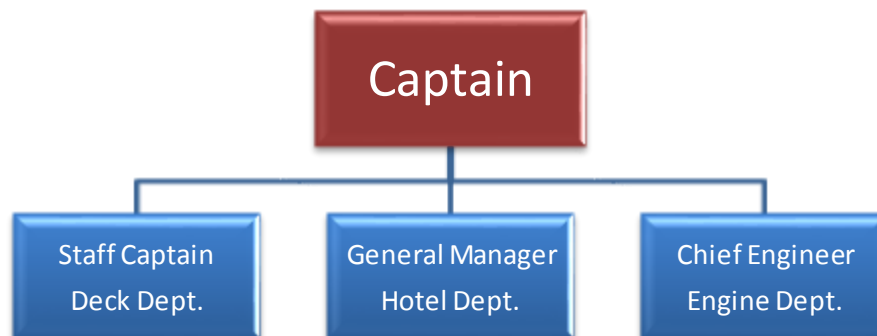
Ship's Organization

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

The Staff Captain is the Captain's right hand man. He will take over if anything happens to the Captain and oversees safety, security on board and the sailors (deck hands) in the Deck Department. The Staff Captain is also responsible for handling all disciplinary matters.

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

The Chief Engineer is in charge of all 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 hotel services as below.



Categories Of Employees

There are three categories of employees on board - **Officers**, **Staff** and **Crew**. Officers are recognizable by their uniform and shoulder stripes, which show their rank. Staff includes employees in all departments except food & beverage, housekeeping, laundry and deck/engine. **Crew** are employees in the bar, housekeeping, laundry, dining room, galley, provisions and deck/engine. Most crew cannot go into public areas when off duty. Please see your benefit grid in your sign on package for benefits specific to your position.

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Ship Classes

Oceania has two ship classes.

The R-Class ships are mid-size ships that accommodate 684 guests and 393 crew on board.

R-Class includes Regatta, Insignia, Nautica, and Sirena.

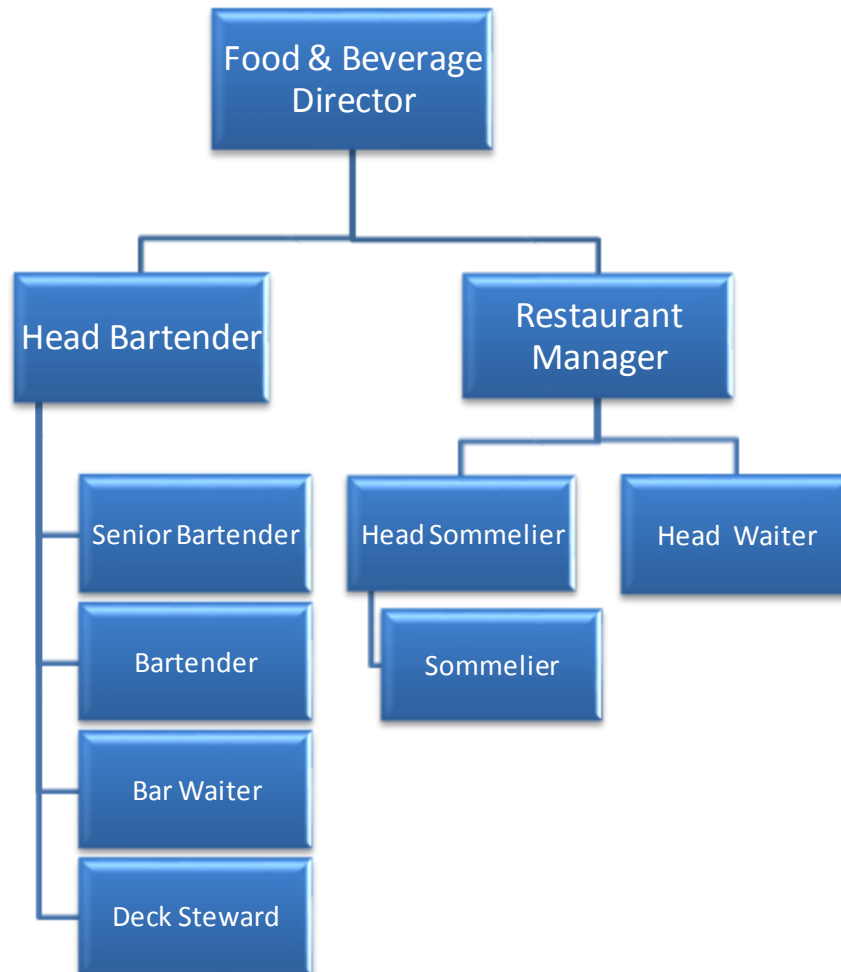
The O-Class ships are newer larger ships and accommodate 1,250 guests and 778 crew on board.

O-Class includes Marina & Riviera.

Beverage Department Organizational Chart

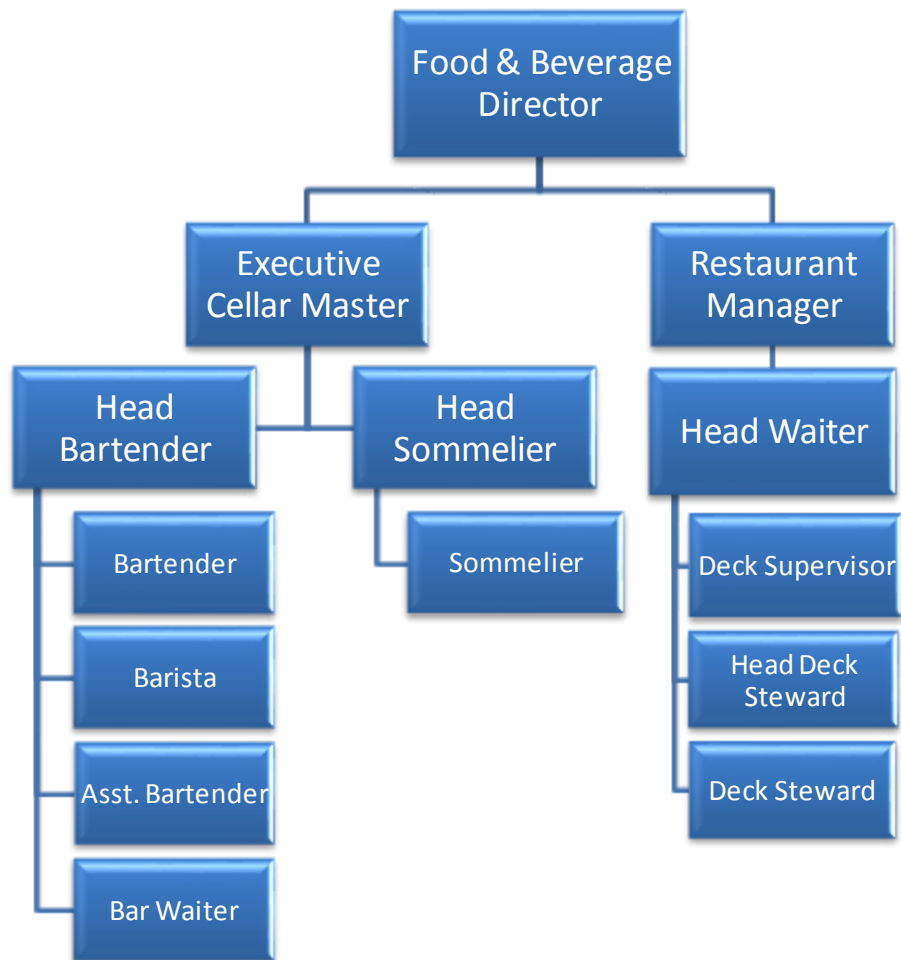
The Beverage Department is organized as follows on the two classes of ships.

R-Class Ships – Regatta, Insignia, Nautica, & Sirena



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O-Class Ships – Marina & Riviera



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Beverage Department Team

R-Class ships - Regatta, Insignia, Nautica, & Sirena

Head Bartender.....	1
Head Sommelier	1
Senior Bartender.....	1
Bartender	5
Sommelier	11
Bar Waiter	6
Deck Steward.....	3
Total Crew.....	<u>28</u>

O-Class ships - Marina & Riviera

Executive Cellar Master	1
Head Bartender.....	2
Head Sommelier	1
Bartender	7
Barista	1
Assistant Bartender.....	4
Sommelier	19
Bar Waiter	16
Head Deck Steward.....	1
Deck Steward.....	7
Total Crew.....	<u>59</u>

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Salary & Gratuities

The amount of gratuities (tips) you receive each month will change based on itinerary, guest count and length of cruise. The following table provides an overview of projected monthly average incomes of the listed positions.

Position	Salary per Month (as shown in contract)	Commission Rate	Average Projected Monthly Income
Assistant Bartender*	\$0.00 (sales commission only)	18% of your total sales	\$1,800
Bar Waiter	\$0.00 (sales commission only)	18% of your total sales	\$1,200
Barista*	\$0.00		\$3,000
Bartender*	\$0.00 (sales commission only)	18% of your total sales	\$2,100
Deck Steward*	\$613.00	18% of your bar sales	\$840
Deck Supervisor*	\$613.00	18% of your bar sales	\$1,040
Head Bartender*	\$0.00 (sales commission only)		\$3,200
Head Sommelier*	\$0.00 (sales commission only)		\$3,800
Senior Bartender*	\$0.00 (sales commission only)	18% of your total sales	\$2,500
Sommelier	\$0.00 (sales commission only)	18% of your wine sales	\$2,000

Note: All \$ amounts are in US Dollars.

For positons denoted with a * in the above table, the company guarantees the income listed in the *Average Projected Monthly Income* column. The salaries of the other positons are not guaranteed and might vary from month to month, depending on guest counts and length of cruises.

Bars & Lounges On Board

Martinis Bar

Located on deck 6 (O-Class) / deck 5 (R-Class)



Martinis serves numerous variations of this famous cocktail in an intimate atmosphere reminiscent of a private gentlemen's club, featuring live piano music.

Martinis has a special bar list featuring Signature Martinis, which is placed on the counter and tables during opening hours (except during Happy Hour).

The regular bar list is placed on the counter and tables during Happy Hour (5:00pm to 6:00pm).

Martinis Bar is the service bar for the casino area (R-Class).

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Barista

Located on deck 14 (O-Class) / deck 5 (R-Class)



The opening hours are from 6:30am to 6:00pm.

At Barista we serve Illy coffees (Espresso, Ristretto, Macchiato, Cappuccino, Latte, Americano), as well as Illy Crema.

Morning: Danishes/pastries are available.

Afternoon: Finger sandwiches are served.

We also serve some Aperitifs, Cognac, Armagnac, Digestives, and Specialty Coffees.

Grand Bar / Casino

Located on deck 6 (O-Class) / deck 5 (R-Class)

Grand Bar is a venue located close to the Grand Dining Room - a relaxing area to enjoy a drink before dinner.



On the O-Class, Grand Bar is the service bar for the casino area. A Quartet plays in this location.

On the R-Class, Grand Bar area is used as Barista area in the morning and afternoon.

Lounge (Marina / Riviera / Regatta / Insignia / Nautica / Sirena)

Located on deck 5 (O-Class / R-Class)



From headline acts to comedians and magicians to lively jazz ensembles, our ships lounges are the center of nightly entertainment aboard Oceania Cruises.

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Many activities are held in the lounge from various shows and movie evenings to private functions/parties and culinary demonstrations.

Horizons Lounge

Located on deck 15 (O-Class) / deck 10 (R-Class)

An observation lounge with dramatic floor-to-ceiling windows offers captivating views, sweeping vistas and a convivial bar in which guests may enjoy their favorite cocktail.

Many activities are held here during the cruise. Besides the main bar operation, there are private parties held, as well as karaoke etc., and every day from 4:00pm-5:00pm (except embarkation day) teatime takes place here.



Waves Bar

Located on deck 12 (O-Class) / deck 9 (R-Class)



The Waves Bar (Pool bar) is a very popular venue during sea days, deck parties and sail away.

Many activities take place here, including private parties, ping-pong tournaments, games and movies on TV, etc.

All kinds of alcoholic and non-alcoholic beverages are served here.

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Dining Venues On Board

Grand Dining Room

Located on deck 6 (O-Class) / deck 5 (R-Class)



Patterned after Europe's exquisite 5-star restaurants, the Grand Dining Room is an amazing place, where the menus change daily, with a brilliant selection of sumptuous dishes for breakfast, lunch and dinner.

Open daily for all three meals - Open seating, no reservation required.

Jacques - O-Class only (Marina & Riviera)

Located on deck 5 - starboard side



Enter Jacques, the eminent Jacques Pépin's first restaurant to bear his name on land or sea. Handsomely decorated with rich fabrics, heirloom antiques, pickled wood furnishings and art from Jacques' personal collection, it resembles a classic Parisian bistro. Exceedingly comfortable and clubby, the ambiance is pure French, as is the cosmopolitan yet wonderfully approachable cuisine.

The Wine List includes a front-page special selection of French wines that will exquisitely pair the dishes.

Open daily from 6:30pm to 9:00pm - Reservation required.

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Red Ginger - O-Class only (Marina & Riviera)

Located on deck 5 - port side



Red Ginger makes an immediate and powerful statement with its decorative centerpiece: three fabulous, multi-colored Buddha heads, each carved from a single piece of glass and brightly lit from within. Then, with a nod to feng shui, the room unfolds in perfect harmony, the mood a study in tranquility. The décor simply radiates with ebony woods, bronze and hand blown glass light fixtures and eclectic, modern Asian artwork.

The Wine List includes a front-page special selection of light to medium-bodied wines that will exquisitely pair the dishes. Sake and an Asian beer selection are also featured here.

Open daily from 6:30pm to 9:00pm - Reservation required.

Polo

Located on deck 10 (R-Class) / deck 14 (O-Class)



Polo Grill is simply timeless; a traditional intimate setting that personifies a classic steakhouse, courtesy of its crisp, white linen tablecloths, dark-wood furnishings upholstered in richly textured fabrics, and supple burgundy leather chairs. Each course is a consummate expression of time-honored favorites.

The Wine List includes a front-page special selection of full-bodied wines that will exquisitely pair the dishes.

Open daily from 6:30pm to 9:00pm - Reservation required.

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Toscana

Located on deck 10 (R-Class) / deck 14 (O-Class)



Beautiful scenes of the fertile Tuscan countryside adorn Toscana, an artistic expression of the authentic dining experience awaiting guests. Simple yet keenly balanced, Tuscan cuisine evolved from rich family traditions, epitomized within Toscana, where many of our recipes originated with the grandmothers and mothers of our own Italian culinary staff. Similarly, the sommeliers are from long lines of wine-producing families, so they inherently know the characteristics of each vintage to perfectly complement your meal. Presented on elegant, custom-designed Versace china, each dish is a masterpiece that exemplifies the essence of Tuscany.

The Wine List includes a front-page special selection of Italian wines that will exquisitely pair the dishes.

Open daily from 6:30pm to 9:00pm - Reservation required

Terrace Café

Located on deck 9 (R-Class) / deck 12 (O-Class)



Casual buffet style restaurant, open daily for breakfast, lunch and dinner.

No reservation required.

La Reserve (O-Class only)



La Reserve by Wine Spectator is located on deck 12 between the Terrace Café and the Waves Bar. La Reserve by Wine Spectator in the evening hosts its fabulous food and wine pairing dinner.

Guests can reserve this venue either by online reservation or onboard. The maximum capacity is 24 guests.

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La Reserve has three different set menus where the wines are included (Discovery, Odyssey and Connoisseur). Menu contains an individual wine for each dish, chosen together with the Wine Spectator Magazine. Cover charge is applicable

Privée (O-Class only)

Located on deck 14 aft (between Polo and Toscana Restaurant)



Privée stands alone as Oceania Cruises' most indulgent, one-of-a-kind dining experience.

Guests will be able to enjoy a menu selected from Polo Grill, Toscana or a combination of both. Each guest can select his or her own menu. Within the sanctum of Privée, dining engages all the senses, leaving you and your guests immensely fulfilled. This dining extravaganza can be reserved for a party of up to 10 guests (nominal fee is applicable)

Helpful Departmental Information

Working Hours & Schedules

You are required to perform your duties as described in your job description, which you should have received from your recruiting 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 crew.

You will be expected to work 7 days per week and your working hours will be scheduled based on the needs of the bar 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 bar/ restaurant venue for the duration of your contract, but you will be rotated from bar to bar or from dining venue to dining venue based on the needs of the operation.

Items To Bring With You

Useful items to bring with you from home:

- ✓ Good quality bottle opener
- ✓ Penlight (small flashlight)
- ✓ Regular flashlight
- ✓ Planner or notebook
- ✓ Note pads
- ✓ Pantyhose - nude and black color (for ladies only)
- ✓ Conservative, comfortable black uniform shoes (worn in). See general Before You Set Sail Guide for styles.

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Interaction with Guests

Guests tell us all the time that they come back to the ship because of our crew! When you see a guest, smile and greet them. Show them that you care. You must show a positive attitude and use a friendly voice. Remembering the guest's family name shows respect and a high level of service. If a guest asks you for something and you do not know the answer, find out and get back to them. Speak to all guests the way you would like to be spoken to.

Please remember that **ENGLISH** is the official language on board and must ALWAYS be spoken in the public areas whether you can see any guests around or not.

Oceania Cruises Policies & Procedures

Policies and procedures include going ashore, cabin inspections, drugs & alcohol, smoking, harassment and code of conduct. Once on board, you will be asked to sign to confirm that you have received the Employee Handbook and understand that you must follow the policies and procedures. Violations of company policies and rules can lead to dismissal from the ship.

In addition to your regular work duties, you will also be given safety responsibilities that require you to attend regular training sessions and drills. The safety of the ship and the people on board is part of your job responsibility. You must know what to do in the event of an emergency. Safety is the company's number one priority. You will receive safety induction training conducted by the Safety Officer on board. All training on board is mandatory.

Training Programs (Safety & Security)

On the very first day you board your assigned ship, you will complete a mandatory safety orientation and training class before the departure of the vessel. In addition, you will be asked to attend daily training sessions for the first 7 to 10 days. These sessions range from safety instructions to behavioral and technical proficiency training. Most of these training classes are outside of your regular working hours and are mandatory. Training classes that are facilitated outside of regular working schedules are not considered to be part of working hours.

Responsible Serving Of Alcohol

Please ensure that you are aware of our Responsible Bar Server policy, which you will sign for once you are on board. This policy does not allow any crewmember to sell or serve alcoholic beverages to any persons below the age of 21 years.

Micros Charging

Upon sign on, each member of the Bar staff will receive a Micros card with a unique code. The micros card is individual and passing the sales to another team member is against company policy. The Micros system on board is user friendly and requires only a short amount of training. All beverages in the Micros system are divided into groups (Cocktails, Vodka, Beer, Glass wine etc.) to simplify the charging process.

Uniforms and Grooming Standards

Our guests' first impressions begin with you. While working on the ship, both on and off duty, you represent the company. Therefore, you must follow the uniform policy and the company's

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grooming standards at all times. While on duty, you will be required to wear Oceania Cruises uniforms and your nametag. You must not go ashore in your uniform unless it is required for duty purposes. Your uniforms must be kept in immaculate condition and fit properly. Your appearance must be in conformity with the grooming and appearance standards outlined in the General BYSS.

Drug & Alcohol Policies

- Drugs - The Company has a zero tolerance policy for use or abuse of illegal drugs and controlled substances.
- Prescription Drugs – In the event you have to take prescription medications when on board, you must ensure you bring sufficient supplies to cover the entire length of your contract. All prescription medications must be registered with the physician on board.
- Alcohol – The moderate consumption of alcohol is permitted under the following conditions:
 - No alcohol may be consumed 4 hours prior to reporting for duty or while working.
 - Anyone on duty testing 0.04% blood alcohol content (BAC) or higher will be considered as intoxicated and will be subject to disciplinary action, which may lead to dismissal.
 - Anyone off duty who tests at 0.08% blood alcohol content (BAC) or higher will be considered as intoxicated and will be subject to disciplinary action, which lead to dismissal.

Cabin Inspections

Cabins are regularly inspected, and your cabin should always be in strict compliance with the standards of the ship and the company. During cabin inspections, you must be out of bed and / or out of the shower if you are in your cabin. You must be fully dressed and your bed must be made.

TAR Procedures

Track and record your respective working hours using an electronic time clock device placed at strategic locations throughout the vessel.

Clock IN and OUT by swiping your own crew card each time you start or finish any shift or duty, including when leaving for or returning from any breaks.

Job Performance & Reviews

During your first contract, you will be under probation for your first 3 months. Within your first 30 days on board, you will receive a review of your work performance. This is to guide and help you if you need improvement. You may be given more than one evaluation within your first 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 for more detailed information.

Promotions are offered 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 full contract

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AND you must have good performance and no disciplinary issues. This means that you can only apply during your second or subsequent contracts 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 regard 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 Cruises Services to ensure that you receive any information that you may require.

*You are our greatest strength. We hope
that you will grow along with the
company and you will sail with us for
many years to come.*

Again, welcome to the team!