



BEFORE YOU SET SAIL

Your “Need-to-Know” Guide

Galley Department



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Employment by:
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. YOU are an integral part in fulfilling the company promise of culinary excellence and we depend on having the best people, such as yourself, to be part of the culinary team onboard.

Once again, Welcome On Board! We look forward to having you as member of our culinary team!

Sincerely,

Eric Barale, Senior Director of Culinary Operations



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 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.

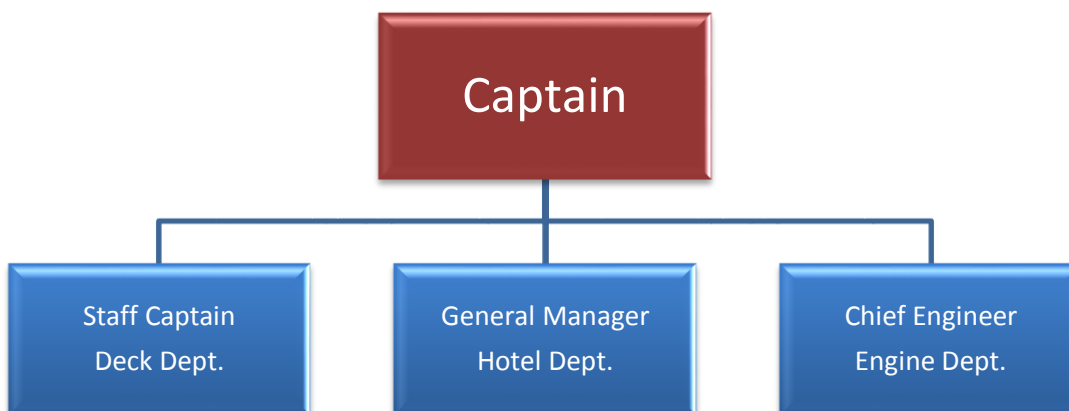
Ship's Organization

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.

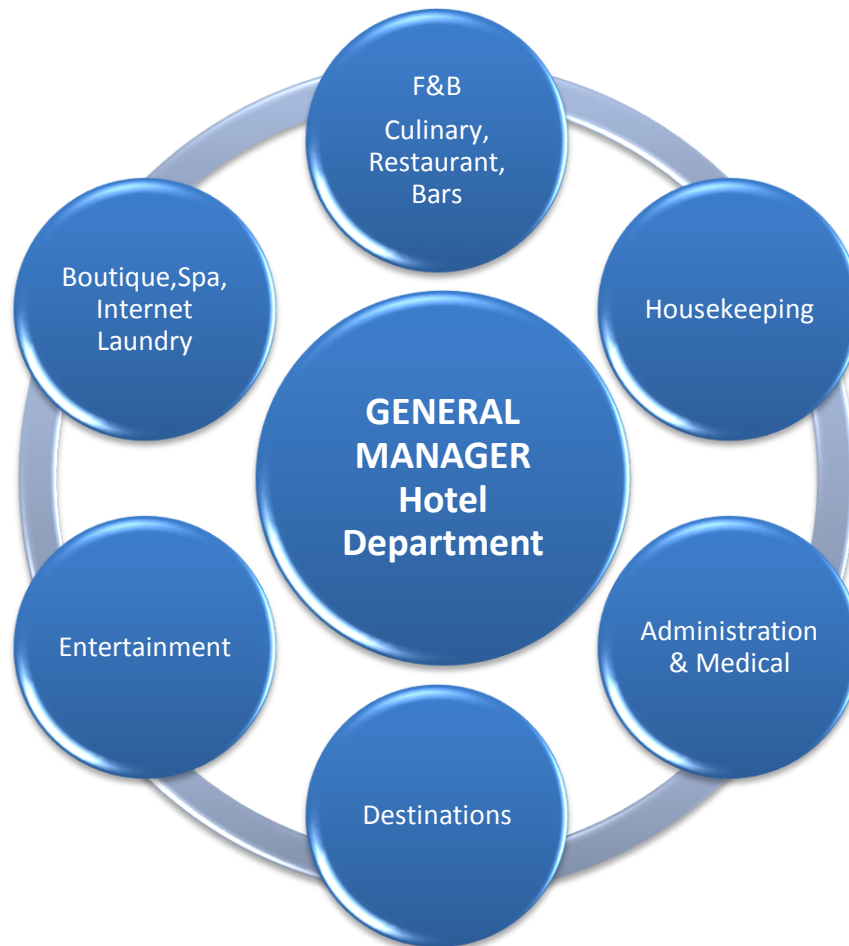
The General Manager is wholly in charge of the hotel department on board and oversees all aspects of the hotel operation, guest services, concessions and financial functions aboard the vessel.

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



Hotel Department Organization

The General Manager is in charge of all hotel services as below. The galley is part of the Food & Beverage Department.



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.

Ship Classes

Oceania has two ship classes.

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

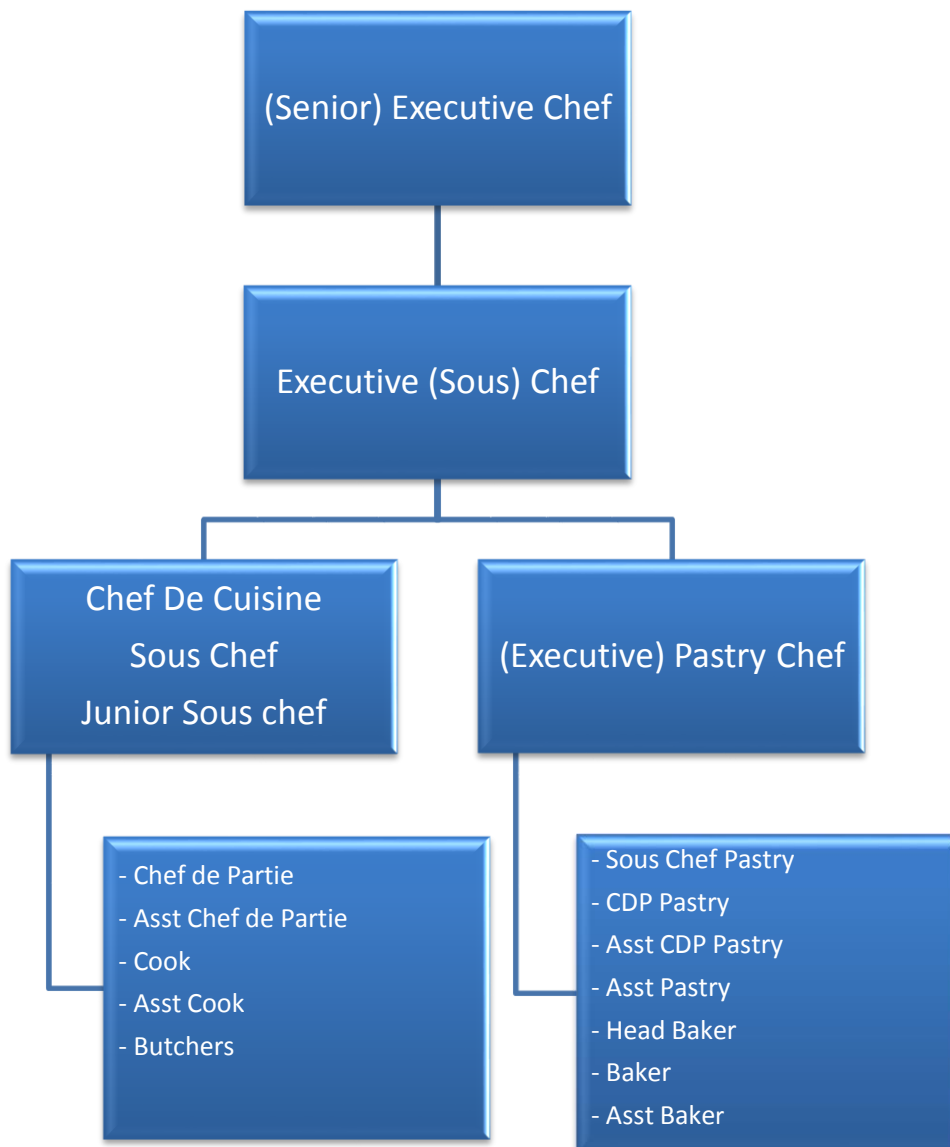
R-Class includes Regatta, Insignia, Nautica, & Sirena.

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

O-Class includes Marina & Riviera.

Galley Department Organization Chart

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



Galley Department Team

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

| | | |
|------------------------|--|----|
| GALLEY MANAGEMENT | | 7 |
| EXECUTIVE CHEF | | 1 |
| EXECUTIVE SOUS CHEF | | 1 |
| CDC TOSCANA | | 1 |
| SOUS CHEF | | 1 |
| JR. SOUS CHEF | | 3 |
| GALLEY | | 45 |
| CHEF DE PARTIE | | 9 |
| ASST. CHEF DE PARTIE | | 6 |
| COOK | | 8 |
| ASST. COOK | | 22 |
| PASTRY | | 7 |
| PASTRY CHEF | | 1 |
| SOUS CHEF, PASTRY | | 1 |
| CHEF DE PARTIE, PASTRY | | 1 |
| ASST. CDP, PASTRY | | 1 |
| ASSISTANT PASTRY | | 3 |
| BAKER | | 4 |
| HEAD BAKER | | 1 |
| BAKER | | 1 |
| ASST. BAKER | | 2 |
| BUTCHER | | 2 |
| BUTCHER | | 1 |
| ASST. BUTCHER | | 1 |

O-Class Ships – Marina & Riviera

| | |
|--------------------------|-----------|
| GALLEY MANAGEMENT | 13 |
| SR. EXECUTIVE CHEF | 1 |
| EXECUTIVE CHEF O-CLASS | 1 |
| CDC JACQUES | 1 |
| CDC RED GINGER | 1 |
| CDC TOSCANA | 1 |
| SOUS CHEF | 2 |
| JR. SOUS CHEF | 6 |
| GALLEY | 94 |
| CHEF DE PARTIE | 14 |
| ASST. CHEF DE PARTIE | 26 |
| COOK | 22 |
| ASST. COOK | 32 |
| PASTRY | 17 |
| EXECUTIVE PASTRY CHEF | 1 |
| SOUS CHEF, PASTRY | 1 |
| CHEF DE PARTIE, PASTRY | 4 |
| ASST. CDP, PASTRY | 3 |
| ASSISTANT PASTRY | 8 |
| BAKER | 7 |
| HEAD BAKER | 1 |
| BAKER | 1 |
| ASST. BAKER | 5 |
| BUTCHER | 4 |
| BUTCHER | 1 |
| ASST. BUTCHER | 3 |

Grooming and Uniforms

Personal Appearance & Grooming Standards

The first impression of you starts with your personal appearance. It is particularly important for anyone handling food that they adhere to the highest grooming and personal hygiene standards. Therefore, you must follow the uniform policy and the company's grooming standards at all times. While on duty, you will be required to wear clean chef's whites, your nametag, chef's hat and/or hairnet as well as safety shoes that you must provide. Your appearance must be in conformity with the grooming and appearance standards outlined in the General BYSS. Please ensure that you receive the General BYSS from your recruitment agency.

Safety Shoes



It is important that you provide your own safety shoes as there will be no safety shoes for sale on board! Safety shoes must be fully enclosed, steel toed and have non-marking and non-conducting rubber soles. Clog type shoes with open heels are not permitted. Following are examples of shoes that are recommended:



Please ensure that your safety shoes are broken in (worn in) before you join the ship. You want to make sure your safety shoes do not cause any discomfort when they are worn for 10 hours at a time.

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. The following simple points will allow you to communicate effectively with our guests and make them feel welcome and special:

- A friendly tone of voice is a vital component to superior service. Speak slowly, but deliberately. Do not use a condescending or cold tone when talking to a guest.
- Show a genuine interest in the welfare of your guests. Listening to a guest is of vital importance in order to fully understand what the guest has requested.

Public Health

Public Health is probably the most important phrase in the dictionary for any crewmember onboard, especially if you work in a position that handles food.

As a member of the galley team, you will be required to attend several mandatory training sessions regarding Public Health rules and regulations, which can differ from country to country.

While some of the rules and regulations may seem strange to you in the beginning, they are designed not only to protect the health and well-being of our guests but also your fellow crewmembers.

Therefore you must follow all Public Health rules and regulations at all time!

Tools and Knives

Kitchen tools and knives are provided by the company. If you wish to use your personal knives they must be USPH approved and the company is not responsible for any loss, theft or damages.

Rules of the Galley

Discipline & Teamwork

The following rules and codes of conduct must be followed at all times. Failing to follow any of the following points will lead to disciplinary action.

- Maintain good personal hygiene habits.
- Be punctual; always arrive on time for your scheduled duties.
- Guest areas are for guests only! Use crew elevators and stairs at all times. If you need to traverse a guest area for duty purposes, you must ensure that your uniform is clean and your appearance is impeccable.
- You must maintain public health standards at all times.
- Always use appropriate language. Do not use any slang or abusive language when you communicate with guests or your fellow crewmembers. English is the language of the ship.
- Consuming food in the galley is strictly prohibited. Meals are to be taken in the assigned mess.
- Always follow the standard recipes that are provided by the company.
- Never take any provisions (food) from the storeroom without a requisition that is signed by an authorized supervisor.
- Always handle galley equipment and utensils with great care! Damaged or broken equipment will make your job more difficult!
- Do not run in the galley as this increases the risk of injury.
- If you receive a special request for a dish or a meal, please refer it to your Sous Chef or Executive Sous Chef.
- Always accommodate late orders.
- Do not argue with your fellow team members. If you have an issue, please report it to your Sous Chef or Executive Sous Chef so the issue can be resolved amicably.
- Report any accidents, near accidents or dangerous incidents to your Sous Chef or Executive Sous Chef.
- Always work in a neat manner; keep your work area tidy at all times and clean up after yourself when the job is done.

- Do not remove any items from the galley without proper authorization. Removing items from the galley might be considered theft and can lead to the termination of employment.
- Do not clock out from work without checking in with your Sous Chef or the Executive Sous Chef.
- Respect the chain of command.

Any violation of the above rules as well as other company policies and the shipboard rules of conduct will result in disciplinary action, which involves the following steps.

1. Record of Discussion (ROD)
2. Written Warning
3. Captain's Conference
4. Termination

Job Performance Appraisal and Expectations

Prior to starting work on board, we feel that you should be aware of what our expectations are of you. In this section, we would like to present you with the basic outline of how your Executive Chef will evaluate you. Use this as a tool for personal development. If you are unsure of how you are performing in certain areas, ask your supervisor for guidance and suggestions to assist you in furthering your professional goals.

Attendance & Punctuality

Show up on time and ready to work. Only take breaks as instructed by your supervisor.

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.

Personal Appearance & Hygiene - Clean Work Habits

Report for duty wearing clean uniforms; maintain a clean work area; take care not to touch body parts with clean hands; wash hands properly prior to the beginning of any new task or when the possibility of contamination has occurred.

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.

Culinary Knowledge & Job Skills

Pay special attention to directions; asks for instructions when unsure; practice proper procedures; minimize food wastage; recycle; maintain food costs, carry and handle knives and other tools with great care; clean and stores knives properly.

Cooking & Practical Applications

Pay special attention to recipes and follow the presentations and directions of management; maintain all property and equipment with care; clean and sanitize equipment when finished with it; alert the supervisor of any broken or damaged equipment.

Communication

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

Teamwork

Help others as requested by the supervisor; do not work as if alone and independent from the team around; pay attention to how the other team members are progressing, particularly when someone is absent.

Food Handling & Cleanliness

Wash hands often and as needed; use thermometer properly as required; adhere to all sanitation codes as directed by the supervisor; maintain the safe temperature of the foods being prepared and served; use care especially with raw foods; wear latex gloves when handling food that will not be cooked again before serving; change latex gloves when a possibility of contamination occurred.

The above is a brief outline of important areas that our Galley Management Team members see as key. We hope that you are excited and proud of the career you have chosen. We will do our part to help you succeed!

General Rules

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.

Training Programs (Safety and 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.

Culinary Philosophy of Oceania Cruises

*Cuisine so extraordinary,
IT'S UNRIVALED AT SEA*



— Jacques Pépin —

Jacques Pépin, the noteworthy and celebrated chef, author, and food columnist brings his culinary artistry and legendary cuisine to the ships of the Oceania Cruises fleet. He oversees all culinary programs including the creation of menu offerings, wine lists, and the training of our onboard Executive Chefs. Jacques Pépin is the host of award winning cooking shows on national public television and the author of nineteen cookbooks. He has also served as the personal chef to three French heads of state including Charles de Gaulle.

Oceania Cruises' superb, 5-star menus are crafted under the meticulous, watchful eye of our Executive Culinary Director, world-renowned master chef Jacques Pépin. The resulting epicurean delights, all carefully prepared with only the finest, freshest ingredients, including the finest aged Prime Beef at the Polo Grill, surpass every expectation. Chicken Breast and "Rougie" foie gras ballotine, pistachio-celeriac sauce; Lobster & porcini mushrooms wrapped in spring roll sheet, beurre blanc; Pink roasted herb crusted Ahi tuna, porcini ravioli, Cabernet-Sauvignon & foie gras red wine sauce; Spiced roast beef tenderloin with sweet onion & sundried tomato sauce, parsnips mousseline; Peanut butter cake with butternut squash sherbet and fruit salsa cruda... These are but a taste of our extensive culinary creations.

Restaurants



True to its name, the Grand Dining Room offers a dignified, almost stately ambience, but comfortably so. Handsomely appointed in the spirit of a 5-star hotel restaurant, the room teasingly hints at the wonderful cuisine that awaits. Tables are graced with Versace china, Riedel crystal, Christofle silver and fine cotton linens. The dramatic domed ceiling has been masterfully hand-painted with majestic frescoes.

Open for breakfast, lunch and dinner, the Grand Dining Room offers an astounding variety of French-inspired continental dishes, offering a selection of at least six appetizers and eight main courses at dinner daily.



Family has always played an essential role in Tuscan cuisine, and Toscana epitomizes its importance. Many of the recipes come from the Italian culinary staff, having been handed down from generation to generation. Each course exemplifies the essence of Tuscan virtuosity and hails the cuisine's inspired simplicity and keenly balanced natural flavors. For our guests dining pleasure, they can enjoy:

- Antipasti, such as Carpaccio di Manzo
- Sautéed Jumbo Shrimp tenderly wrapped in Prosciutto
- Traditional Risotto ai Funghi Porcini with Caramelized Shallots and Fresh Thyme
- Braised Double Lamb Chops served in a Sun-Dried Tomato, Black Olive and Roasted Garlic Sauce

The presentation on elegant, custom-designed china is a masterpiece as well.



The Polo Grill is an intimate, 96-seat restaurant, and one word comes to mind – classic. Every inch of this exquisite steakhouse exudes a timelessness rarely found in today's world; Crisp white cotton linen tablecloths; Warm dark wood furnishings; Walls adorned with nostalgic, black-and-white photographs of Hollywood legends. What an elegant setting for a hearty dinner, especially on moonlit evenings when the sea can be seen sparkling through expansive floor-to-ceiling windows. Every course is the consummate expression of perfection.

Guests can savor:

- Colossal Shrimp Cocktail
- Lobster Bisque topped with Morsels of Roasted Lobster
- Caesar Salad prepared tableside
- Signature 32-ounce, bone-in King's Cut Prime Rib is USDA Prime and dry-aged 28 days
- Surf and Turf, featuring a grilled Lobster Tail and a tender Filet Mignon, and whole Maine Lobster Gratinée

Jacques

(ON BOARD THE MARINA & RIVIERA ONLY)



Enter Jacques, the eminent Jacques Pépin's first restaurant to bear his name on land or sea, and you will be instantly struck by the sensory pleasures. Luscious aromas waft from the gleaming glass and brass show rotisserie in the room's heart, where duck, pork, chicken and veal roasts slowly turn, sealing in their succulent flavors. 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.

Chef Pépin has taken the classics, deconstructed them, and then ingeniously re-created each remarkable dish. This is Coq Au Vin beyond the imagination, as you have never tasted it before. Rotisserie-roasted chicken falls off the bone, bursting with flavor. His Steak Frites pairs the succulence of prime beef with the crisp sweetness of pommes de terre. At Jacques, simple classic French cuisine becomes incredibly elegant and, of course, absolutely *magnifique*.



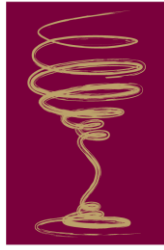
(ON BOARD THE MARINA & RIVIERA ONLY)



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.

To complement the stunning interior, Red Ginger's chefs have created a striking menu, noted for its contemporary interpretations of Asian classics. You might begin with a Salad of Roast Duck and Watermelon with Cashews, Mint and Thai Basil. Savor a Nutty Braised Beef Malay Curry with Coconut Rice and Paratha Roti. Or Asian-spiced Rack Of Lamb with Kohlrabi, Cream Spinach and Truffle Oil. For dessert, Green Tea Banana Cake with Toffee and Hazelnut Sauce Served with Coconut Ice Cream is the perfect ending. In Red Ginger, the gustatory pleasures are as striking as the visual ones.

LA RESERVE



by Wine Spectator

(ON BOARD THE MARINA & RIVIERA ONLY)



The clink of wine glasses signals the beginning of a very special event, an exclusive affair for only 24 fortunate guests to savor La Reserve by Wine Spectator. Perched high atop Deck 12, La Reserve by Wine Spectator is decorated in a sophisticated decor to provide the ideal venue for wine tastings and gourmet dinners.

During the day, you might sample a flight of distinctive vintages from the wine cellar, each one hand-selected by the head sommelier to reflect the region of the world in which you're sailing. Tastings are developed by Wine Spectator and do not require advanced reservations. Please check Daily Currents for specific times.

Evenings are reserved for more elaborate affairs, such as seven-course gourmet dinners where each course is delightfully paired with carefully selected premium wines. The innovative menus are designed exclusively for that evening by the Executive Chef, pairing Oceania Cruises' signature "finest cuisine at sea" with vintage wines recommended by the connoisseurs at Wine Spectator. It's an experience food and wine aficionados will savor long after the affair has concluded. Advance reservation required.

Choose from three menus consisting of a seven-course gourmet dinner with seven different wine flights; The Explorer Menu, The Discovery Menu and the Connoisseur Menu.



Right next to the swimming pool, completely shaded from the sun, the casual Waves Grill offers a mouthwatering luncheon menu. Selections include juicy burgers, tangy barbeque and succulent seafood grilled to order and served with an array of side dishes such as healthy, garden-fresh salads. Also, let's not forget the Italian gelato dessert which is served right from the cart.



One of the most exclusive dining experiences at sea, Privée can be reserved for a single party up to eight (8) privileged guests per evening. Partake in an absolutely over-the-top seven course Menu Degustation exclusively designed by the Executive Chef from Polo Grill, Toscana or a combination of both.



For our guests, it is hard to resist the sumptuous, ever changing breakfast and lunch buffets in this light-filled, informal buffet restaurant. Our guests may dine indoors or outdoors since the Café opens onto both the teak-lined pool deck, or aft onto the Terrace, where the tantalizing sea breeze is sure to stir their appetite.

Can one place be two restaurants that are as different as night and day? Most definitely in the case of the informal Terrace Café, which transforms each evening into the elegantly casual Terrace in the Evening. This Mediterranean-influenced restaurant presents a sumptuous buffet of authentic, regional specialties including tapas, hearty paellas, and traditional favorites like Baby Back Ribs and Roast Loin of Veal.

Horizons – Afternoon Tea



It's become a much-anticipated ritual, a tradition that harkens back to 19th century England. Each afternoon, precisely as the clock strikes four, guests meander up to Horizons for an inspired afternoon tea and panoramic views of the world ahead through the floor-to-ceiling windows.

Here, the wizardry of the pastry chefs is in the spotlight as the wait staff presents an irresistible array of finger sandwiches, fresh-baked petit fours, flavorful scones, and absolutely decadent pastries. Also served is an equally tempting selection of teas, the most quintessential of English beverages. During this, the guests can relax and enjoy the classical string quartet playing in the background.

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!