



BEFORE YOU SET SAIL

Your "Need-to-Know" Guide

Housekeeping and Butler Departments



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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 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.

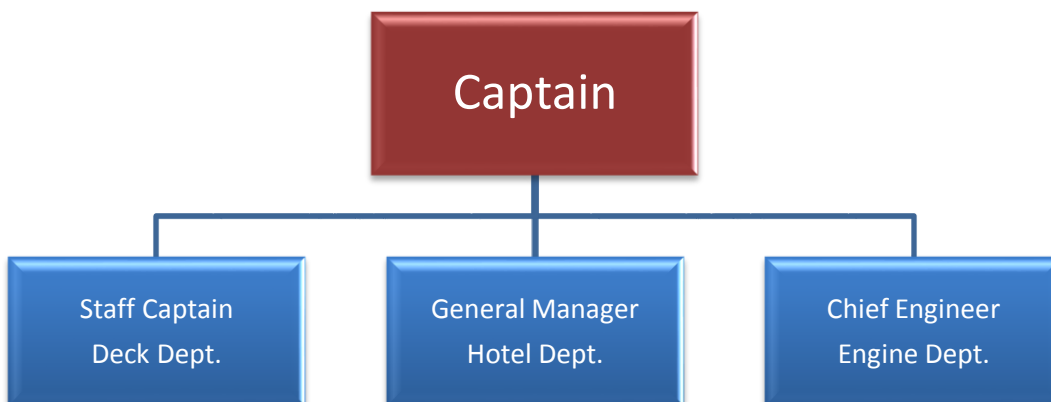
Ship's Organization

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 the hotel services 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.

Ship Classes

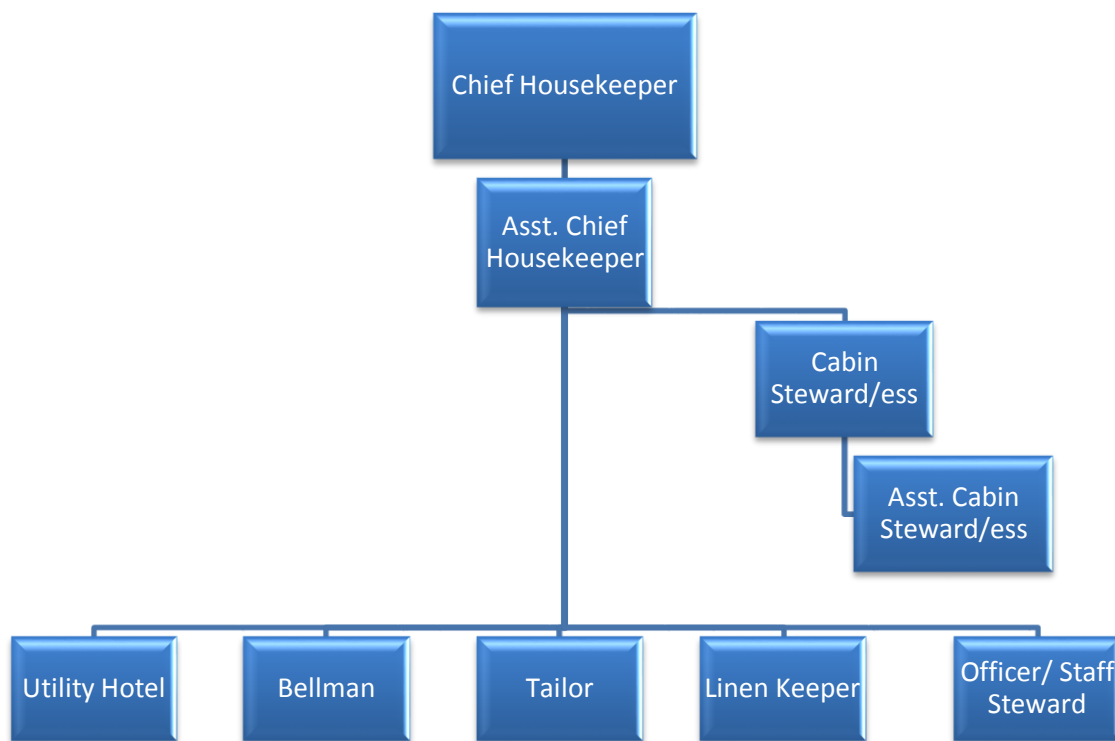
Oceania has two ship classes. The R-Class ships are mid-size ships that accommodate 684 guests and 393 crew on board. R-Class includes Regatta, Insignia, Nautica, and Sirena.

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

Housekeeping Department Organizational Chart

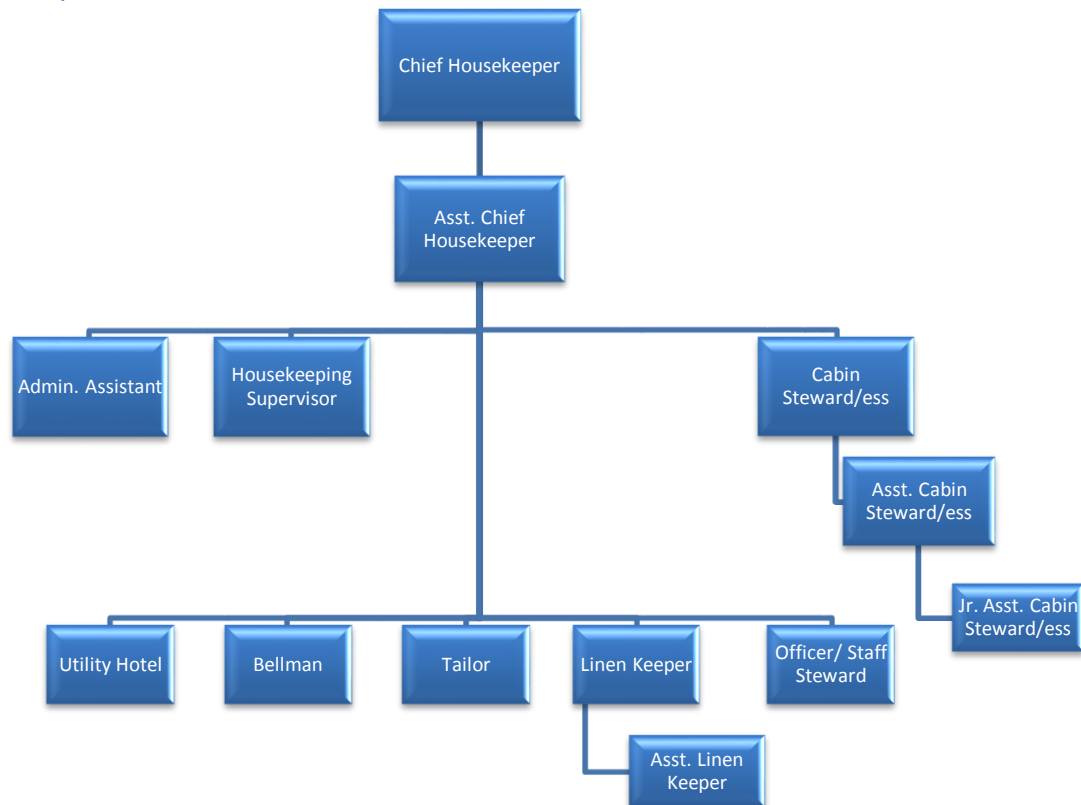
The Housekeeping Department is organized as follows on the two classes of ships:

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



— Your Need to Know Guide – Housekeeping —

O-Class Ships – Marina & Riviera



Gratuities

While the amount of gratuities you will receive varies from one cruise to another depending on itinerary, guest count, and weather, below please find **estimated amounts** 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.

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.
- **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** – Cabin Stewardess and assistant will clean balconies 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 housekeeping. The night before washing (during the turndown service), a card will be delivered 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, it may be necessary 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.
- **Breakfast** – continental breakfast is 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).
- **Carpets** – all carpeted areas must be vacuumed twice 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 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.

- **Cleaning Chemicals** – only company-approved chemicals in company supplied containers can be used for cleaning onboard the ship. Always follow safety and usage instructions and watch the consumption. All cleaning chemical containers must be labeled.
- **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, all crew need to be very systematic and well organized in their work. The Chief Housekeeper and Assistant Housekeeper will provide proper guidance and training.
- **Coasters** – place two (2) coasters on every stateroom tray and replace them whenever they are used.
- **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 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 problems 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. Assistant Stewards must vacuum the corridor twice a day; during morning service, between 8:00AM–1:00PM and evening service between 6:30PM–9:00PM.
- **Currents** – This is the official daily program of Oceania Cruises - all shipboard timetables and shore-side information is included in *Currents*. During turndown service, a copy will be placed on the bed. Extra copies are available for any guest who requests them. Housekeeping staff are also required to read them, and keep one (1) copy on the trolley to be able to answer guests' questions.
- **Curtains & Sheers** – must be vacuumed at least once a week, to remove accumulated dust. In the long run, this keeps staterooms easier to clean, as the dust will not fall back on the furniture whenever curtains are closed and opened. As curtains have linings, they must be vacuumed on each side. No curtains or sheers must be removed for washing without the Assistant or Chief Housekeeper's approval. Small spots can be removed with water and a clean rag.
- **Debarkation** – is the busiest day of the cruise.
- **Directory of Services** – the pages must be checked regularly and any damaged ones replaced, 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, each Directory should be prepared. 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, sharp objects should never be used to tap on them; regular cleaning

should be performed 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/Windows – Balcony** – must be clean and salt free.
- **Duvets** – when making beds, duvets should never be placed on the floor. Duvet covers must be changed on Disembarkation day, if soiled, and as per schedule provided.
- **Embarkation** – housekeeping team escorts the guests to their staterooms and assists with luggage.
- **Furniture** – must be dusted and cleaned during each service.
- **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.
- **Glasses, Ice Bucket, Tray and Tongs** – each stateroom is supplied with one (1) tray, ice bucket, tongs and two (2) glasses. Extra glasses may be added if more guests are expected in the stateroom or suite. Used glasses must be replaced and washed in the pantry's washing machine twice a day. Trays, buckets, and tongs must be run through the washing machine on embarkation day or once a week on the longer cruises.
- **Guests' Calls** – all guests' calls are required to be answered within two (2) minutes. Housekeeping staff tone of voice must convey a helpful and positive attitude.
- **Guests' Medication Storage** – under no circumstances is it permitted to store any medication in the Housekeeping pantries. Guests can use the fridge inside their own stateroom/suite, or contact the medical center onboard.
- **H2O Oceania Water** – is free of charge and should be replaced as needed.
- **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, and should be removed again on debarkation day.
- **Ice** – is frequently requested by guests. It must be delivered to staterooms twice a day, during morning and evening service. If guests request different or additional times, outside of normal working hours, the stateroom number should be written 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 – stewardesses are responsible for reporting maintenance problems in their sections, and must 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, stewardesses

are required to check-off all requests placed during that time; burned bulbs, leaking pipes, blocked toilets and 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.

- **Jacuzzis** – have been installed in the owner's suite bathrooms. According to USPH regulations, Jacuzzis must be sanitized on the turnaround days or once a week on cruises longer than fifteen days. Consult the manual for instructions.
- **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.
- **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) in the main closet. Used lists and bags should be replaced by placing them on the corner of the bed (closets must not be opened).
- **Laundry (Guests)** – it is the responsibility of the stewardess to collect and deliver the clean guests' laundry. It should always be checked 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 trolleys or corridor railings. 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, stewardesses 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 visit each other right after the drill, and pick 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, and changed daily in the top three (3) categories 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, stewardesses might be called back from break to clean it up. Food, beverages or any other items that are not part of the set-up must never be kept in the lockers.
- **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 any stateroom, the technician must place the sign on the door message holder.
- **Mattress protectors** – each stateroom should have two (2) single and one (1) double mattress protector. During linen change, mattress protectors should be checked for stains

and damages and, if necessary, exchanged for fresh ones. The Chief Housekeeper will provide the washing schedule.

- **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 opening hours.
- **Owners Suites** – are the most expensive and prestigious accommodations on the ship.
- **Pagers** – for easy communication with guests and management, stewardesses will carry a pager, when on duty. It should never be placed on vibration mode, as this may cause calls to be missed. Any calls from guests must be answered within two (2) minutes. In case a pager gets broken, it should be reported to the Chief Housekeeper immediately so that other arrangements can be made.
- **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, stewardesses will be required to special-clean the pantry in accordance with USPH regulations.
- **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 and must be signed for when picked up.
- **“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 1:00 PM, stewardesses should go for lunch in the meantime and return by 1:30PM to check if the guests have left the stateroom. If the sign is still there, the cabin number should be noted 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, a specially designed note should be placed, explaining that the room was not serviced for this reason. The stateroom number should be indicated on the Report Sheet.
- **Safes** – are installed in every stateroom and suite, for guests' convenience. Housekeeping staff must learn how to open and close the safe in order to demonstrate it to the guests during introductions. Morning of debarkation, all closed safes should be reported to the Housekeeping office on the list provided; stateroom numbers and stewardess signature should be noted.
- **Sharps Containers** - are provided in each guest's stateroom/suite and are replaced accordingly if used.
- **Sofas** – must be vacuumed thoroughly, at least once per cruise, to keep fabric free of dust. Bread crumbs, sand, etc. should be removed daily. Water or “Revitalize” should be used immediately to remove spots, and if spots are hard to remove, the Assistant or Chief Housekeeper should be asked for help. If the upholstery looks dirty, especially on the arm rests, the stewardess should request shampooing.

- **Storeroom Requisitions** – stores will be issued once or twice per cruise. The stewardess on locker duty must check supplies carefully and fill out the requisition. Lockers must never be overstocked, as there is not much space for extra supplies.
- **Stewardess/Steward Section** – upon arrival to the ship, stewardesses will be assigned a section of guest staterooms. Sections vary in number of staterooms, from 15 (no assistant) to 28.
- **Telephones** – in staterooms and public areas are for duty related calls.
- **Trolley** – must always be kept neat and tidy. By keeping it organized an image of an organized person will be projected.
- **Turn Down Service** – is provided to all staterooms and suites between 6:00PM and 9:00PM (or until finished). During that time beds are turned down, curtains drawn, guests belongings tidied, carpet vacuumed, balcony furniture rearranged, bathroom cleaned (by Assistant Steward) and amenities restocked.

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 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 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 & 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 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!