



# BEFORE YOU SET SAIL

*Your "Need-to-Know" Guide*

Beverage Department



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Employment by:

Seven Seas Services Limited

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## Welcome On Board!

Welcome to the Regent Seven Seas Cruises family of service professionals! 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 Seven Seas Services Limited, please ask for it.

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

*At Regent Seven Seas 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 ambience on every voyage. Combining extraordinary comfort, exceptional all-inclusive 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. Seven Seas Services Limited 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.

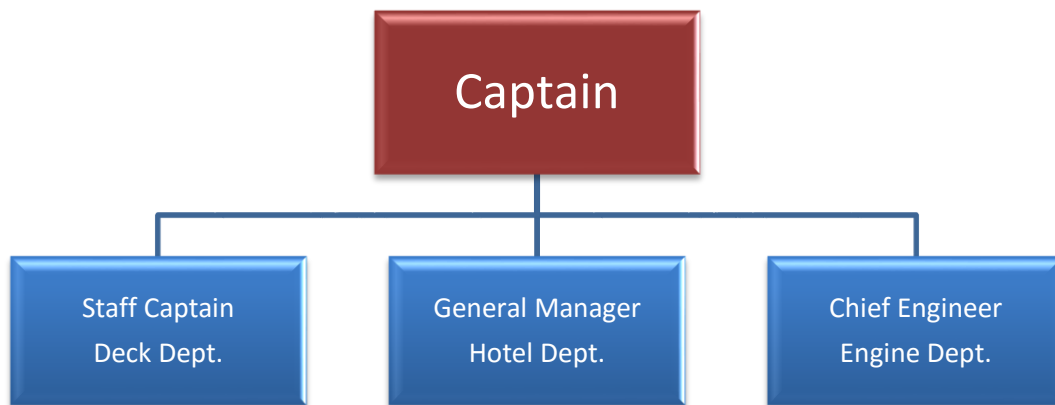
## Ship's Organization

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 hotel services as below.



## Categories of Employees

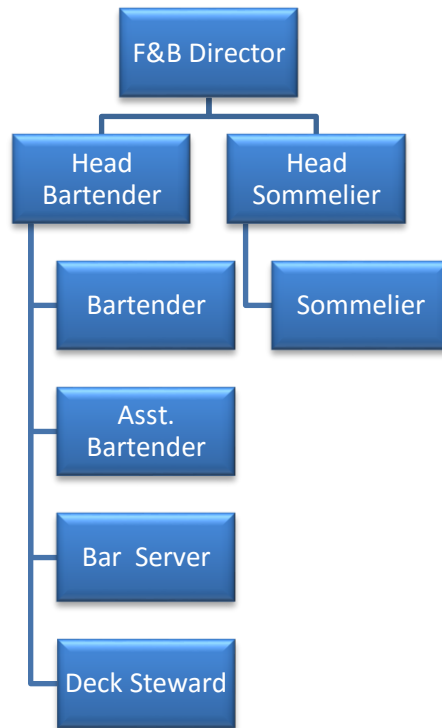
There are three categories of employees on board - **Officers**, **Staff** and **Crew**. Officers are recognizable by their uniform and shoulder stripes, which show their rank. Staff includes employees in all departments except food & beverage, housekeeping, laundry and deck/engine. **Crew** are employees 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.

## Ships

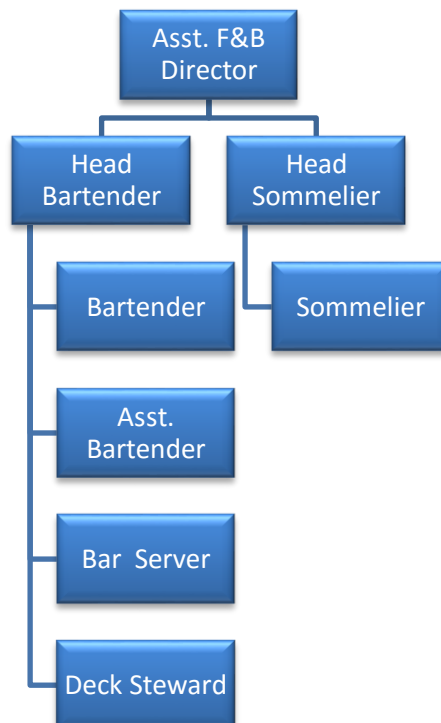
Regent has 4 unique ships: Navigator, Mariner, Voyager and Explorer. Each ship has their own layout, and vary from 490 guests on the Navigator to 750 guests on the Explorer. The service standards, names of restaurants, bars as well as public areas are the same on all vessels; the larger the vessel the more restaurants and bars are available. Therefore, it is important that you inform yourself about the layout of the vessel as quickly as possible once you are on board.

## Beverage Department Organizational Chart

m/s Seven Seas Navigator



m/s Seven Seas Explorer, m/s Seven Seas Mariner, m/s Seven Seas Voyager



## Personal Appearance 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 grooming standards at all times. While on duty, you will be required to wear Regent 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.

## 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 beverage 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!

## Important Basic Ship Rules

- As a member of the beverage team, you should not be in any of the ships public areas unless you are on duty or have received permission to be there.
- When coming on duty or going off duty, you should use crew staircases only, not guest staircases or elevators.
- When in guest areas, you must wear your uniform with name tag.
- Consumption of food should be in designated areas only.
- No one should report to work while under influence of alcohol or illegal drugs.
- Smoking is permitted only in designated areas.
- Crew restrooms are provided; guest restrooms are for guests only.
- Should you need to leave your work location for any reason, you must notify one of your supervisors.
- It is unprofessional for any service staff to stand in groups of more than two, or to discuss private matters during open hours.
- If a guest has an accident, report it immediately to your supervisor and in the meantime assist the guest.
- Shower at least twice a day.
- Use a deodorant that is also an antiperspirant, and avoid overpowering after-shave or perfume. Your perfume must not be offensive to others.



- Hair should be nicely groomed and trimmed. Hair must be neat and above the collar for all male personnel. Beards and moustaches are not permitted. Sideburns should not be lower than the ear lobe.
- For female personnel hair must be kept neatly away from the face and in a manageable fashion. Ladies who need to tie their hair back should wear a dark colored scrunch. It is not permissible to wear different colored accessories in your hair.
- No earrings above the ear lobe, in the eyebrow, lip, tongue nose or other visible areas.
- Keep your fingernails clean and trimmed at all times. Ladies can apply clear nail vanish.
- Employees should wash their hands often, especially after touching soiled dishes and before touching food.
- No earrings are allowed for male employees and personal jewelry should be kept to a minimum. Ladies may wear tasteful and small earrings. One ring maximum should be worn per hand (wedding ring). Watches must be "discreet".
- Shirt should be the correct size and the tie should be nicely adjusted to the size of the collar. Sleeves should be of the correct length as well. A cotton T-shirt (not a tank top) should be worn underneath the shirt to ensure absorption of any perspiration.
- Pants should be pressed, at the correct length and clean.
- Black cotton socks should be used (not faded and at the correct length- at least 20 cm or 7 inches above the ankle). Socks must match the color of your shoes. Ladies must wear skin color pantyhose when wearing a skirt during the day and black pantyhose in the evening.
- Shoes should be black, shined and of a classy style. Not too heavy, too bulky, or too old. They should be light and non-slippery. All service crew must have two pairs of smart black comfortable shoes (Oxford Style) with rubber soles and not leather.
- The most important part of the uniform is a warm smile.

## Verbal Etiquette and Body Language – Style

- Use premium service language.
- Always make eye contact, smile and greet guests before they greet you.
- "Good morning/afternoon/evening". Never hello, hi ... etc. NO SLANG.
- Acknowledge the guests when they thank you by saying: "You are welcome Madame or Sir".
- Smile while on duty and when talking about a guest. Don't say "she" or "he" and always use the words "lady" or "gentleman".
- Never point with a finger. Use your whole palm facing up to show directions. If time permits escort the guest to the destination rather than give directions.
- When answering the telephone, greet, advise the location you are in and then your name: "Good morning/afternoon/evening, this is Bartender/Bar Server (your name) speaking, how may I assist you?"
- When introducing yourself at the guests table, use the following speech: "Ladies and gentlemen allow me to introduce myself, my name is ... (your name) it will be my pleasure to serve you. May I interest you in a cocktail or glass of wine? Do not forget to smile and make eye contact with the guests and say it like you mean it!

- When interacting with guests, remember that they should be treated with respect even if they treat you casually. Call guests by their last names unless they ask you to call them by their first names. Using the Guests surname communicates respect and also indicates a superior level of service.
- Don't touch the guests or pat them on their backs.
- Do not hold/pick up children. Some parents do not appreciate that.
- When the guests are asking for a special request, call your supervisor right away. The answer to the guests should be: Question: "may I order some strawberries dipped in chocolate sauce with my bottle of champagne?" Answer "Madame/Sir, certainly please allow me a moment and will see what I can do for you". Don't be negative even if you know something can't be done. Never say no to the guests, this is the supervisor's responsibility.
- Posture is very important while on duty.....don't hang around and lean on walls or doors. Don't cross your arms, always stand straight and lean forward when you are speaking to a guest or serving a drink.
- When talking between each other please remember that guests are watching you at all times.
- Don't be loud in the guest areas and only English is to be spoken while on duty.
- All service personnel must project a pleasant personality with a friendly and enthusiastic frame of mind. By doing this you will convey positive body language. Your body language refers to facial expressions, eye contact, smile, hand and body movements that control and express your feelings. When you display positive body language you are communicating an effective service "style".

## **Social Etiquette and Good Manners – Greeting the Guests**

- Greet the guests with a big smile and pay compliments to ladies (not becoming offensive or over friendly.)
- Assist guests with their drinks on their way to the tables.
- When escorting guests, ensure you have the whole group following you and talk to the person behind you .i.e. "it's been a nice day today Madame or Sir, hasn't it?", or " how was your day in port?"
- Pull the chair out and place the napkins onto the table.
- Never argue with the guest.
- Never discuss any personal matters such as religion, politics, or crew life on board.
- Menus should be on the table. Promote "this is our wonderful beverage menu with all the high end selections from exotic cocktails, fine Cognacs and superior spirits and wine".
- Look straight at the guests as they are addressing you.
- Listen carefully; do not leave the table without a clear idea of what the guest has requested. Repeat the order to the guest if you are unsure.
- If you have any problems or troubles with a guest, or if they report to you any complaint about any service on the ship, politely excuse yourself and contact your supervisor (Bartender for Bar Waiters or Head Bartender for Bartenders) so that immediate action can be taken.

- Always greet guests when you meet them. Try to refer to them by their last name whenever possible. Talk to them, they love to make small talk about their tour, island etc.
- If you don't know the answer to the guests' questions, do not make up something. Tell them you are unsure, but you will find out and get back to them ASAP. Then follow it up.

## Safety First

Onboard we must avoid accidents at all times. It's everyone's business to follow the basic rules to be safe at all times. These are just a few reminders:

- Understand how to lift a box or glass racks with a straight back and don't overload it. Bend your knees when lifting and when setting down.
- If you see unsafe conditions, report them immediately to your supervisor.
- Always place a "wet floor" sign when mopping the floors.
- Don't run on the stairs and in hallways.
- Shoes should be non-slippery – shoes with rubber soles should be worn at all times while on duty.
- Ensure you get enough rest – this will help you stay focused and avoid accidents.
- Don't lift heavy trays or objects without help.
- Do not play games or jokes in the bars or bar pantry areas. This could result in an accident.

## "Check-In-Time" & Meetings

- Bar should be ready 15 minutes prior to the scheduled opening hour.
- Head Bartender and Bartender and Bar Waiter will have a short briefing 15 minutes prior to opening of the lounge to ensure that the bar is fully set up, all products are available, and any other important information is passed on.
- Head Bartender will do a short product quiz with both Bartender and Bar Waiter on a daily basis in the briefing.
- Head Bartender will check the setup of all the bars, cleanliness of the pantry and that all the available items including the bar snacks are organized accordingly, to ensure that all the items from the menus are there.
- Head Bartender will check the entire lounge; tables and chairs for cleanliness and ensure the menus placed on the table are cleaned and sanitized.

In addition, the Head Bartender will perform the following inspections:

- Bar Tray
- Lighters
- Bottle/Wine Openers
- Grooming and Uniform
- Pantry Cleanliness
- Bar Setup
- Function Setup
- Check-in and out times
- Above are just some examples

## 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 supervisor 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.

### Communication

Communicate clearly and effectively with colleagues; listen to directions; attempt to gather pertinent information from supervisors; keep records as per supervisor'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.

## 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.

## Bar Service, Duties and Responsibilities

As a member of the bar staff, you have a very important role. You are assigned to public areas, where you will meet the guests throughout the day; therefore you must be cheerful, sociable, attentive and polite at all times.

- Different reasons bring our guests to the bars, besides having a drink. Some guests just like a quiet corner to relax and read a book; others come to meet fellow guests for a chat or for a party. It's up to you to understand their needs and exceed their expectations.
- Never Say "NO" to our guests. Always inform your supervisor (Bar Tender for Bar Waiters or Head Bartender for Bartenders) before telling a guest that something is not available. In general leave it up to the supervisor to advise the guest of non-availability.
- Display a positive attitude and teamwork by communicating courteously with guests and colleagues.
- Always present a happy attitude & greet and acknowledge the guests. Be service minded and look to fulfil guests' needs or requests.
- Demonstrate teamwork when working with other colleagues.
- Keep your immediate supervisor promptly and fully informed of all special requests, problems or unusual matters which come to your attention and that may be of significance, so prompt corrective action can be taken.
- Perform all duties and responsibilities in a timely and efficient manner in accordance with established company policies and management guidelines to achieve the overall objectives of your position.

- Maintain a favorable relationship with all other company employees to foster and promote a cooperative and harmonious working climate.
- At all times project a favorable image of Regent Seven Seas Cruises to promote its aims and objectives as stated above.
- Exceeding our guests' expectations is our primary objective. This goal will be achieved by going above & beyond the call of duty.
- Inform yourself about the daily activities by checking the bar notice board on which you will find the daily bar information you may require. You will also find a copy of the Daily Passages posted in each outlet. Please read this and be aware of the various activities going on around the vessel.
- Always check-in & out with your supervisor (Bartender for Bar Waiters or Head Bartender for Bartenders) and be on time for your duties (at least five minutes before scheduled time).
- Never leave your area without informing your supervisor (Bartender for Bar Waiters/Deck Stewards, Head Bartender for Bartenders and Head Sommelier for Sommeliers). Sign in and out using TAR (violations might result in disciplinary action if the violations are not reported immediately to the HR Coordinator or supervisor).
- Carefully follow the instructions given to you by your supervisor (Bar Tender for Bar Waiters or Head Bartender for Bartenders). Be flexible in your duties and schedules, because sometimes you'll be scheduled in different areas.
- Be sociable with our guests at all times, but don't let it affect your job.
- Make sure to offer them a drink; don't let them come and get their own drink at the counter. When they are almost finished with their drink check politely and ask if they care for another. Make sure they get peanuts, chips or pretzels with their drinks, especially during cocktail hours.
- Try to remember the guest's name and their favorite drink. You will exceed the guest expectation with your attentive service.
- Each bar has specific opening times according to the daily program. Make sure you are fully set up and ready for service at the right time.
- General cleaning will be done daily and special cleaning is according to the cleaning plan scheduled in the cruise layout or as instructed otherwise by the Assistant F&B Director. Other members of the bar staff will assist you with the cleaning. Make sure that the bar, lounge and pantry is kept clean, neat and organized at all times.
- Requisitions are done as per the requisition procedure. The procedure and provision schedule must be followed at all times as provided by the bar supervisor; all outlets have an assigned par level which must be maintained at all times and only exceeded if guests flow demands.
- Beverages inventory will be done on the last night of the cruise and may be performed anytime as per the instruction of the management.
- There will be announced or unannounced spot-checks conducted during each cruise.
- You are responsible to follow up on the notice board in your bar – Daily Passages, schedules and other information posted by the Head Bartender.
- You are Under the Supervision of the Head Bartender/Head Sommelier, with the direction of Assistant F&B and F&B Director.

## Compass Rose



Compass Rose is the main dining room and all service is a la carte. We serve breakfast, lunch and dinner featuring a different menu for lunch and dinner daily. Three sommeliers including the Head Sommelier are assigned in the Compass Rose. The Sommeliers working in Compass Rose for lunch are the ones responsible for preparing the lunch service set up: glassware, wine, ice, fruits, juices, ice tea, beer and spirits. Also they are the ones who prepare all the necessary wine for each restaurant for dinner service (white and red selection, water and sodas). They are assisted by the Bar Waiters at lunch with whom they communicate at all times regarding the guests drink preference. The Sommeliers are also in charge of refilling the fridges and shelves with wine during the day. Full wine glass setup will be made at the end of lunch service and check out will be done with the Head Sommelier or Head Waiter in the restaurant.

During the evening, the Sommeliers will set up the red and white wine recommended in the menu. Same beverage preparation as for lunch should be done and distribution of water to the waiter stations. Also, the wine list must be in place in the restaurant and the port wine with the specific glasses prepared for service; in the Signatures Restaurant they must be available on the cheese trolley.

The Sommeliers will attend the Head Waiter menu briefing and present the wine recommendation for the evening. They should also be informed about different entertainment activities available during the evening from the Daily Passages. They will hand over to the Bar Waiters information about the different wines served in their sections and have a constant overview of the restaurant. Sommeliers are the ones to assist guests with reserve wine recommendations. They should be well aware of wine availability and vintages. They should pay attention to specific requests from the guests and be clear and specific when recommending a selling wine. The correct service of a reserve wine depending on the type, should include decantation.

Bar Waiters, before returning to their respective bars, must inform the Sommeliers in charge of their section, and Sommeliers must continue with the wine and beverage service started by the Bar Waiters.



## Signatures (Mariner and Voyager)



The Signatures restaurant is one of our specialty restaurants onboard and is featured in collaboration with the Cordon Bleu, a French cuisine affiliation. We usually offer French wines or alternatives if requested by the guest. The Sommelier working in the restaurant has the same setup duties as in the other restaurants. He/she attends the menu briefing and is well aware of the special cuisine to which he/she will make appropriate wine recommendations. Wines from the “all inclusive wine list” should be ready for service. Sommeliers assigned here must be very knowledgeable and have an outgoing personality and positive selling attitude.

## Prime 7



The most intimate of restaurants on board, Prime 7 is a glamorous, contemporary interpretation of a classic American steakhouse, where we usually offer American wines or alternatives if requested by the guest. Along with avant-garde appetizers, savory soups and tantalizing desserts, the stars of the evening are the main courses with eight USDA Prime, dry-aged steaks to choose from, plus an enticing selection of lamb, pork, poultry and seafood specialties. This restaurant is open for dinner and only by reservation.

The Sommelier working in the restaurant has similar setup duties to the one in the other restaurants. The Sommelier working in the restaurant has the same setup duties as in the other restaurants. He/she attends the menu briefing and is well aware of the special cuisine to which he/she will make appropriate wine recommendations. A special wine list has been prepared for Prime 7. Sommeliers assigned here must be very knowledgeable and have an outgoing personality and positive selling attitude. An elegant and tasteful display of the wines from the Connoisseur Wine



list and the Connoisseur Wine list itself must be arranged by entrance of the restaurant every day from opening to closing hours of the restaurant.

## La Veranda/Sette Mari



La Veranda is our buffet style restaurant for breakfast and lunch featuring different themes on a daily basis. In regards to the lunch service, the 2 Sommeliers working here will prepare 2 beverage stations with hi ball glasses, wine glasses, sodas, wine selection, ice tea, fruits and ice. Also, they are responsible for preparing still and sparkling water in the beverage fridge for the waiters and to have a selection of wines from the “all-inclusive wine list” available.

Each evening, La Veranda transforms into Sette Mari at La Veranda, a casual, intimate dining experience. Guests enjoy an extensive menu of authentic antipasti and Italian specialties served á la carte and paired with fine Italian wines. Delectable dishes are prepared á la minute by our talented chefs using only the freshest gourmet ingredients and served by our attentive waiters. Sette Mari at La Veranda is open for dinner only. Here we usually serve Italian wines or alternatives as requested by the guest.

The Sommeliers will have the assistance of the Bar Waiters and are fully in charge of the service on the back deck as well. They will report for check out with the Maitre'D in charge. Full glass set up will be done at the end of lunch service for dinner. During dinner set up the Sommelier should prepare a small beverage station to speed up the service since the Pool Bar will be closed. The usual wine set up should be ready. He or she will share the wine service duties with one to three Bar Waiters or Deck Stewards, but oversees the entire restaurant beverage service. All venues feature a rotation of 1 red and 1 white complementary wine each evening as well as the menu recommendation. Wines from the Connoisseur list are also available on a daily basis which the Sommeliers can use as an up selling tool.

## All Inclusive Operation Service Concepts Onboard

The Regent Experience is an all-inclusive beverage program; our guests pay a premium price to include all standard beverage offerings.

## Connoisseur Lists

We offer a Connoisseur List which features high end liquors & spirits as well as a fine wine list which features some of the best wines available at sea. In addition, we also offer a fine selection of cigars in the Connoisseur Club. All items on the Connoisseur list are priced at a reasonable additional cost reflecting the quality of the product.

## Serving Alcoholic Beverages – Responsible Vendor/Server

The company's policy does not allow any person to sell, give, serve or permit to be served alcoholic beverages to persons less than 21 years of age or to permit a person less than 21 years of age to consume alcoholic beverages onboard the vessels.

Before serving an alcoholic beverage, servers must check the identification of any person whom they have reason to believe may be less than 21 years of age (first the key card, as underage guests have a hole punched in their suite card, as well a picture list is available for all underage guests onboard from the Head of Department). In case of doubt, a picture ID should be requested by bar personnel or the supervisor/security guards informed). If that person has no identification, or if the identification does not clearly indicate that the person is 21 or older, service must be denied. A minor CANNOT be served just because the minor is accompanied by a parent, nor should an adult be served who is purchasing an alcoholic beverage for the purpose of giving it to a minor. Bar personnel can refuse the service of alcohol to anyone for a good reason. It is the responsibility of the bar staff to refuse to serve alcohol to visibly intoxicated guests. Should the bar staff encounter a difficult guest, the Security Officer and the Food and Beverage Director shall be promptly informed and they may choose to terminate the guest alcohol service. In case of a severely intoxicated guest, the Security Officer may escort the guest to his/her cabin. A brief period of surveillance is suggested (at least for the first hour after the incident). The medical department will be informed if the condition of the guest appears to require medical attention.

## Delivering the Regent Product

"Suggestive Selling" demonstrates professional sales skills all beverage personnel can use to improve the establishment's profits, deliver better service to the guests, and also increase their own earnings.

### 5 Basic Skills

- Know your products
- If you have any questions, ask.
- Learn basic bar terms.
- Consider various guest concerns.
- Practice good guest relations.

## The Regent Experience - Bars and Lounges

The Regent fleet consists of 3 ships (Explorer to be launched in 2016). Although the service concept and expectations are equal on all ships, each does differ slightly in its layout and design.

### Voyager

- Observation Lounge Dk 11 Fwd
- Pool Bar Dk 11 Fwd
- Horizon Lounge Dk 5 Aft
- Coffee Connection Dk 5 Fwd
- Constellation Theater Dk 4/5 Fwd
- Connoisseur Club Dk 4 Fwd
- Voyager Lounge Dk 4 Fwd

### Mariner

- Observation Lounge Dk 12 Fwd
- Pool Bar Dk 11 Aft
- Casino Bar Dk 7 Mid
- Stars Night Club Dk 6 Mid
- Coffee Connection Dk 6 Mid
- Horizon Lounge Dk 6 Aft
- Constellation Theater Dk 5/6 Fwd
- Connoisseur Club Dk 6 Aft
- Mariner Lounge Dk 5 Mid

### Navigator

- Seven Seas Show Lounge Dk 6/7 Aft
- Casino Bar Dk 7 Mid
- Star's Lounge Dk 6 Aft
- Connoisseur Club Dk 6 Mid
- Navigator Lounge Dk 6 Mid
- Pool Bar Dk 10 Fwd

## Horizon Bar (Mariner and Voyager) / Galileo's (Navigator)

This lounge is an elegant yet relaxing lounge in which to enjoy the sounds of live music. The music is the main element, featuring string and horn music in a classic style. The room has a decidedly formal feel and attracts the “dressed for dinner” crowd. The lounge offers approachable wines by the glass, refreshing cocktails and a nice variety of non-alcoholic drinks.

A full all-inclusive bar is offered, as well as the wines, champagne and high end spirits from the Connoisseur List. With professional, personalized and very friendly service, the lounge offers an exceptional hospitality experience. Bar staff assigned in this lounge should be expertly trained on all the ship's offerings, especially the restaurant and bar options.

### Tea Time:

- From 4:00pm to 5:00pm every day, except embarkation day, when the time varies depending on the life boat drill.
- Special Tea Time: Chocoholic, Cheese Cake, Flambé, Waffle, Viennese, etc. The daily theme will be advertised in the Daily Passages.

### Observation Lounge (Voyager and Mariner ONLY)

During the day time, the Observation Lounge is for the guests wanting a cool and quiet place to gather and enjoy the spectacular views or relax with a book. Due to its location, many enrichment activities take place during the day and evening such as dancing, classes, lectures, sail away parties and other private functions. The Observation Lounge offers approachable wines by the glass, refreshing cocktails and a nice variety of non-alcoholic drinks. A full all-inclusive bar is offered, as well as the Wines, Champagne and high end spirits from the Connoisseur List.

Complete bar setup and full bar equipment are required to run the bar for the lounge. Please see the duties and responsibilities and the procedure guide.

### Connoisseur Club

For those who want to retire to an intimate, private, relaxed setting and experience a club-like atmosphere, Connoisseur Club is the perfect venue with an enclosed, elegant warm feeling, evoking comfortable luxury. Guests may settle into a comfortable English club chair and light up a hand-rolled cigar from the climate-controlled humidor.

The cabinets are used to display Single Malt Scotch, Port Wine, Rare and fine Cognac and Armagnac and Single Barrel Bourbon Selections in a tasteful manner and the Bar List must be placed on the tables. Cigar humidor needs to be maintained properly and cigars displayed by opening the boxes and monitoring the temperature.

This is a place to create revenue; offer a unique ambiance and an amazing service experience to our guests, with high end beverage selections and rare selections of Cigars, as well as a very warm, knowledgeable and friendly host.

One Bar Waiter is assigned to Connoisseur Club only, who is very knowledgeable of the products, infectious likeable personality, who must have a ready smile and a good feel for humor and possess a great “positive selling” attitude.

### Voyager Bar Lounge (Voyager Only)

The Voyager Club Bar is a very elegant bar/lounge in which many activities take place. This location provides service for Connoisseur Club, Casino and Compass Rose Restaurant during the meal hours, shows in the Atrium, Captains Welcome in the Atrium and also the Coffee Corner service after 17:00.

### Pool Bar

The Pool bar offers service to the entire pool area and deck 12 throughout the day during the pool opening hours. Complete full bar with all inclusive beverage list and also items from the Connoisseur list are available. The bar mainly gets busy during the sail away, sea days, Dessert under the Stars, and during the BBQ lunch, pool grill and other pool activities. The Pool Bar has an extension bar close to the BBQ which mainly offers service to La Veranda and the Pool Grill. The entire beverage service, deck chairs, towels and cleanliness of the pool is handled by the Deck Stewards and Bar Waiters from the bar department. Deck Stewards, besides their regular duties by the pool, are also required

to understand the entire beverage service procedure and products as they are actively involved in the beverage service by the pool. At the pool we also offer smoothies, fruit skewers and wet cold face towels passed around during sea days, as well as sunglasses cleaning upon request.

### Constellation Theater (Show Lounge Navigator)

In the Constellation Theater, an expectant hush gives way to applause as the curtain opens on a spectacular performance. Dazzling Broadway musical revues are presented in the state-of-the-art, two-tiered show lounge with its full-size proscenium stage. The dynamic production shows performed by Jean-Anne Ryan (JAR) Singers and Dancers include: On Broadway; Dancing in the Street, Cirque, Rock and Roll to name a few.

Besides the magnificent shows every night, there are many other activities that take place in the Constellation Theatre such as:

- Embarkation check in
- Private Functions, Meetings
- Movies
- Captain's Welcome and Farewell Party, SSS Parties
- Lectures

Bar Department is entirely responsible for set up and any beverage service offered in the Lounge during the shows and other activities.

### Coffee Corner (Mariner and Voyager ONLY)

Coffee Corner is the perfect place for guests to meet and mingle in a relaxed and comfortable atmosphere. Knowledgeable and friendly service with the allure of handmade beverages will ensure that the Coffee Corner experience is unique and deluxe. A barista will be scheduled throughout the day. Coffee Corner's baristas are expert in hand made espresso drinks and tea. Guests will enjoy the specialty coffees and exotic coffee from Illy.

Cookies and coffee/tea are available 24 hours a day. Besides the coffee and tea, there are other beverages and food items served in this venue during service hours. The schedule, menu and the entire procedure is in place for this venue.

Bar staff assigned here must be very knowledgeable in making various exotic and specialty coffees and trained to prepare espressos and cappuccinos. They must have knowledge of the food and service of the food items. Head Bartender and Assistant F&B Manager must ensure that the venue is well taken care of regarding it's cleanliness and availability of menu items.

### Mariner Lounge (Mariner ONLY)

Located on Deck 5 mid-ship, the Mariner Lounge is the perfect venue for guests to meet friends and fellow travelers for a pre-dinner cocktail or nightcap as the resident musicians entertain, with space for 100 guests.

### 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 Seven Seas Services Limited to ensure that you receive any information that you may require.

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

*Again, Welcome to the Team!*

