



BEFORE YOU SET SAIL

Your “Need-to-Know” Guide

Galley Department



Seven Seas Services Limited

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Reviewed on: 01/25/17		Approved by: SF

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Welcome On Board!

Welcome to the Regent Seven Seas Cruises family of culinary 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. 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. Seven Seas Services Limited believes in rewarding your efforts, achievements and ability to work as a positive member of the team.

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

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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.

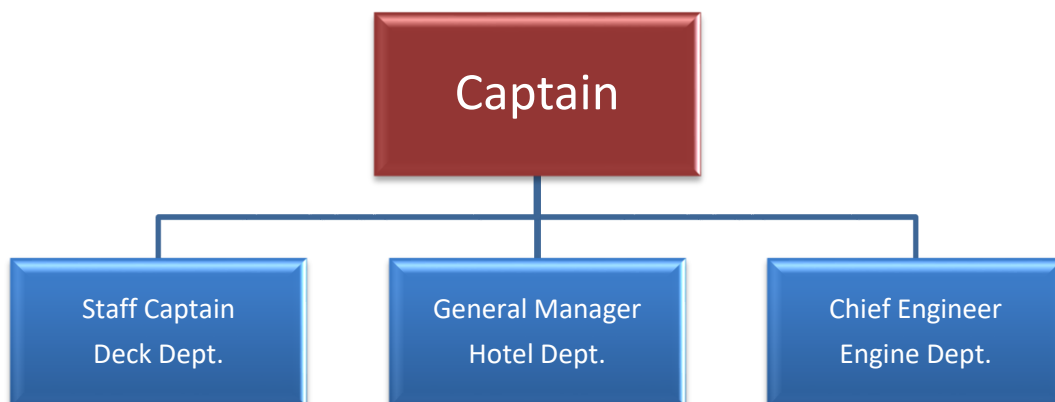
Ship's Organization

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.



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Hotel Department Organization

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



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. The ships each have their own layout, and vary from 490 guests on the Navigator to 750 guests on the Explorer. The service

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standards, names of restaurants, bars and public areas are the same on all vessels; the larger the vessel the more restaurants and bars are available it is therefore important that you inform yourself with the vessel you are assigned to once you are onboard.

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.

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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.

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- 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.

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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.

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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.

The Regent Experience - Cuisine

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Using fresh local produce, dry-aged prime meats, fish and seafood sourced from international markets, delicious artisan cheeses and scrumptious baked goods crafted from the finest imported French flour, combined with all the skills and imagination of our celebrated chefs to put it all together — cruising has never tasted so good for our guests.

Menus change daily in Compass Rose as a multitude of Continental-inspired dishes is offered during the course of the voyage. Guests indulge in a Sunday champagne and caviar brunch at La Veranda or at Compass Rose. They also dine in elegant surroundings including the iconic Prime 7, the premier steakhouse at sea, and delight in mouthwatering entrées paired with distinctive complimentary wines and spirits.

Restaurants

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COMPASS ROSE

RESTAURANT



As the flagship restaurant aboard each of our ships, the wonderfully expansive Compass Rose serves breakfast, lunch and dinner and features an exceptional variety of European-inspired Continental cuisine, as well as flavorful vegetarian and nutritious Canyon Ranch SpaClub® specialties. Elegantly decorated in warm golden and maroon hues, Compass Rose delights with a beautifully refined atmosphere blessed with natural light during the day. Whenever guests decide to whet their appetite, the Maître D' will guide them to a quiet, romantic table for two or a festive larger table to share the days' bounty with newfound friends.

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Sette Mari

at
LA VERANDA



Each evening, La Veranda, a popular breakfast and lunch buffet venue, will transform into Sette Mari at La Veranda, where guests will enjoy an extensive menu of authentic antipasti and Italian specialty items paired with distinctive Italian wines. Using fresh, gourmet ingredients, each hand-crafted dish is prepared al momento (cooked to order) by Regent Seven Seas Cruises' talented chefs. Al fresco dining is also available so guests can dine under the stars.

As guests enter Sette Mari they will be presented with a sampling of antipasti, including aged Parmesan cheese and marinated olives, bruschette, veal meatballs and savory pastry stuffed with tomatoes and mozzarella. Additionally, an elaborate antipasti bar will also be available from which guests may select.

A first course might be the specialty pasta of the day, prepared by a chef at the pasta station on the buffet or guests may order a traditional pasta dish from the menu. These include Spaghetti alla Carbonara, Penne Rigate alla Bolognese, Gnocchi de Patate al Pesto and Lasagna al Forno.

Secondi piatti – or entrées – will include Cioppino, the classic Italian seafood stew with lobster, shrimp, scallops, clams, mussels and calamari, served in a garlic, white wine, parsley and fresh tomato broth, along with plenty of crusty Italian bread for dipping. In addition, guests can order delicacies such as veal chops, lamb chops and Mediterranean sea bass, among other choices.

For dessert, the perennial favorite of Tiramisu will be offered along with other traditional and delicious Italian sweets.

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A true classic in every sense, Prime 7 sets a new standard in steakhouse fare with its contemporary interpretation of an American favorite. Handsomely decorated with supple leather wing-back chairs, burnished woods and rich earth-toned fabrics, Prime 7 exudes a distinct, intimate elegance. This is glamour redefined, a luxurious setting to enjoy classic steakhouse cuisine with a modern flair. All the traditional starters are here, including Jumbo Maryland Lump Crab Cakes, Oysters Rockefeller, and French Onion Soup Gratinée. Of course, beef is the undisputed star, and it is all USDA Prime and Dry-Aged at least 28 days to ensure the ultimate tenderness, juiciness and flavor. "Cote de Boeuf" Bone-in Rib Steak, Porterhouse Steak and succulent Filet Mignon only touch upon the selections. Mouthwatering alternatives include Colorado Double-Cut Lamb Chops and Oven-Roasted Organic Free-Range Chicken.



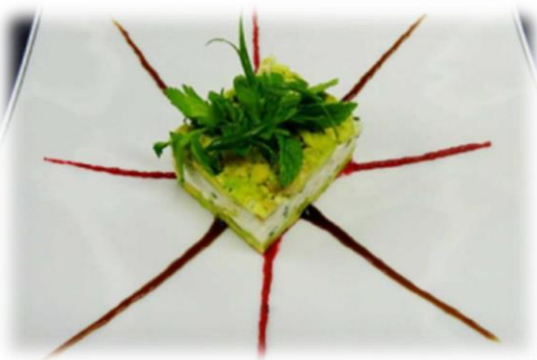
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Signatures



Preparing authentic French cuisine is an art form reserved for the masters, and each and every dish served in Signatures is absolutely sublime and purely French.

Classics like Quiche au Camembert and Foie Gras Terrine with Plum Marmalade tease the palate. Main courses such as Rack of Lamb with Morel Mushrooms and Melted Potato Garnishes and Magret Duck Fillet with Raspberry Vinaigrette excite the senses, especially when perfectly paired with a delightful French vintage carefully selected by the sommelier. The experience is so authentically French that it rivals that of the finest Parisian restaurants. Open for dinner only aboard Seven Seas Voyager, Seven Seas Mariner and Seven Seas Explorer.



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LA VERANDA

RESTAURANT



Serving breakfast and lunch, La Veranda is exceedingly popular any time of the day. Spacious and comfortably casual with a shaded, open-air veranda for dining al fresco., La Veranda offers regional specialties that often reflect the cuisines of the countries called on. Dishes are presented in a buffet style that displays the diversity of the menu. La Veranda also features a live pasta cooking station and an authentic pizzeria.



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POOL GRILL

RESTAURANT



The ultimate come-as-you-are dining venue, the Pool Grill couldn't be more casual. Guests walk over straight from sunbathing or swimming in the pool, drop by before or after a shore excursion or enjoy a snack between activities. The Pool Grill is open-air, yet abundantly shaded for comfortable dining. Guests enjoy grilled-to-order burgers, grilled seafood, sandwiches and fresh salads. They treat themselves to milkshakes and malts, and old-fashioned hand-dipped ice cream desserts sprinkled with all their favorite toppings.

On days at sea, lavish theme luncheons and superb casual buffets and special grills are attractively presented at the pool and themes such as Fish al Fresco, Seafood Extravaganza, Asian Chef's Buffet, Mediterranean Specialties, and South American Barbecue featuring fresh ingredients from the local markets are served. The Pool Grill is also the location where guests can enjoy a healthy fitness breakfast buffet in the morning.



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PACIFIC RIM

(ON BOARD THE EXPLORER ONLY)



Celebrating the culinary traditions of Asia, Pacific Rim is the perfect addition to the restaurant collection aboard Seven Seas Explorer®. As for Pacific Rim’s inventive menu offerings, guests will be in for a culinary tour of Asia’s diverse cuisine. They can expect artfully plated Pan-Asian creations with delightful first courses highlighted by a tempura encrusted crispy soft shell crab with a touch of heat from a green chili aioli, and a succulently caramelized cassia-braised pork belly topped with perfectly grilled diver scallops; a seaweed and wakame salad drizzled with a black pepper soy and onion dressing.

After a sensational starter, guests may choose from an array of delectable entrées, such as tempura battered Canadian lobster with shiso leaf finished with an orange ponzu sauce and spicy mayo, a miso-spiced black cod wrapped in hoba leaf accompanied by pickled daikon and spicy den miso, and grilled Korean barbecue lamb chops, wok-fried beans, eryngii mushroom and gochujang dressing. Serving as the perfect complement to the dishes is the Zen-like ambiance especially created by the leading international architecture and design firm RTKL. Guests are greeted by a modern interpretation of a Tibetan prayer wheel in the restaurant lobby which sets the mood for the visual and culinary feast to come.

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Chartreuse

(ON BOARD THE EXPLORER ONLY)



Deriving its name from sultry chartreuse-colored glass panels that adorn the dining room walls, the ambiance of Chartreuse evokes memories of a chic Parisian fine dining restaurant discovered during an evening stroll along the Seine or just off the Champs-Élysées. Once inside, guests may choose to dine in an intimate table for two inside the regal dining room or along the Parisian-inspired courtyard. Either way, every guest will be treated to a succulent dinner while enjoying the incredible ocean view.

A sampling of epicurean delights include...

- Hand-cut Charolais steak tartare in a hazelnut-Dijon emulsion topped with Perlita caviar d'Aquitaine
- Roasted Cévennes rack of lamb with rosemary-mint persillade and sugar snap pea sauce
- Poached Brittany blue lobster tail glazed with caramelized lobster roe butter

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Room Service



course-by-course.

Knowing that guests sometimes prefer to simply dine in the comfort of their suites, we offer room service around the clock. Guests select from an extensive room service menu and the wait staff promptly serve their order in the comfort of their suite. During normal dining hours, guests may also order from the Compass Rose menu, which changes daily and features Continental, vegetarian, kosher and Canyon Ranch SpaClub® cuisines. Dinners will be graciously served

The Coffee Corner



The Coffee Corner allows guests to enjoy complimentary coffee drinks prepared by our baristas, as well as delicious freshly baked pastries, Danishes, Fresh Fruits, Cold Cuts, Cheeses and homemade cookies.

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 the Horizon Lounge 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.

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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 will grow along with the company and you will sail with us for many years to come. Again, welcome to the team!

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