



# BEFORE YOU SET SAIL

**Your “Need-to-Know” Guide**

Housekeeping Department



Revision 151202

Employment by:

**Seven Seas Services Limited**

## Table of Contents

Welcome On Board! .....	3
Once On Board .....	3
Team Work .....	3
Ship's Organization .....	4
Hotel Department Organization .....	5
Categories of Employees .....	5
Ships .....	5
Housekeeping Department Organizational Chart.....	6
Personal Appearance and Grooming Standards .....	6
Interaction with the Guests .....	6
Public Health .....	7
Housekeeping Rules .....	7
Housekeeping A to Z .....	9
Helpful Departmental Information .....	14
Working Hours & Schedules .....	14
Job Performance & Reviews .....	14
Attendance & Punctuality .....	14
TAR Procedures .....	14
Personal Appearance & Hygiene - Clean Work Habits .....	14
Attitude .....	14
Job Knowledge and Skills .....	15
Communication .....	15
Teamwork .....	15
Cross Training .....	15
General Rules .....	15
Drug & Alcohol Policies .....	15
Cabin Inspections .....	15
Training Programs (Safety and Security) .....	16
Again, Welcome On Board! .....	16

## Welcome On Board!

Welcome to the Regent Seven Seas Cruises family of hospitality 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.

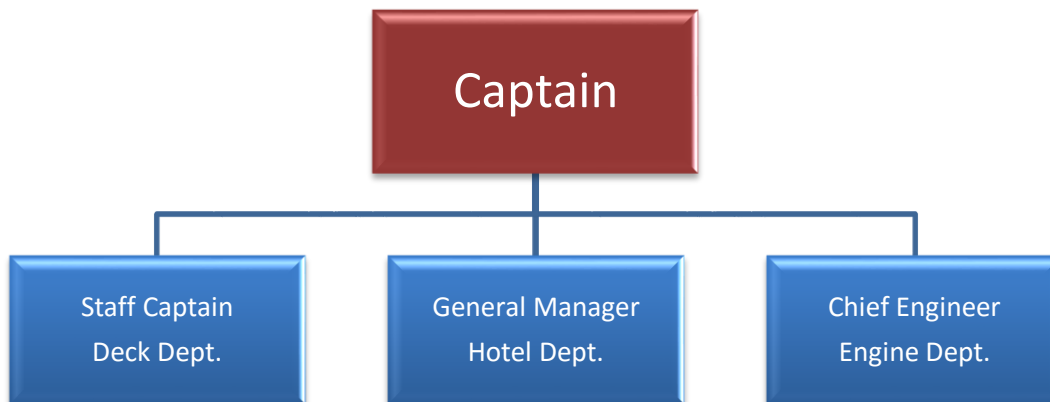
## Ship's Organization

**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

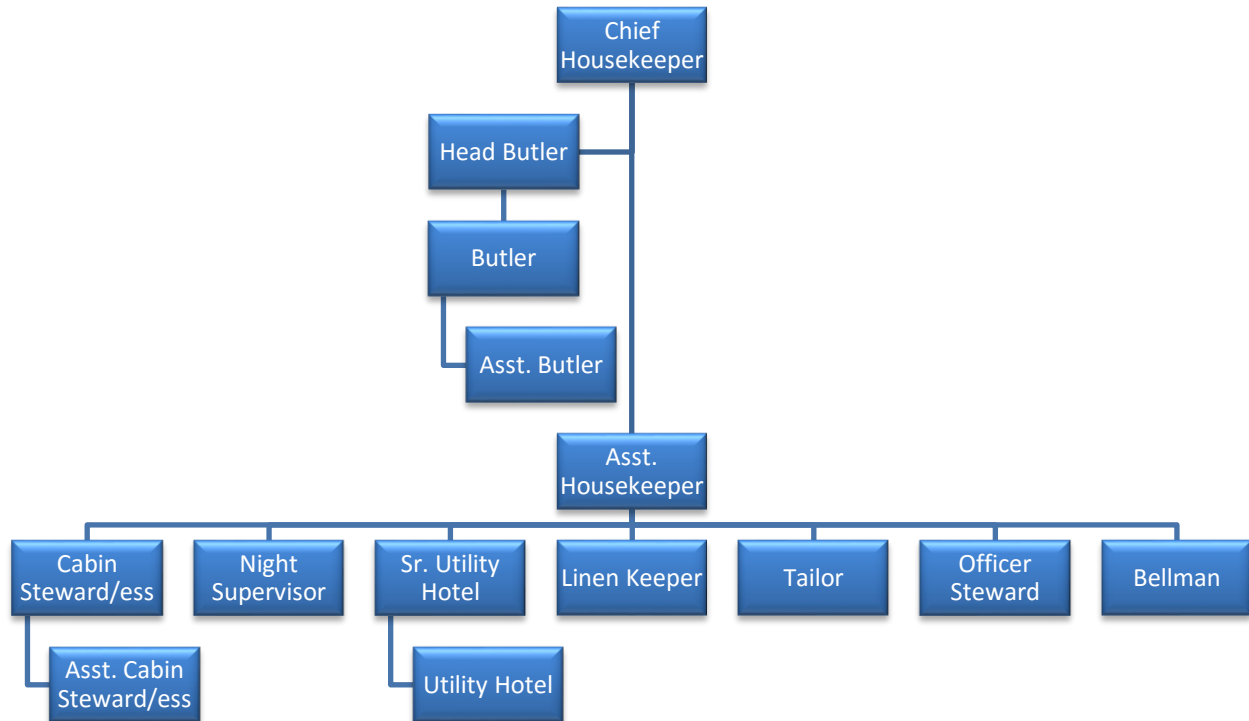
There are three categories of employees on board - **Officers**, **Staff** and **Crew**. Officers are recognizable by their uniform and shoulder stripes, which show their rank. Staff includes employees in all departments except food & beverage, housekeeping, laundry and deck/engine. **Crew** are employees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

## Housekeeping Department Organizational Chart

The Housekeeping Department onboard all Regent ships is organized as follows:



## 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.

## Interaction with the Guests

Guests tell us all the time that they come back to our ships because of our crew. Whenever you are in contact with the guests, you must smile and greet them. Butlers, Cabin Steward/esses and the Assistant Cabin Steward/esses will follow the company guest recognition program. which means they need to know all the guest names on their section and greet the guests addressing them with their last name. At all times you must show positive attitude, use friendly tone of voice and convey positive body language which includes facial expressions, eye contact, hand and body

movements. If a guest asks you for something and you don't know the answer, find out and get back to them. 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 of voice when talking to a guest
- Show 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

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

## 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!

## Housekeeping Rules

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

- As a member of the housekeeping or butler 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.
- Be punctual; always arrive on time for your scheduled duty and clock in accordingly.
- Maintain public health standards at all times.
- Always handle housekeeping and F&B equipment with great care! Damaged and broken equipment will make your job more difficult.
- Do not run in any areas of the ship as it increases the risk of injuries and it is not elegant to run in the guests' public areas.
- Always use appropriate language. Do not use any slang and abusive language when you communicate with guests or fellow crewmembers. English is the language of the ship.

- Do not argue with fellow crew members. If you have any issue, please report it to your supervisor.
- Report all maintenance issues in your section to your supervisor.
- Report any accidents or incidents to your supervisor.
- When in guest areas, you must wear your uniform with the name tag.
- Consumption of food should be in designated areas only.
- Working under the influence of alcohol or illegal drugs can lead to dismissal.
- Smoking is permitted only in designated areas.
- Crew restrooms are provided; guest restrooms are for guests use only.
- It is unprofessional for any service staff to stand in groups of more than two, or to discuss private matters during the working hours.
- 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 spot.
- Keep your fingernails clean and trimmed at all times. Ladies can apply clear nail varnish.
- Wash your 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). Your watch 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. All service crew must have two pairs of smart black comfortable shoes.
- The most important part of the uniform is a warm smile.
- Always follow standards described in the Butler and Housekeeping Benchmark of Excellence, Housekeeping Operations Manual and F&B Manuals.

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

- Record of Discussion (ROD)
- Written Warning
- Captain's Conference
- Termination of the Contract

## Housekeeping A to Z

- **A & B watch duties**— Four Steward/esses and Asst. Stewards/esses are required to be on duty in the afternoon. A watch duty from 2.00 until 4.15 pm and B watch from 4.15 until 6.30 pm. The afternoon duty stewards/esses will service the suites reported on privacy if the privacy sign is removed, serve the canapés to all VIP guests in non-butler suites and answer all afternoon guests' calls.
- **Balconies** – 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 suite 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.
- **Breakfast** – We offer full breakfast to the guests in all suites between 6.30 am - 10.30 am daily. Butlers will serve breakfast in all designated butler suites and room service personnel in all non-butler suites. Steward/esses will collect the trays from the non-butler suites and place them in the designated pantry and/or call room service for pick-up.
- **Butlers** – Regent Seven Seas Cruises provides butler service in their top category suites. Butlers are well trained in providing unparalleled in-suite food & beverage service as well as assisting the guests with all specialty dining arrangements, various bookings and special requests.

- **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.
- **Champagne** – each suite will receive a welcome bottle of champagne set-up in the ice bucket upon arrival. Champagne will be replenished upon guest's request.
- **Cleaning Chemicals** – only company-approved chemicals can be used for cleaning onboard the ship. Always follow safety and usage instructions and watch the consumption.
- **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** – are part of the in suite beverage cabinet set up. 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. Butlers and the 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. Corridors must be vacuumed twice a day; during morning service, between 8:00AM– 2:00PM and evening service, between 6:30PM–10:00PM.
- **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 and you must be prepared in advance and organized for that day.
- **Deck Phones** – for easy communication with guests and management, you will carry a deck phone when on duty. Any calls from guests must be answered within two (2) minutes. In case your phone gets broken, report it to the Chief Housekeeper immediately so that other arrangements can be made.

- **Directory of Services** – the pages must be checked regularly and any damaged ones replaced, as well as writing paper, envelopes, and breakfast cards, and postcards. On the last day, before debarkation, during the evening service, each Directory should be prepared. The Directory should never be removed from the suite or hidden in any other place.
- **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** – you must meet all your guests on the first day of their cruise; introduce yourself, the suite and the ships facilities.
- **Furniture** – must be dusted and cleaned during each service.
- **Glasses & Ice Bucket**– depending on the suite category, each suite is set up with champagne flutes, wine glasses and high ball glasses. Used glasses must be replaced and washed in the pantry 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.
- **Gifts/Special Requests** – various gifts or guests’ pre-cruise requests will be placed in the suite before the guests’ arrival. Assistant Chief Housekeeper and Butlers will place the gifts and / or any special requests in the designated suites. 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.
- **Guests Calls** – you are required to answer all guests’ calls within two (2) minutes. Your 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 suite, or contact the medical center onboard.
- **H2O or bottled water** – is placed in the mini bar fridge and replenished daily. Bottled H2O will also be set up on the gangway for the guests to take ashore with them.
- **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, Suites** – The Chief Housekeeper and Assistant Housekeeper will carry out a daily suite 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.
- **Laundry Lists** – two laundry / dry cleaning lists will be placed together with the laundry bags in the walk in closet. Replace the lists and bags as soon as the guests use them.
- **Laundry / Valet Service** – it is the responsibility of the butlers and steward/ess to collect guest garments for processing to the main laundry and deliver them back to the guests. When collecting the garments for laundering or dry cleaning, check the correct suite number is indicated on the list. Prior to delivering processed garments check that all special requests have been executed. Never leave laundry un-attended on your trolley or in the locker. Hang clean laundry in the walk in closet and place the package with folded items on the bed along with the laundry slip.
- **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 suite 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** – linen must be changed daily in top category suites and all VIP guest suites. In all other category suites linen will be changed every three (3) days or more often if needed or requested. The change is done during the same service all throughout the ship.
- **Lockers** – must be kept neat and set according to instructions in the HKOM. The Chief or Assistant Housekeeper will check lockers at the end of each service, and if the locker is found messy, stewardesses may be called back from break to clean it up. Never keep food, beverages or any other items that are not part of the set-up in the locker.
- **Lost and Found** – all items left behind by the guest, not in the trash bin, must be delivered to the reception desk with the suite number indicated, before 1:00PM on debarkation day.
- **Master & Grand Suites** – are the most expensive and prestigious accommodations on the ship.
- **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 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 i.e. bottles of liquor or wine are available upon guest request, stewardess and butler will deliver them to the guest suite and replace upon consumption.

- **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.
- **Passages** – This is the official, daily program of Regent Seven Seas Cruises - all shipboard timetables and shore-side information is included in *Passages*. During the turndown service, you will place a copy on the bed. Extra copies are available for any guest who requests them. You are also required to read and keep one (1) copy on the trolley to be able to answer guests' questions.
- **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.
- **"Privacy Please" Sign** – must always be respected, so the guests can enjoy their time on board. Any suites still on "privacy please" when you go off duty at 2.00 pm must be reported in the A&B watch log book in the housekeeping office in order to be serviced in the afternoon hours.
- **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. Breadcrumbs, 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.
- **Stewardess/Steward Section** – upon arrival to the ship, stewards/esses will be assigned a section of guest suites. Sections vary in number of suites.
- **Telephones** – in suites 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.
- **Turndown Service** – is provided to all suites between 6:30PM and 10:00PM (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.

Below is an outline of how your Chief Housekeeper will evaluate you, use this 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.

## Job Knowledge and Skills

Practice correct working procedures, pay attention to instructions and guidelines, ask for instructions when unsure.

## Communication

Communicate clearly and effectively with colleagues; listen to directions; 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.

## 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.

## 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 0.04% 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.

### 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!*

