

BEFORE YOU SET SAIL

Your "Need-to-Know" Guide

Restaurant Department



Revision 151202

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.





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 restaurant 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 polish.
- 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 non-marking, non-slip rubber soles. Leader sole are unsafe and therefore not permitted!

• Remember, the most important part of the uniform is a warm smile.

Verbal Etiquette and Body Language – Style

- Always make eye contact, smile and greet guests before they greet you.
- o "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 (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. 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.
- 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.
- 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 e.g. "it has 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.
- Look straight at the guests as they are addressing you.
- 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 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 rack 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.
- \circ $\;$ 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 restaurant areas. This could result in an accident.

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 0.04% 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.

Restaurant Additional Duties – "Side Jobs"

The operation of the restaurants on board a cruise ship is very dynamic and fast paced, and you may be asked to perform duties that are additional to your core job. These functions are commonly referred to as "side jobs". While the term side job could imply it is something that is done quickly on the side, any such job assigned to you is as important as your core function, and you are expected to carry out these duties in a professional manner and with pride.

Requisitions

You may be assigned to pick up supplies that your manager has ordered for the restaurant from the store. These orders are referred to as "Requisitions". When you are assigned to pick up the requisitions from the store room, you will have to ensure that all items which were requested by your manager or supervisor have been correctly issued by the store room personnel. You need to check quantities, weights, if necessary, as well as the quality of the supplies. If you find any discrepancies, you must refuse to accept the goods and inform your supervisor of any differences that you noticed.

Tabletop Supplies

You may be assigned to be in charge of the inventories of the table top supplies commonly used in a restaurant, such as silverware, linens, crystal and chinaware. Your supervisor will require you to you conduct periodic inventory counts. You will have to report any discrepancies to the Restaurant Manager.

Linen Duty

You may be assigned to "line duty". This duty entails that you have to take the soiled linens, e.g. table cloths and napkins, to the ship's laundry after each meal service. When you do so, you must ensure that none of the soiled linens are mixed with any silverware as this can cause severe damage to the linens if the silverware ends up with the linens in a washer. You may be held responsible for

any damage to linens if you do not thoroughly check for any foreign objects in the linens before they are delivered to the laundry for washing.

Moreover, you will have to pick up clean linens for the next meal service. You are going to be advised by your supervisor of the quantity of each item that the laundry has to supply to you. Therefore, it is important that you count the items and refuse delivery if the quantities do not correspond with the linen slip that was provided by you supervisor. In addition, you will have to check for the damage of lines, such as fraying, discoloring, etc. and refuse any linens that are not in pristine condition.

Menus

You may be put in charge for the inventory and maintenance of the menu covers. This will entail that you check the covers on a daily basis, wipe them down to remove any finger prints and/or food debris that may have been left on them from the previous meal service. In addition, you may be asked to change the menu pages as instructed by your supervisor. You must report any irreparable damage, such as pen marks, scuffs, stains or broken tassels to your supervisor so they can have the covers replaced. Menu covers must be in pristine condition at all times.

Luggage Handling Duty

It is mandatory for all restaurant staff to assist in the handling of guest luggage on the day of embarkation (when the guest get on board) and the night before disembarkation (when the guests leave). This can be very strenuous work and will often have to be performed before you have lunch of after dinner hours.

The Regent Experience - Cuisine



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.



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.





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.





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 Gratinee. 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.











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.







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.





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.







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.

Chartreuse (ON BOARD 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

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-toceiling 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.

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!

