

OCEANIA CRUISES®

Your World. Your Way.®

BEFORE YOU SET SAIL

Your Need to Know Guide
Beverage Department



International Cruise Services, Inc.

Beverage Department

Table of Contents

Welcome On Board!.....	2
Once on Board	2
Team Work.....	2
Ship’s Organization	3
Hotel Department Organization	4
Categories of Employees.....	4
Ship Classes.....	4
Beverage Department Organization Chart	5
R Class Ships – Insignia, Nautica & Regatta	5
O Class Ships – Marina & Riviera	6
Beverage Department Team.....	7
R-Class ships – Insignia, Nautica and Regatta.....	7
O-Class ships – Marina and Riviera.....	7
Salary and Gratuities.....	8
Restaurants and Bars On Board	8
R-Class ships – Insignia, Nautica and Regatta.....	8
O-Class ships – Marina and Riviera.....	8
Helpful Departmental Information	9
Working Hours and Schedules	9
Items to Bring with You.....	9
Responsible Serving of Alcohol.....	9
Oceania Cruises Policies and Procedures	9
Uniforms and Grooming Standards	10
Interaction with Guests	10
Job Performance and Reviews.....	10
Cross Training.....	10
Again, Welcome On Board.....	10

Welcome On Board!

Welcome to the Oceania family! This departmental guide is to 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. Please ensure that you received a copy of the General BYSS so that you can thoroughly familiarize yourself with the general company policies as well as with the living conditions on board. If your recruitment agency did not provide you with the General BYSS of International Cruises Services, Inc., please ask for it.

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

At Oceania Cruises, we provide the highest quality cruise product for discerning travelers by offering the finest culinary experience at sea, meticulous attention to detail and a warm and inviting country club-casual ambience on every voyage. Combining extraordinary comfort, exceptional value and the world's most alluring destinations, we provide our guests with an enriching, rewarding travel experience.

We want to provide our guests an experience unlike any other. Our number one goal is to create loyal guests and YOU play a large role in helping us to achieve this. Your positive attitude and accommodating interaction with our guests is what they will remember most about their cruise. YOU are an integral part in fulfilling the company promise of service excellence and we depend on having the best people in all areas of our operation. International Cruise Services believes in rewarding your efforts, achievements and ability to work as a positive member of the team.

Once on Board

Joining a cruise ship for the first time can be overwhelming. In the beginning, there is a lot of paperwork and training that you will be asked to complete, and you might feel a little lost, but we would like you to 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, which you are going to receive 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 in and out of your department. Living and working on board can be very difficult and challenging at times. You are going to work 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 of 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 create an unforgettable vacation experience for them.

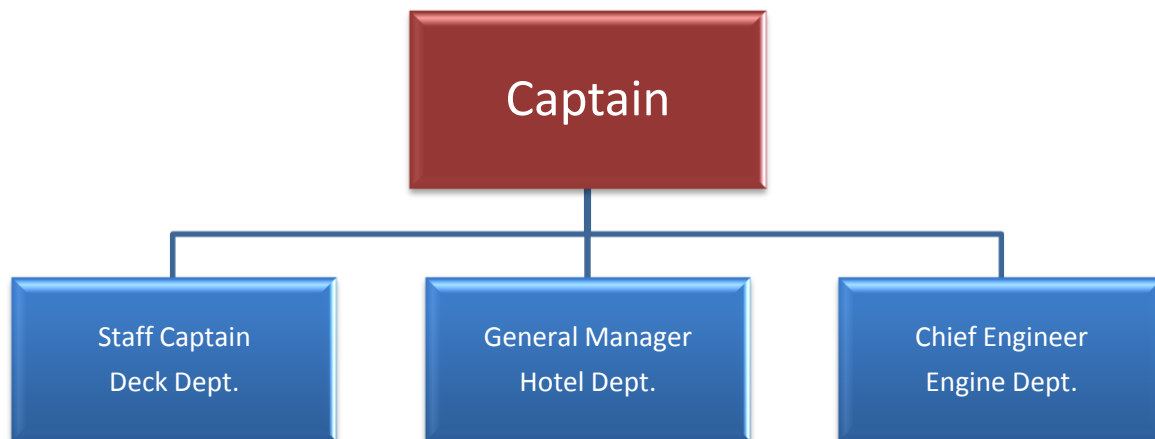
Ship's Organization

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 has also been tasked to handle all disciplinary actions.

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 of the 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 visible by their uniform and shoulder stripes that show their rank. Staff include employees in all departments, but Food & Beverage, Housekeeping & Laundry. **Crew** are employees in the bar, housekeeping, dining room, galley and provisions. Most crew cannot go into public areas when off duty. Please see your benefit grid in your sign on package for benefits specific to your position.

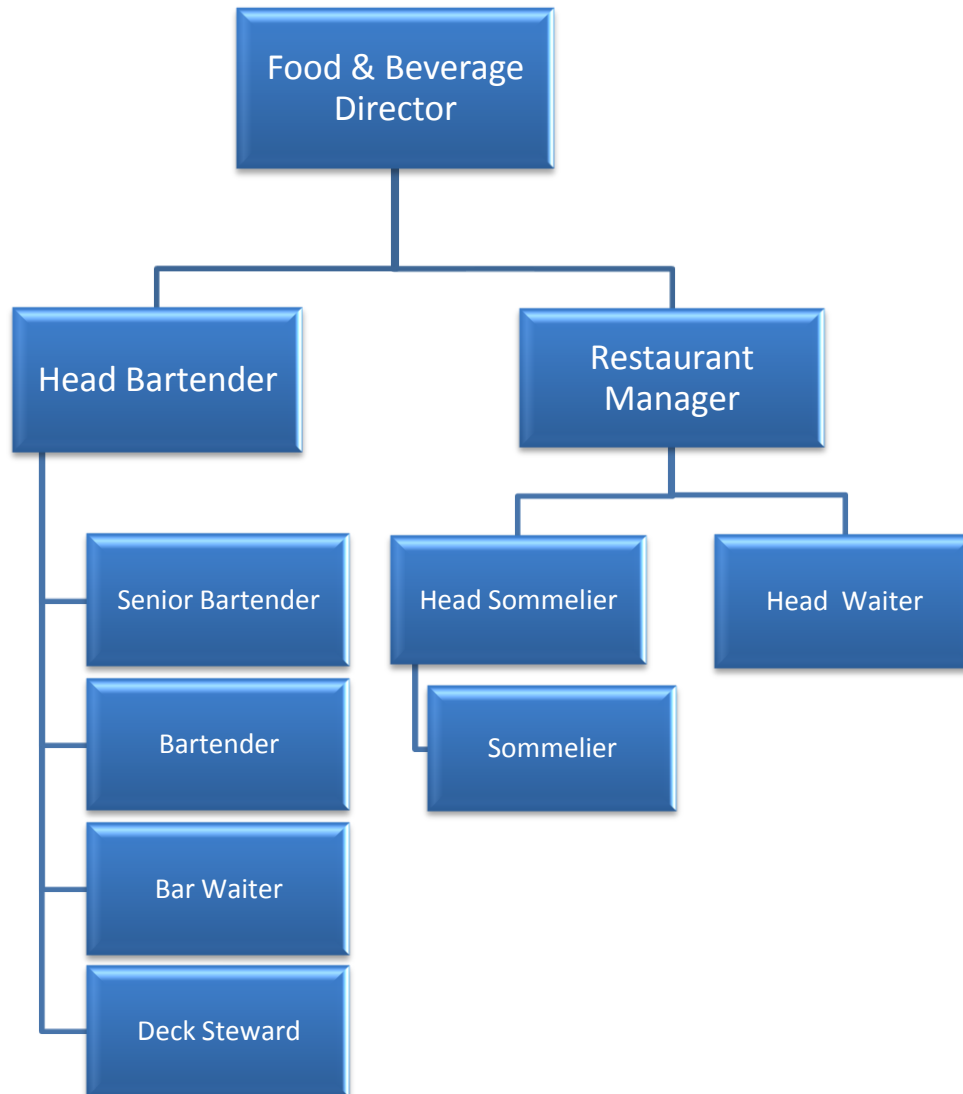
Ship Classes

Oceania has two types of ship class. The R-Class ships are mid-size ships that accommodate 684 guests and 393 crew on board. They include the Insignia, Nautica and Regatta. The O-Class ships, Marina and Riviera are newer larger ships and accommodate 1,250 guests and 778 crew on board.

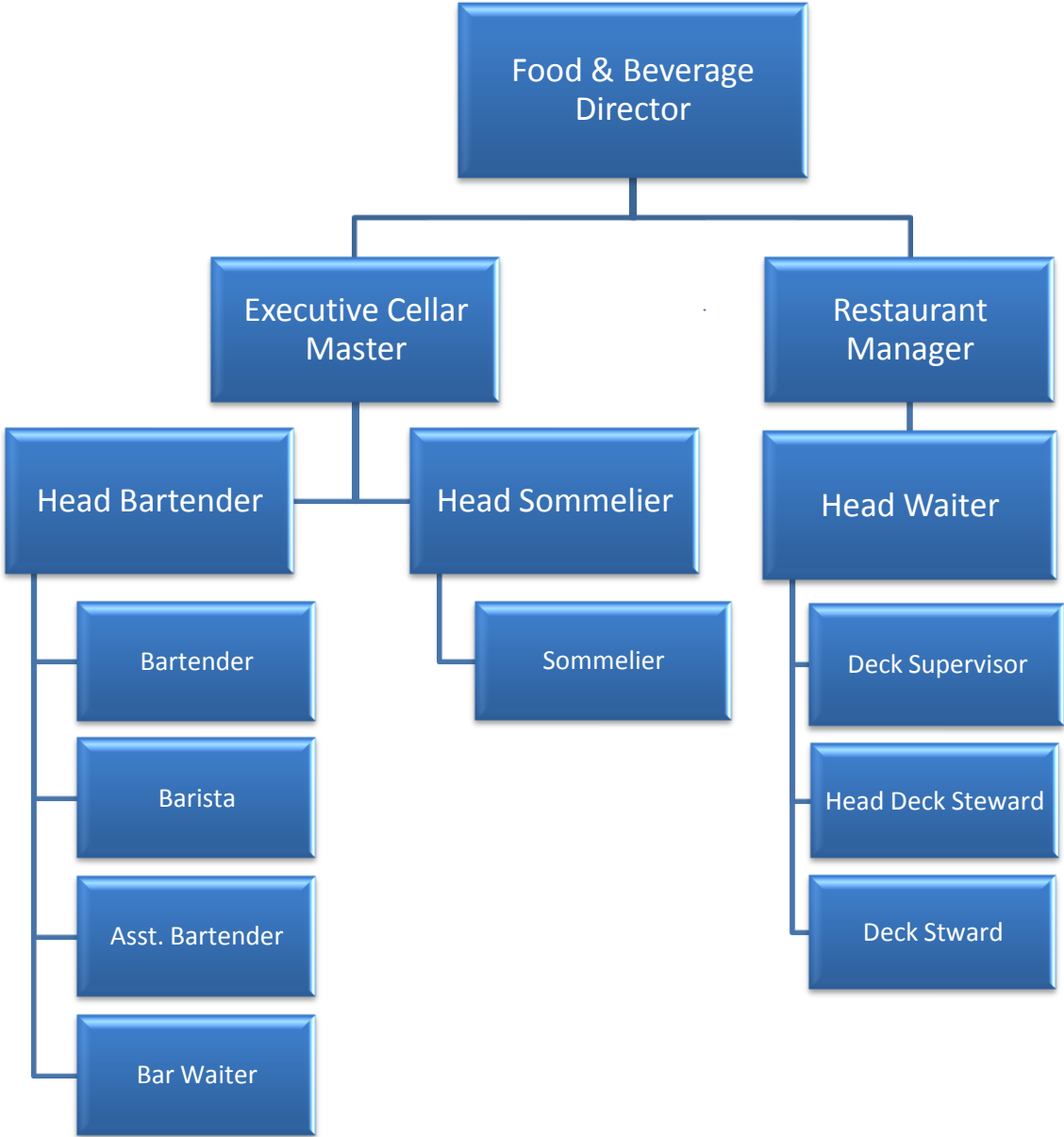
Beverage Department Organization Chart

The Beverage Department is organized as follows on the two classes of ships.

R Class Ships – Insignia, Nautica & Regatta



○ Class Ships – Marina & Riviera



Beverage Department Team

R-Class ships – Insignia, Nautica and Regatta

Head Bartender	1
Head Sommelier	1
Senior Bartender.....	1
Bartender.....	5
Sommelier	11
Bar Waiter	6
Deck Steward.....	3
Total Crew	<u>28</u>

O-Class ships – Marina and Riviera

Executive Cellar Master	1
Head Bartender	2
Head Sommelier	1
Bartender.....	7
Barista.....	1
Assistant Bartender	4
Sommelier	19
Bar Waiter	19
Deck Supervisor	1
Deck Steward.....	7
Total Crew	<u>62</u>

Salary and Gratuities

The amount of gratuities (tips) you receive each month will change based on itinerary, guest count and weather. The following table provides an overview of the monthly income the company guarantees to each of the listed positions.

Note: All \$ amounts are in US Dollars.

Position	Salary per Month (as per contract)	Gratuity Rate	Guaranteed Monthly Income
Assistant Bartender	\$0.00 (sales commission only)	18% of your total sales	\$1,250
Bar Waiter	\$0.00 (sales commission only)	18% of your total sales	\$1,300*
Barista	\$0.00		\$3,000
Bartender	\$0.00 (sales commission only)	18% of your total sales	\$1,850*
Deck Steward	\$608	18% of your bar sales	\$608
Deck Supervisor	\$800		\$800
Head Bartender	\$250	18% of your bar sales	\$3,200
Head Sommelier	\$200	18% of your wine sales	\$3,800
Senior Bartender	\$250	18% of your bar sales	\$2,500
Sommelier	\$0.00 (sales commission only)	18% of your wine sales	\$2,000*

* please note, positions marked with an asterisk have part their of earnings calculated based on the gratuities generated by the entire team of bar waiters / bar waitresses and sommeliers respectively. In other words if the total sum of gratuities for all bar waiters or sommeliers as a group averages below this amount you will be guaranteed this sum.

Restaurants and Bars On Board

R-Class ships – Insignia, Nautica and Regatta

Deck 5 - Grand Dining Room and Grand Bar, Martinis Bar, Lounge Bar

Deck 9 – Terrace Café and Pool Bar, Waves Grill and Bar

Deck 10 – Toscana and Polo Grill

Deck 11 – Horizons Bar

O-Class ships – Marina and Riviera

Deck 5 – Red Ginger and Jacques Restaurants

Deck 6 – Martinis Bar, Casino Bar, Grand Bar and Grand Dining Room

Deck 12 – Waves Bar, Waves Grill, Terrace Café

Deck 14 – Toscana and Polo Grill, Barista

Deck 15 – Horizons Bar

You will receive a Deck Plan once you are onboard of your specific ship and it can also be found in the Employee Handbook.

Helpful Departmental Information

Working Hours and Schedules

You are required to perform your duties as described in your job description that you should have received from your 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 by all crew.

You will be expected to work seven days per week and your working hours will be scheduled based on the needs of the bar 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 bar for the duration of your contract, but you will be rotated from bar to bar or from dining venue to dining venue based on the needs of the operation.

Items to Bring with You

Useful items to bring with you from home:

- ✓ Good quality bottle opener
- ✓ Penlight (small flashlight)
- ✓ Regular flashlight
- ✓ Planner or notebook
- ✓ Note pads
- ✓ Conservative, comfortable black uniform shoes (worn in). See general Before You Set Sail Guide for styles.

Responsible Serving of Alcohol

Please ensure that you are aware of our Responsible Bar Server policy, which you will sign for once you are on board. This policy does not allow any crewmember to sell or serve alcoholic beverages to any persons below the age of 21 years.

Oceania Cruises Policies and Procedures

Some of policies and procedures include going ashore, cabin inspections, drugs & alcohol, smoking, harassment and code of conduct. Once on board, you will be asked to sign that you have received the Employee Handbook and understand that you have to follow the policies and procedures. Violations of company policies and rules can lead to dismissal from the ship.

In addition to your regular work duties, you will also be given safety responsibilities that require you to attend regular training sessions and drills. The safety of the ship and the people on board is part of your job responsibility. You must know what to do in the event of an emergency. Safety is the company's Number 1 priority. You are going to receive safety induction training that is conducted by Safety Officer on board. All training on board is mandatory.

Uniforms and Grooming Standards

Our guests' first impression begins 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 Oceania Cruises uniforms and your nametag. You cannot 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 has to be in conformity with the grooming and appearance standards outlined in the General BYSS.

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 don't know the answer, find out and get back to them. Speak to all guests the way you would like to be spoken to.

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.

Job Performance and Reviews

During your first contract, you will be under probation for your first 3 months. Within your first 30 days on board, you are going to 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 given based on performance and position availability within your department.

Cross Training

You cannot move to another department unless you have cross-trained within that department. You are eligible to cross train **ONLY** if you have successfully completed at least one full contract AND you must have good performance and no disciplinary issues. This means that you can only apply on your second contract for cross training.

Again, Welcome On Board

Now that you read this guide, you should have most of the information that you need for a successful start on board. However, if you have any additional questions in regard to your job, the life on board or your working hours, please do not hesitate to ask your recruitment and placement agency. If they do not have the answer, they will contact International Cruises Services to ensure that you are provided with 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!