

# OCEANIA CRUISES®

*Your World. Your Way.®*

## BEFORE YOU SET SAIL

### Your “Need-to-Know” Guide

#### Restaurant Department



Revision 151122

Employment by:

International Cruise Services, Inc.

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## Welcome On Board!

Welcome to the Oceania family! 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 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, 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.

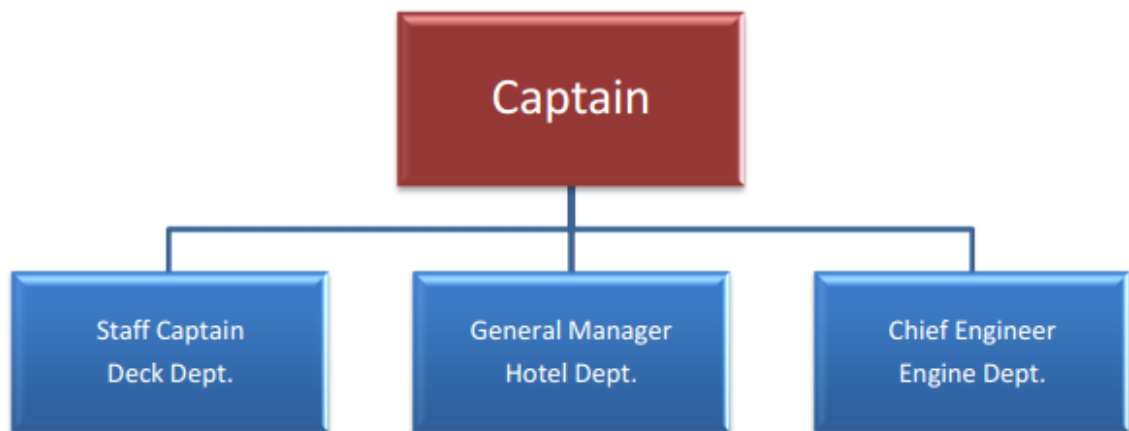
## Ship's Organization

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.

## Ship Classes

Oceania has two ship classes.

The R-Class ships are mid-size ships that accommodate 684 guests and 393 crew on board.

R-Class includes Regatta, Insignia, Nautica, and Sirena.

The O-Class ships are newer larger ships and accommodate 1,250 guests and 778 crew on board.

O-Class includes Marina & Riviera.

## Uniforms 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 Oceania Cruises 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.

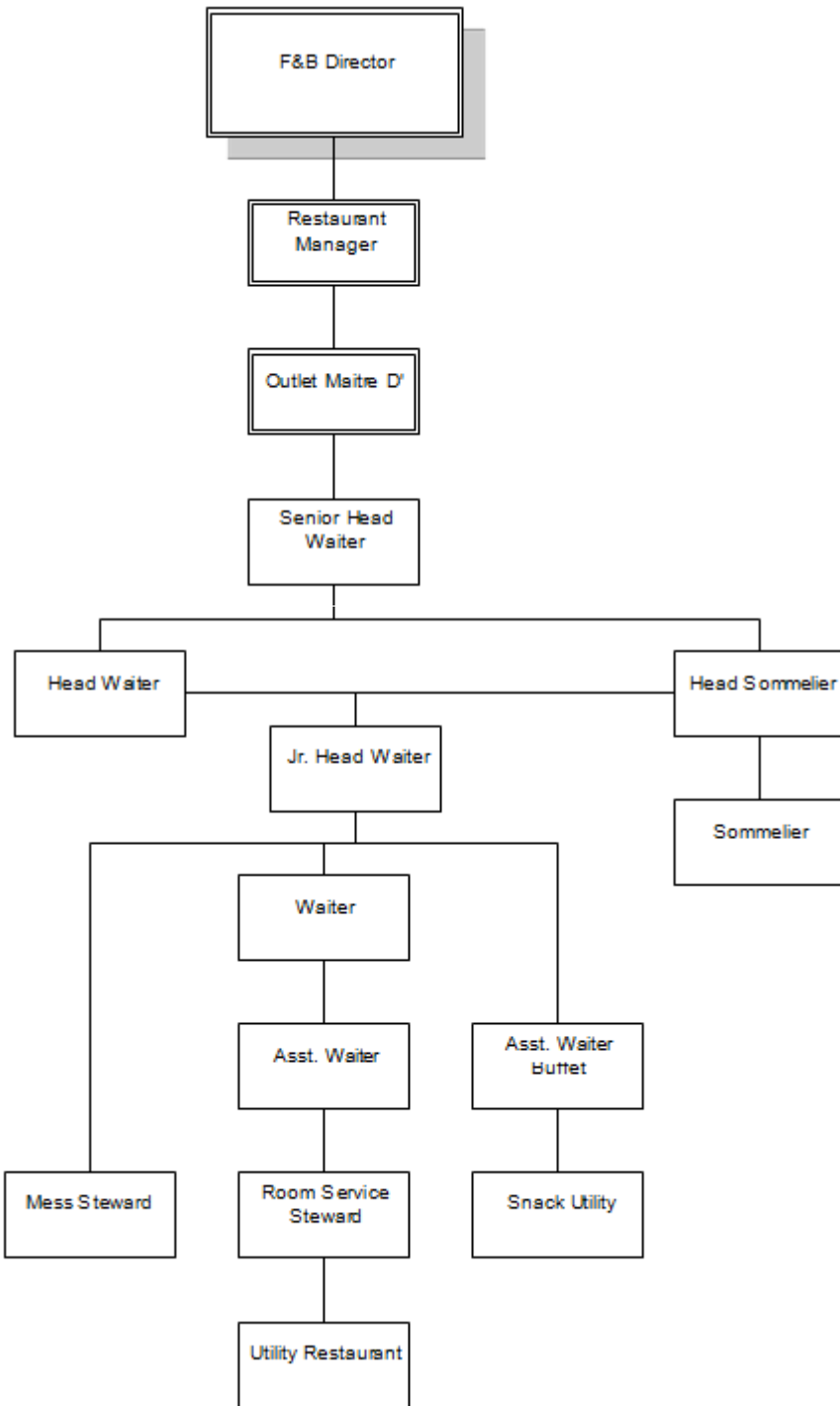
## Style

All Restaurant 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, and hand and body movements that control and express your feelings. When you display positive body language, you are communicating an effective service "style".

- A friendly tone of voice is a vital component of 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.
- Using the guests surname communicates respect and also indicates a superior level of service.
- Respect and treat others as you would like to be treated.
- Always speak in English when in public areas and in the presence of a guest.

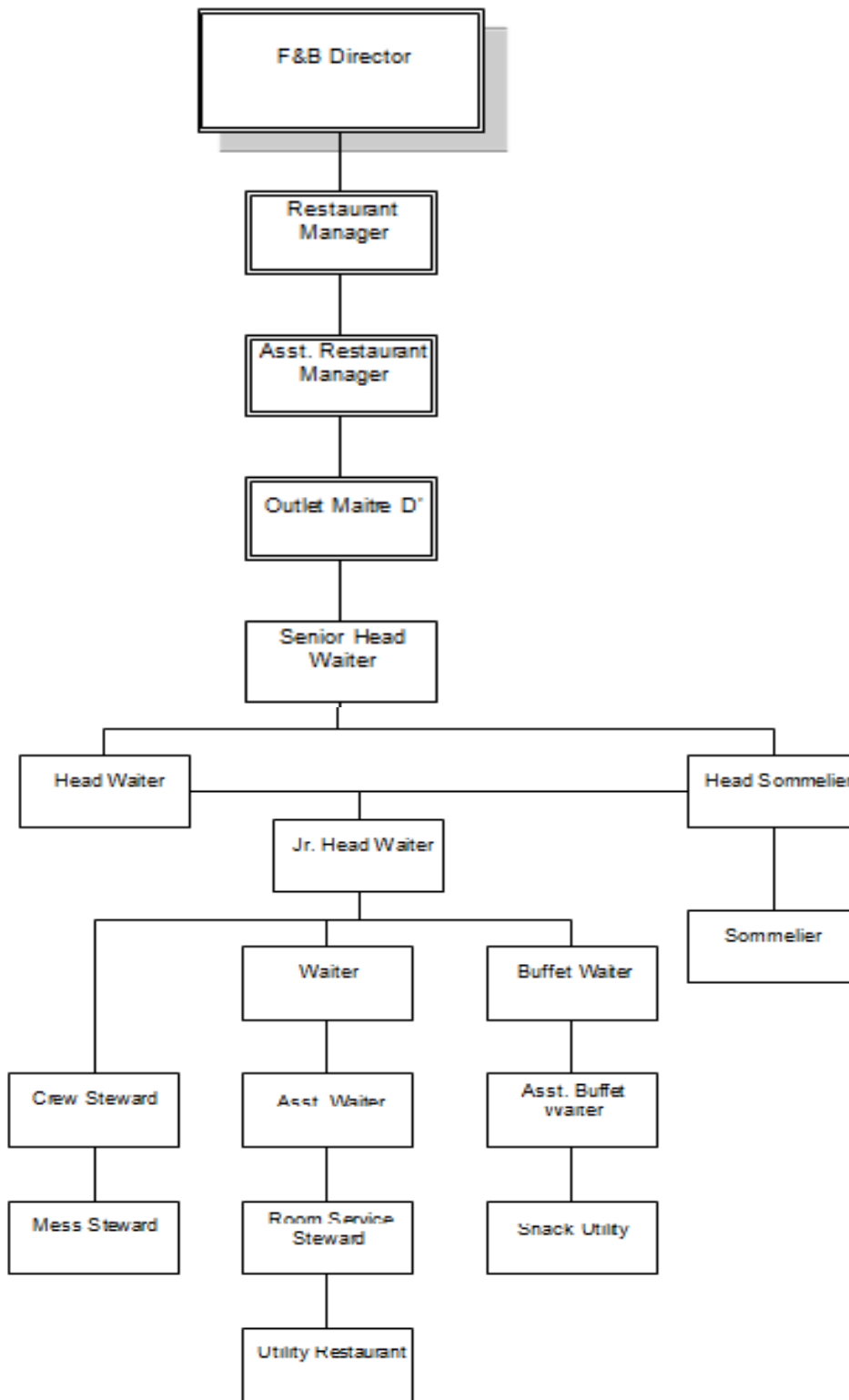
# Restaurant Department Organization Chart

R-Class Ships – Regatta, Insignia, Nautica, & Sirena



Restaurant Manager	1
Maitre D' Terrace	1
Maitre D' Toscana	1
Maitre D' Polo	1
Senior Head Waiter	3
Head Waiter	2
Junior Head Waiter	2
Waiter / Waitress	26
Asst. Waiter/ess	26
Asst. Buffet Waiter	6
Utility Restaurant	3
Mess Steward	2
Utility Snack	6
Room Service Steward	6
<b>Total Crew</b>	<b>80</b>

# O-class, Marina & Riviera

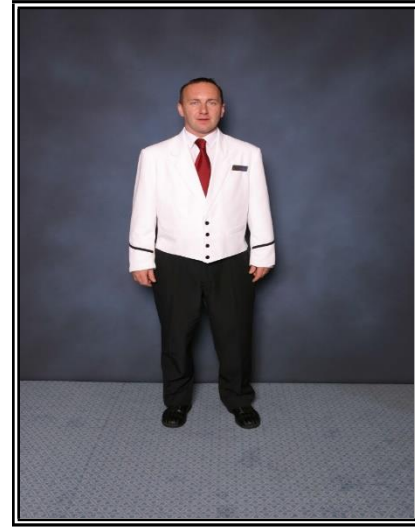


Restaurant Manager	1
Asst. Rest. Mngr	1
Maitre D'Polo	1
Maitre D'Terrace	1
Maitre D Jacques	1
Maitre D Red Ginger	1
Maitre D Toscana	1
Senior Head Waiter	1
Head Waiter	4
Junior Head Waiter	4
Waiter / Waitress	50
Asst. Waiter/Ess	50
Buffet Waiter/Ess	6
Asst. Buffet Waiter	16
Utility, Restaurant	8
Crew Steward	1
Mess Steward	4
Utility, Snack	9
Room Service Steward	8
<b>Total Crew</b>	<b>168</b>



## Position Guidelines

### Waitress/Waiter



**Reports to: Head Waiters, Maître D's and Restaurant Manager**

#### **Job Objective:**

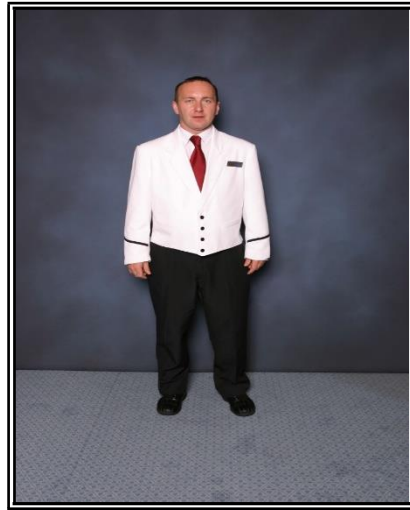
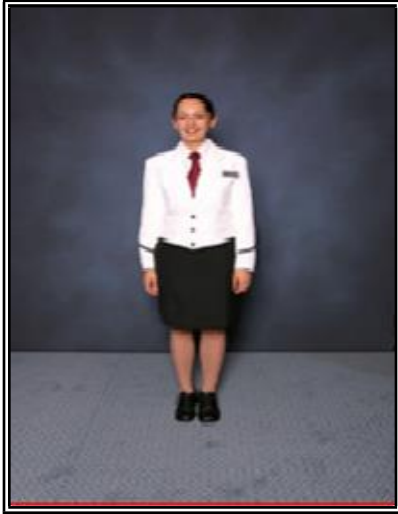
- To provide the guests with courteous and professional service.
- To create a pleasant dining atmosphere, enhancing the overall experience.
- To anticipate guests needs.

#### **Responsibilities**

1. Maintains clean and orderly tables and organizes the station.
2. Prepares a good mise-en-place to ensure that the station is ready when the guests arrive.
3. Ready at assigned table to pull the chairs out for the ladies, offering a friendly and welcoming reception.
4. Provides personalized service (remembers the guests' names and preferences).
5. Assists the guests with ordering, by offering food and wine recommendations.
6. Able to explain to our guests the different beverage packages available: Wine Package, House Select and Prestige Select.
7. Takes the guest's orders, picks up from the galley and ensures prompt delivery.
8. Ensures that all the guests' requests, such as beverages and condiments, are promptly fulfilled and refilled.
9. Competent managing of the station, communicating clear messages in a professional manner to the Assistant Waiter assigned.
10. Covers embarkation and debarkation duties, when required.
11. Performs general cleaning and maintenance according to U.S.P.H. standards.
12. Handles all ship equipment with the utmost care and immediately reports any faulty/broken equipment.
13. Assists management with coaching and the introduction of new personnel.

14. Wears clean uniforms and presents a tidy appearance, hair, nails, etc., at all times.
15. Performs all other duties, as requested by supervisors.
16. Always projects a favorable image of Oceania Cruises.

## Buffet Waitress/Waiter



**Reports to: Maître D's, Head Waiters and Restaurant Manager**

### **Job Objective:**

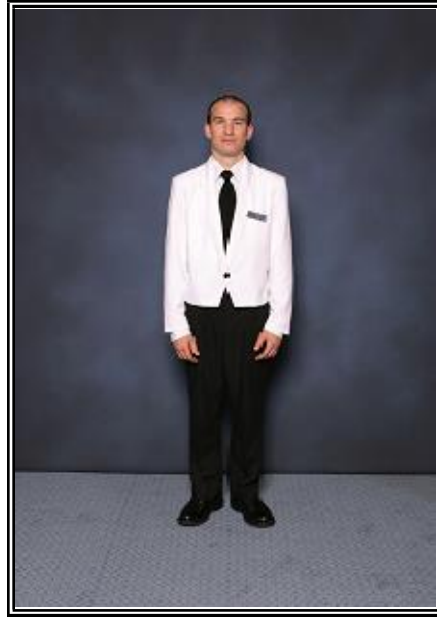
- To provide the guests with courteous and professional service.
- To create a pleasant dining atmosphere, enhancing the guests overall experience.
- To anticipate guests needs.

### **Responsibilities:**

The Buffet Waiter is generally assigned to and responsible for the table service in the Terrace Café. At times, the Buffet Waiter is also assigned to serve the guests at the buffet line.

1. The Buffet Waiter must provide everything needed to carry out the service and deliver it in a timely manner from the galley, pantry, dishwasher and beverage stations.
2. Must be fully knowledgeable of the menu, special requests and dietary requirements. Check every table in the assigned station and ensure that all linens, cutlery and glassware are in premium condition.
3. Set up a sufficient amount of china on the line and in the warmer for the operation. Assist with the set-up/preparation of the Terrace Café buffet.
4. When required, serve the guests at the buffet line (always paying attention to place the food neatly on the plates), presenting and explaining to them the different dishes.
5. Assisting the guests with their plate from the line to the table.
6. Be attentive towards the clearance of dirty dishes from the table when guests go for another course at the buffet.
7. Able to explain to our guests the different beverage packages available: Wine Package, House Select and Prestige Select.
8. Must be knowledgeable and comply with U.S.P.H. standards at all times; wears hat and gloves when behind the buffet line.
9. Handles all equipment, food and beverages with the utmost care.
10. Performs all other duties, as requested by the supervisors.
11. Always projects a favorable image of Oceania Cruises.

## Assistant Waitress/Assistant Waiter



**Reports to: Waiter, Head Waiters, Maître D's and Restaurant Manager**

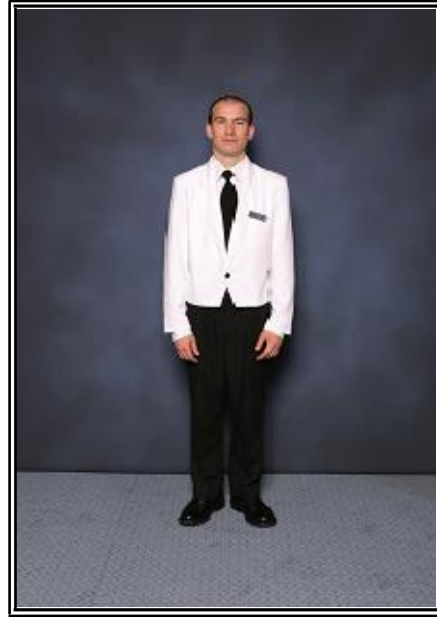
### **Job Objective:**

- To provide the guests with courteous and professional service.
- To create a pleasant dining atmosphere, enhancing the guests overall experience.
- To anticipate guests needs.
- To assist the Waiters in maintaining excellent standards of service.

### **Responsibilities:**

1. Maintains clean and orderly tables and assists in keeping a well-organized station.
2. Accurately delivers food from the galley to the restaurant stations.
3. Replenishes water pitchers, bread, butter and other items, as needed.
4. Prepares a good mise-en-place, so that the station is ready when the guests arrive.
5. To be at the assigned table to pull out the chairs for all guests, especially the ladies.
6. Provides personalized service (remembers guests' names and preferences).
7. Ensures that all the guests' requests such as, beverages and condiments, are promptly fulfilled and replenished by offering before being asked.
8. Performs luggage-handling duties, when required.
9. Covers embarkation and debarkation duties, as required.
10. Performs general cleaning and maintenance according to U.S.P.H. standards.
11. Handles all ship equipment with the utmost care and reports any faulty/broken equipment.
12. Assists management with coaching and the introduction of new personnel.
13. Wears clean uniforms and shows a tidy appearance, hair, nails, etc., at all times.

## Assistant Buffet Waitress/Assistant Buffet Waiter



**Reports to: Waiter, Head Waiter, Maître D's and Restaurant Manager**

### **Job Objective:**

- To provide the guests with courteous and professional service.
- To create a pleasant dining atmosphere, enhancing the guests overall experience.
- To anticipate guests needs.
- To assist the Waiters in maintaining excellent standards of service.

### **Responsibilities:**

1. The Assistant Buffet Waiter is generally assigned to and responsible for the Buffet line in the Terrace Café.
2. Set up and close the buffet line in the Terrace Café in a timely manner.
3. Prepares and ensures that it is the correct temperature for the service.
4. Set up a sufficient amount of china on the line and in the warmer for the operation.
5. Set up the food items ensuring that the presentation is correct.
6. Set up the silverware for the buffet service.
7. Assist the galley personnel with decorations.
8. Be fully knowledgeable of the menu, special requests and dietary requirements and attends the menu briefings.
9. Serve the guests at the buffet line (always paying attention to place the food neatly on the plates), presenting and explaining to them the different dishes.

10. Handles all equipment, food and beverages with utmost care.
11. Performs all other duties, as requested by the supervisors.
12. Always projects a favorable image of Oceania Cruises.
13. Maintain the buffet line presentably and refilled throughout the service.
14. Must be knowledgeable and comply with U.S.P.H. standards at all times; wears hat and gloves when behind the buffet line.

## Utility Snack



**Reports to: Waiter, Head Waiter, Maître D's and Restaurant Manager**

### **Job Objective:**

- To provide the guests with courteous and professional service.
- To create a pleasant dining atmosphere, enhancing the guests overall experience.
- To anticipate guests needs.
- To assist the Waiters in maintaining excellent standards of service.

### **Responsibilities:**

The Utility Snack is mainly responsible for clearing trays from the dining venues to dishwashers & pantries, and food pickups from the galley to the Waiters' stations and/or buffet lines.

1. Set-up and close the buffet line in the Terrace Café in a timely manner.
2. Set-up a sufficient amount of china on the line and in the warmer for the operation.
3. Set-up the food items, ensuring that the presentation is correct.
4. Set-up the silverware for the buffet service.
5. Assist the galley personnel with the decoration of the buffet.
6. Constructively participate in the daily menu briefings.
7. Must maintain the buffet line presentably and refilled throughout the service.
8. In the A-La-Carte restaurants, must efficiently and continuously remove the dirty trays and take them back to the dishwasher, separating the equipment accordingly and deliver the food from the galley to the respective stations in a timely manner, ensuring that food presentation and temperature is correct.
9. Assisting the guests and anticipating their needs by offering help.
10. Being friendly and courteous at all times.
11. Must be knowledgeable and comply with U.S.P.H. standards at all times.

## Room Service Steward



**Reports to: Head Waiter, Maître D's and Restaurant Manager**

### **Job Objective:**

- To provide the guests with courteous and professional service.
- To create a pleasant dining atmosphere, enhancing the guests overall experience.
- To anticipate guests needs.
- To assist the wait staff in maintaining excellent standards of service.

### **Responsibilities:**

The Room Service Steward is responsible for completely handling the Guests' in-suite dining experience and to assist Guests' requests, needs and inquires:

1. Suites categories and locations.
2. In-suite 24-hour menu.
3. Concierge & continental breakfast menu card for staterooms.
4. Answers Guests' calls within three (3) rings with a calm and friendly tone of voice.
5. Takes the order, processes it and delivers it promptly and in a reasonable and timely manner.
6. Able to explain to our guests the different beverage packages available: Wine Package, House Select and Prestige Select and in-suite mini bar selection.
7. Micros system on board.
8. Sets-up the required mise-en-place in the Room Service station.
9. Checking and ensuring that the order is complete and delivering it within a reasonable time.
10. Ensuring that the food is always presentable, covered and at the correct temperature.
11. Entering the suites, as per service standards.
12. Interacting in a discreet but friendly manner when inside the suite.
13. Clearing the dirty tray upon receiving the call.
14. Maintains a flow of communication with the assigned Supervisor in regards to guests and service-related issues.
15. General housekeeping requests (extra pillows, hypo-allergenic pillows, towels).



16. Be knowledgeable and comply with U.S.P.H. standards at all times.
17. Performs all other duties as requested by the supervisors.
18. Always projects a favorable image of Oceania Cruises.

## Working Hours and Schedules

You are required to perform your duties as described in your job description. If you have any questions about your responsibilities, please ask your supervisor.

You will be expected to work seven (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 ten (10) hours each day in three (3) daily shifts and you will be on your feet for most of these ten (10) hours. You will not be assigned to just one (1) restaurant but you will be rotated from dining venue to dining venue based on the needs of the operation.

## Gratuities

While the amount of gratuities you receive will vary from one cruise to another depending on itinerary, guest count and weather, below please find an estimated amount listed by positions based on actual figures:

Note: All \$ amounts are in US Dollars.

<b>Position</b>	<b>Salary per Month (as per contract)</b>	<b>Average Monthly Income</b>
<b>Waiter / Waitress</b>	<b>\$0.00 + gratuities (minimum guarantee \$1,124.00)</b>	<b>\$2,750.00 AVG</b>
<b>Buffet Waiter / Waitress</b>	<b>\$0.00 + gratuities (minimum guarantee \$752.00)</b>	<b>\$1,700.00 AVG</b>
<b>Asst. Waiter/ Waitress</b>	<b>\$0.00 + gratuities (minimum guarantee \$752.00)</b>	<b>\$1,600.00 AVG</b>
<b>Asst. Buffet Waiter/ Waitress</b>	<b>\$0.00 + gratuities (minimum guarantee \$620.00)</b>	<b>\$900.00 GTEE</b>
<b>Utility Snack</b>	<b>No Gratuity -\$ 620</b>	<b>\$738.00 GTEE</b>
<b>Utility Restaurant</b>	<b>No Gratuity -\$ 608</b>	<b>\$608.00 GTEE</b>
<b>Room Service Steward</b>	<b>No Gratuity -\$ 608</b>	<b>\$800.00 GTEE</b>
<b>Mess Steward</b>	<b>No Gratuity -\$ 608</b>	<b>\$608.00 GTEE</b>

GTEE = Guarantee

## Restaurants on Board

*Cuisine so extraordinary,  
IT'S UNRIVALED AT SEA*



*Jacques Pépin*

Jacques Pépin, the noteworthy and celebrated chef, author, and food columnist brings his culinary artistry and legendary cuisine to the ships of the Oceania Cruises fleet. He oversees all culinary programs including the creation of menu offerings, wine lists, and the training of our onboard Executive Chefs. Jacques Pépin is the host of award winning cooking shows on national public television and the author of nineteen cookbooks. He has also served as the personal chef to three French heads of state including Charles de Gaulle.

Oceania Cruises' superb, 5-star menus are crafted under the meticulous, watchful eye of our Executive Culinary Director, world-renowned master chef Jacques Pépin. The resulting epicurean delights, all carefully prepared with only the finest, freshest ingredients, including the finest aged Prime Beef at the Polo Grill, surpass every expectation. Chicken Breast and "Rougie" foie gras ballotine, pistachio-celeriac sauce; Lobster & porcini mushrooms wrapped in spring roll sheet, beurre blanc; Pink roasted herb crusted Ahi tuna, porcini ravioli, Cabernet-Sauvignon & foie gras red wine sauce; Spiced roast beef tenderloin with sweet onion & sundried tomato sauce, parsnips mousseline; Peanut butter cake with butternut squash sherbet and fruit salsa cruda... These are but a taste of our extensive culinary creations.

The  
GRAND DINING  
Room



True to its name, the Grand Dining Room offers a dignified, almost stately ambience, but comfortably so. Handsomely appointed in the spirit of a 5-star hotel restaurant, the room teasingly hints at the wonderful cuisine that awaits. Tables are graced with Versace china, Riedel crystal, Christofle silver and fine cotton linens. The dramatic domed ceiling has been masterfully hand-painted with majestic frescoes.

Open for breakfast, lunch and dinner, the Grand Dining Room offers an astounding variety of French-inspired continental dishes, offering a selection of at least six appetizers and eight main courses at dinner daily.



Family has always played an essential role in Tuscan cuisine, and Toscana epitomizes its importance. Many of the recipes come from the Italian culinary staff, having been handed down from generation to generation. Each course exemplifies the essence of Tuscan virtuosity and hails the cuisine's inspired simplicity and keenly balanced natural flavors. For our guests dining pleasure, they can enjoy:

- Antipasti, such as Carpaccio di Manzo
- Sautéed Jumbo Shrimp tenderly wrapped in Prosciutto
- Traditional Risotto ai Funghi Porcini with Caramelized Shallots and Fresh Thyme
- Braised Double Lamb Chops served in a Sun-Dried Tomato, Black Olive and Roasted Garlic Sauce

The presentation on elegant, custom-designed china is a masterpiece as well.



The Polo Grill is an intimate, 96-seat restaurant, and one word comes to mind – classic. Every inch of this exquisite steakhouse exudes a timelessness rarely found in today’s world; Crisp white cotton linen tablecloths; Warm dark wood furnishings; Walls adorned with nostalgic, black-and-white photographs of Hollywood legends. What an elegant setting for a hearty dinner, especially on moonlit evenings when the sea can be seen sparkling through expansive floor-to-ceiling windows. Every course is the consummate expression of perfection.

Guests can savor:

- Colossal Shrimp Cocktail
- Lobster Bisque topped with Morsels of Roasted Lobster
- Caesar Salad prepared tableside
- Signature 32-ounce, bone-in King’s Cut Prime Rib is USDA Prime and dry-aged 28 days
- Surf and Turf, featuring a grilled Lobster Tail and a tender Filet Mignon, and whole Maine Lobster Gratinée

# Jacques

(ON BOARD THE MARINA & RIVIERA ONLY)



Enter Jacques, the eminent Jacques Pépin's first restaurant to bear his name on land or sea, and you will be instantly struck by the sensory pleasures. Luscious aromas waft from the gleaming glass and brass show rotisserie in the room's heart, where duck, pork, chicken and veal roasts slowly turn, sealing in their succulent flavors. Handsomely decorated with rich fabrics, heirloom antiques, pickled wood furnishings and art from Jacques' personal collection, it resembles a classic Parisian bistro. Exceedingly comfortable and clubby, the ambiance is pure French, as is the cosmopolitan yet wonderfully approachable cuisine.

Chef Pépin has taken the classics, deconstructed them, and then ingeniously re-created each remarkable dish. This is Coq Au Vin beyond the imagination, as you have never tasted it before. Rotisserie-roasted chicken falls off the bone, bursting with flavor. His Steak Frites pairs the succulence of prime beef with the crisp sweetness of pommes de terre. At Jacques, simple classic French cuisine becomes incredibly elegant and, of course, absolutely *magnifique*.



(ON BOARD THE MARINA & RIVIERA ONLY)

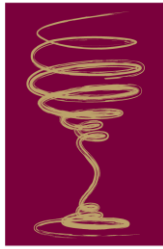


Red Ginger makes an immediate and powerful statement with its decorative centerpiece: three fabulous, multi-colored Buddha heads, each carved from a single piece of glass and brightly lit from within. Then, with a nod to feng shui, the room unfolds in perfect harmony, the mood a study in tranquility. The décor simply radiates with ebony woods, bronze and hand blown glass light fixtures and eclectic, modern Asian artwork.

To complement the stunning interior, Red Ginger's chefs have created a striking menu, noted for its contemporary interpretations of Asian classics. You might begin with a Salad of Roast Duck and Watermelon with Cashews, Mint and Thai Basil. Savor a Nutty Braised Beef Malay Curry with Coconut Rice and Paratha Roti. Or Asian-spiced Rack Of Lamb with Kohlrabi, Cream Spinach and Truffle Oil. For dessert, Green Tea Banana Cake with Toffee and Hazelnut Sauce Served with Coconut Ice Cream is the perfect ending. In Red Ginger, the gustatory pleasures are as striking as the visual ones.



LA RESERVE



by Wine Spectator

(ON BOARD THE MARINA & RIVIERA ONLY)



The clink of wine glasses signals the beginning of a very special event, an exclusive affair for only 24 fortunate guests to savor La Reserve by Wine Spectator. Perched high atop Deck 12, La Reserve by Wine Spectator is decorated in a sophisticated decor to provide the ideal venue for wine tastings and gourmet dinners.

During the day, you might sample a flight of distinctive vintages from the wine cellar, each one hand-selected by the head sommelier to reflect the region of the world in which you're sailing. Tastings are developed by Wine Spectator and do not require advanced reservations. Please check Daily Currents for specific times.

Evenings are reserved for more elaborate affairs, such as seven-course gourmet dinners where each course is delightfully paired with carefully selected premium wines. The innovative menus are designed exclusively for that evening by the Executive Chef, pairing Oceania Cruises' signature "finest cuisine at sea" with vintage wines recommended by the connoisseurs at Wine Spectator. It's an experience food and wine aficionados will savor long after the affair has concluded. Advance reservation required.

Choose from three menus consisting of a seven-course gourmet dinner with seven different wine flights; The Explorer Menu, The Discovery Menu and the Connoisseur Menu.



Right next to the swimming pool, completely shaded from the sun, the casual Waves Grill offers a mouthwatering luncheon menu. Selections include juicy burgers, tangy barbeque and succulent seafood grilled to order and served with an array of side dishes such as healthy, garden-fresh salads. Also, let's not forget the Italian gelato dessert which is served right from the cart.



One of the most exclusive dining experiences at sea, Privée can be reserved for a single party up to eight ( 8 ) privileged guests per evening. Partake in an absolutely over-the-top seven course Menu Degustation exclusively designed by the Executive Chef from Polo Grill, Toscana or a combination of both.



For our guests, it is hard to resist the sumptuous, ever changing breakfast and lunch buffets in this light-filled, informal buffet restaurant. Our guests may dine indoors or outdoors since the Café opens onto both the teak-lined pool deck, or aft onto the Terrace, where the tantalizing sea breeze is sure to stir their appetite.

Can one place be two restaurants that are as different as night and day? Most definitely in the case of the informal Terrace Café, which transforms each evening into the elegantly casual Terrace in the Evening. This Mediterranean-influenced restaurant presents a sumptuous buffet of authentic, regional specialties including tapas, hearty paellas, and traditional favorites like Baby Back Ribs and Roast Loin of Veal.

## Horizons – Afternoon Tea



It's become a much-anticipated ritual, a tradition that harkens back to 19<sup>th</sup> century England. Each afternoon, precisely as the clock strikes four, guests meander up to Horizons 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. During this, the guests can relax and enjoy the classical string quartet playing in the background.

### [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 International Cruises Services 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!**