

Princess Cruises - Boutique Staff New Joiners Booklet

On behalf of the Boutiques, welcome to Princess Cruises! This booklet provides basic information about the Boutiques Department. Please take a moment to familiarize yourself with its contents prior to your joining date. This will help you prepare for your new position. We look forward to welcoming you to our team!

Your team Onboard

You are critical to the success of the Boutiques and teamwork is the cornerstone of our operation. We believe that we are strongest when we work together.

- The Boutique Manager will serve as your supervisor. He/She is the Manager of the Boutiques and reports to the First Purser Administration/ Customer Service Director.
- The First and Second Assistants oversee daily operations, both on the sales floor and in the stockrooms. The Assistants report to the Boutique Manager.
- Boutique Staff. The number of Boutique Staff onboard is dependent on the size of the ship, but usually consists of between 5 and 27 people, from a wide range of countries and backgrounds. All Boutique Staff, as well as all members of the ships company, are required to speak English only when in Passenger areas.

Once onboard and during your first week, the Assistant Manager and senior level Boutique Staff will begin to provide training for you.

Your Responsibilities

As Boutique Staff, sales associates are expected to exhibit consistent and sustained performance in the following areas. Accuracy in completion of projects is also expected.

- Achieve or exceed sales goals established by management.
- Demonstrate the highest level of customer service in all situations.
- Communicate product knowledge to the customer.
- Greet customers and use selling skills to insure completion of the sale.
- Complete sales transaction on the Point of Sale register and exhibit knowledge of procedures related to customer sales.
- Knowledge of Boutique systems and adherence to Boutiques policies and procedures (department-specific transactions, processing chits, inventory control)
- Displays assertive and knowledgeable sales capabilities at promotional tables.
- Exercises the principle of the C.R.U.I.S.E credo at all times
- Adheres to all company policy, Captain's Standing Orders, and participates in onboard activities.

What to Expect

The Boutiques are not a concession and are instead, owned and operated by

Princess Cruises, the only Cruise Line in the industry that has an "In House" operation. We are continuously recognized by our well travelled guests, as the best shopping at sea. Our tax and duty free boutiques offer up to 65% off U.S. suggested retail prices.

All of the ships in the fleet have several Boutiques which carry a wide assortment of merchandise including but not limited to the following departments; Fine and Fashion jewellery, Fragrance and Cosmetics, Logo apparel and accessories, Souvenirs, Food, Fine Gifts, Designer and contemporary watches and more. You will be assigned to one of these Boutiques or to our "Event" teams. Through-out your contract you may work in several different departments.

Assigned Department Responsibilities

You will ensure all merchandise is maintained as follows:

- Restock merchandise as required and ensure all sizes are represented on the floor.
- Rotate goods and bring new merchandise to the selling floor.
- Complete markdowns.
- Ensure all merchandise is properly ticketed.
- Visually present merchandise to enhance and promote sales.
- Analyze business from voyage to voyage and document pertinent information regarding passenger buying trends, customer requests and stock requirements.
- Bring merchandise issues to the attention of the Manager for communication to Buyers.
- Ensure merchandise in assigned area is presented neatly and clean (folded, hung, etc).
- Prepare the shop at the close of business for the next day's business.
- Assume accountability for the protection of Boutiques/Company assets.

Additionally, other duties will be assigned which include; safety drills, inductions, tour dispatch and more. You will be given all the proper training and information for these extra duties.

Stock work responsibilities are scheduled often and normally take place during port time (when the Boutiques are closed) and on "Turnaround" day where our passengers embark and disembark the ship. The responsibilities consist of:

- Assist in on-loading and off-loading shipments of merchandise from the dock to the ship.
- Check in new merchandise receipts against the packing slip and PO, and then complete final paperwork.
- Maintain stock rooms/lockers in an organized and clean manner.
- Pull and prepare merchandise for transfer and off-load.
- Ensure the storage areas are properly organized, maintained and secured.
- Prepare and breakdown promotional tables.
- Conducts physical inventories as instructed per Boutique Manager.
- Assist in pulls, transfers, markdowns, RTVs, and inventory transaction processes.
- Maintain a safe working environment in all storage areas.

Safety

Safety is an important part of our life onboard. You will be expected to attend a number of safety inductions during your first voyage. Safety Drills are conducted

every cruise and on turnaround day for our new passengers. You'll attend your first Passenger Safety drill the very day you join the ship, in the position as "Stairway Guide". Prior to this drill, you'll be given the proper training.

In- Port Manning (IPM)

In-Port Manning is a procedure requiring a certain number of crew members to stay onboard ship while in port. In the case of an emergency onboard while docked, the ship must have enough crewmembers available to assist passengers, per statutory requirements.

Medical

Each ship has a Crew Medical Center which is open daily. Any essential medical treatment you might need is available either onboard or by referral by the doctor to a facility ashore. If you are on prescription medication you should bring this with you, you are required to inform the doctor of any medication you are taking.

Meals

Breakfast, lunch and dinner are served in designated staff areas and during designated hours in the staff "mess." All meals served in the mess areas are free of charge. Alternative dining options are available in passenger areas for staff with deck privileges at designated times.

Accommodations

You will be sharing a cabin with one of your colleagues. Cabins are equipped with bunk beds and a small bathroom with a shower. You are expected to maintain your own cabin and inspections (Crew Rounds) are conducted once a voyage.

A crew gym is available as well as a Staff recreation room, laundry and crew pool.

Payment of Wages

Boutique Staff are paid cash onboard, once a month, with the exception of U.S. citizens who will be paid by direct deposit. Safety deposit envelopes are available onboard and highly recommended. Remittances are arranged through the Crew Office and done once a month (date will vary depending by the Ship). there's a \$20 fee non refundable, be prepared to provide the full account name, bank account number, and bank sort number

to receive this service. When paid by direct deposit. Initially wages could take up to 4 weeks before becoming available in your account.

A new CrewCard is being introduced to ships which act as an ATM and debit card. Once the CrewCard is set up, wages earned will be deposited directly into your account and you will have access to the money on the posted deposit date. Crew-only ATMs will be available onboard for instant access to your cash.

Communication

Postage and mailing facilities are available from the Crew Office for you to send letters or postcards from the ship. For friends and family to send you mail, a list of ports and port agents for your various ports of call will be given to you onboard your ship. Mail can be sent to these agents who in turn will forward the mail to the ship. Telephone calls can be made from the ship using a satellite connection. Telephone calling cards are sold onboard. Using your own mobile telephone can be very costly as roaming charges are in affect while at sea, so remember to fully power down your mobile phone. Internet access is available to crewmembers on all ships, as well.

Work Schedules

Boutiques hours of operation on sea days are: 9:00am – 11:30pm (The Boutiques

close a half hour after the end of the second production show). Some itineraries, with several sea days in a row, will adjust closing and opening times to take advantage of the Passenger traffic in the Atrium etc.

The hours of operation on port days are: The Boutiques are closed in port due to custom regulations although there are exceptions to this rule and in some ports throughout the world; the Boutiques are allowed to open. Generally, when the ship sets sail the Boutiques will open and remain open until 11:30pm.

Your work schedule and time off will be arranged by the Management team. The number of hours you work each day will vary. On some days, you may work up to 13 total hours; other days, you will work fewer hours. Port time off will be scheduled to ensure fairness for all Boutique Staff. We work long hours, wear comfortable shoes!

What We Expect

You were chosen to be part of our team because we believe you have the experience, skills and talents to make a positive contribution to the Boutiques. We expect you to demonstrate enthusiasm, a positive, motivated and flexible attitude, both on and off duty. You should participate and contribute to the team effort, contribute ideas, identify areas for improvement, respect opinions, cooperate in resolving conflicts, maintain professional demeanour during extended work periods.

While onboard, work should be your first priority. As this may be your first time onboard a ship, you may encounter some challenges. Working and living onboard a cruise ship

can be demanding. The team onboard and your Manager and Assistant Managers will serve as your support structure. It's important to maintain strong communication with your roommate, Management and colleagues. As a member of our team, your well-being is a priority for us!

Evaluations

Your work performance will be evaluated by the Management team. You are on a probationary period for two months or sixty days into your contract. At the beginning of your contract, your Manager will explain the areas in which you will be evaluated and discuss what is expected of you during your time onboard. At the end of your contract, you will receive a formal evaluation of your performance and depending on your achievement, a performance evaluation form, indicating whether you will be receiving a recommendation for a promotion in level increase. You will also receive a midterm evaluation which is an excellent feedback tool; you can utilize to increase your potential. You will have the opportunity to add comments before your evaluation is submitted to the Corporate Office for review. Future contracts with the Company will be contingent upon these evaluations.

Uniform Requirements

Upon joining the vessel, the Company will issue all Boutique staff a formal and casual uniform. Staff will wear the company issued uniform according to the dress code of the day, at all times. Women should bring with them; navy or black footwear (see below), stock work shoes (tennis shoes) and hosiery. Men should bring black footwear, socks and stock work shoes.

Hair style- Female: Long hair must be tied back neatly, no large clips, conservative styles and natural colors. Male: Well groomed and to be above collar. Conservative well groomed facial hair.

Jewelry must be discreet at all times. No piercing to be visible for males/females

with the exception of pierced ears for females, no pierced ears for males.
Body Piercing: Face and body piercing such as nose, tongue and eyebrows, but not limited to, are not acceptable when on duty or when crew members are in passenger areas.

Tattoos: The wearing of tattoos which are visible when uniform is worn is unacceptable in passenger areas

ALL trouser and jacket pockets must be sewn closed for loss prevention purposes.

FEMALE DRESS CODE

CASUAL

Boutiques navy polo – always to be worn tucked into pants

Navy dress pant – waist high – not low rise hipster style, no pockets, fabric poly cotton

Company navy jacket optional – single breasted only

Footwear – plain navy/black closed in shoes, heels no higher than 3 inches – no sling back styles are allowed for safety purposes.

FORMAL

White company issued blouse OR white jewel neck shell or white button-front collared shirt from own wardrobe

Navy skirt

Navy blazer – blazer must be worn at ALL times

Flesh/navy colored hosiery (10-20 Denier – no opaque hosiery)

Dress shoes – plain navy/black – heel no higher than 3 inches – no sling back style

** Some ships may allow pants to be worn on the second formal night.

**Shirt must be tucked into skirt

FEMALE & MALE STOCK WORK/STORING

Navy stock pant - GABARDINE

Boutiques navy polo

Safety shoes for storing/stock work

MALE DRESS CODE

CASUAL

Boutiques navy polo shirt – always to be worn tucked into pants

Navy pants

Navy blazer optional

Footwear – plain black dress shoes with black socks

FORMAL

White dress shirt

Bijoux Turner Tie

Navy Blazer – blazer to be worn at ALL times

Navy pants

Black dress shoes with black socks

Tips from Boutique Staff

To help with your transition to shipboard life, here are some tips from the team onboard;

- Be flexible and adaptable to all situations. You are working in a fast-paced environment that is constantly changing.
- Be open-minded as you will be interacting with crewmembers and passengers from all around the world, with different cultural, religious and social backgrounds.
- Take initiative. Don't wait to be given specific instructions. Jump right in and help your team.

- Off duty Boutique staff may generally socialize and attend Production show's etc. on Passenger Decks, but must always wear company issued uniforms.
- Pack light! You'll only be wearing "Civilian" or "Street" clothes when you go ashore or when you're in "Crew" area's i.e.; Staff Mess, Crew Recreation Room etc.
- On most vessels be sure and partake in the "Shore Excursion" program where you will escort our Passengers on exciting tours in our ports of call, all for free!
- Please see your Boutique Manager or Personnel and Training Manager to enquire on ways you can progress within the company.