



**STARBOARD**  
CRUISE SERVICES

FAST TRACK  
MANAGEMENT PROGRAM

# DO YOU...

Exceed sales targets?

Enjoy leading a sales team?

Feel excitement for retail?

Deliver exceptional customer service?

Want to see exotic locations all over the world?

**IF YES, THIS OPPORTUNITY IS FOR YOU!**



# WHO WE ARE

## STARBOARD CRUISE SERVICES, INC.

The world's largest and leading onboard retailer, we offer cruise ship guests world-class brands and exclusive merchandise with tax and duty-free savings. Together with our cruise line partners, our goal is to provide an unforgettably exciting vacation shopping experience.



## OUR VISION

Starboard will be recognized as the world-class travel and leisure retailer. Cruise ships are global shopping destinations known for discovery, entertainment and memories.

## OUR MISSION

Inspire guests to indulge in a memory from their dream vacation.

## Our Values

-  Communication
-  Teamwork
-  Forward Thinking
-  Trust & Integrity
-  Results Orientation
-  Creativity
-  Leadership

"RIGHT FROM THE BEGINNING I WAS GIVEN TREMENDOUS SUPPORT FROM BOTH THE ONBOARD MANAGEMENT TEAM AS WELL AS THE HOME OFFICE TEAM. IT GIVES YOU THE FEELING YOU ARE PART OF ONE BIG FAMILY AND EVERYONE WANTS YOU TO SUCCEED."

- Michael Haley, Signature Shops manager, Holland America Line

# STARBOARD FACTS

- Formerly known as Greyhound Leisure Services, Starboard has been a duty-free retailer since 1958.
- In January 2000, Starboard was acquired by the multinational company LVMH Moët Hennessy • Louis Vuitton, Inc., the world's leading luxury brand group.
- We operate on more than 100 cruise ships worldwide within nine of the world's most highly recognized cruise lines.
- We have more than 2,100 shipboard team members.
- We employ more than 300 people in our corporate headquarters in Miami, Florida.
- We have offices in the US, Italy and China.

## STARBOARD SELLS MANY OF THE WORLD'S LUXURY BRANDS, INCLUDING, BUT NOT LIMITED TO:

 **BACARDÍ**

JOHNNIE WALKER 

ANNE KLEIN



**CHANEL**

**FOSSIL**  
EST. U.S.A.

 **TAGHeuer**  
SWISS AVANT-GARDE SINCE 1860

**Dior**

**BULOVA**

  
**HUBLLOT**

**LONGINES®**  


**IWC**  
SCHAFFHAUSEN



# OUR CRUISE LINE PARTNERS

Starboard proudly provides full retail operations on board nine of the world's most prestigious cruise lines.



# BENEFITS OF LIVING ON BOARD

Starboard offers you the opportunity of a lifetime! Working on board a cruise ship gives you the chance to live in a culturally diverse environment and to wake up in a different country every day.

Additionally, working on board has many benefits that will enrich you personally and professionally, such as:

- **Free room and all onboard meals**
- **Free medical coverage** for the duration of the contract
- **Employee discounts** for merchandise purchases on board
- **Company-paid air travel expenses** for employees returning after their first completed contract within a three-month vacation period
- **Vacation pay** for all managers and associates (details of vacation pay provided in employee agreement)
- **Wide selection of training opportunities** such as management, fine jewelry, beauty, watch, promotional and visual/merchandising specialist programs
- **Ability to travel to different parts of the world**



"AN OPPORTUNITY LIKE THIS ONLY COMES AROUND ONCE IN A LIFETIME. THE CHANCE TO WAKE UP IN A DIFFERENT COUNTY EVERY DAY, TO EMBRACE DIFFERENT CULTURES AND MAKE A DIFFERENCE IN A GUEST'S EXPERIENCE ON BOARD A SHIP - ALL THIS WHILE EARNING A PAYCHECK - IS UNBELIEVABLE"

- Oscar, Sales Associate

# LIFE ON BOARD A CRUISE SHIP

## ASSIGNMENT LENGTH

Each team member is expected to commit for a period of six months continuously. Unlike in land-based employment, team members do not have entire days off while at sea, weekends and holidays included. Naturally, you will have several hours off daily which will allow you to take care of personal business, enjoy the fantastic ports of call or rest peacefully in your cabin.

## VACATION TIME

At the end of the assignment period, team members enjoy a six- to ten-week vacation period. Keep in mind that in a normal 9-to-5 job, employees work Monday-Friday with weekends, the occasional holiday and two weeks vacation time. While on board ship, the gift shop team works daily. Obviously, with this much time off, team members can enjoy the perks of an extended vacation.

## CABIN SPACE

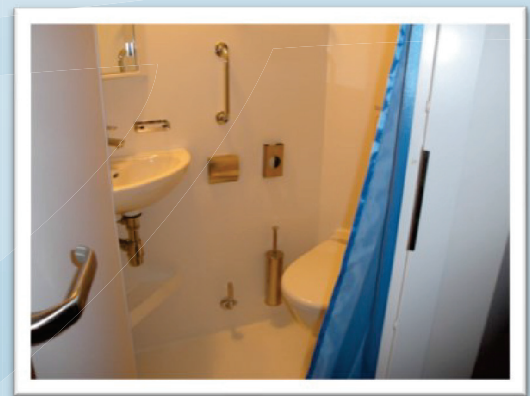
All Sales Managers are guaranteed a single cabin. Sales Associates and the Fast Track Assistant Manager will share a cabin with another team member. The cabins are normally found in the same areas as other ship-board staff. The space is quite small with only enough space for two bunk beds, a dresser/closet, a small desk and a bathroom with shower and toilet.

Most Fast Track Managers will share a cabin during the first portion of their assignment but once fully promoted to the Retail Sales Manager position, all Fast Track Managers have single cabins.

## TYPICAL SHARED CREW CABIN



## TYPICAL CREW CABIN BATHROOM



# ONBOARD FACILITIES

Although the team is allowed to use most of the ship's guest facilities, the gift shop staff also enjoy a full life within crew areas. Fortunately, each cruise line has created a series of options to make each staff member's life as comfortable as possible.

Each ship is different; therefore, the following descriptions will only provide an overview of what may be available on board.



## STAFF DINING ROOM OR STAFF MESS

Team members typically eat all of their meals in the staff dining room. All ships offer a buffet for breakfast, lunch and dinner. Most people will not have any difficulty finding food to fulfill their dietary needs. However, anyone with severely restrictive eating requirements will need to discuss this issue with a recruiter before joining a ship.

## LAUNDRY

Full washing/drying facilities are available, including dry cleaning. The ship does charge for this service. Laundry may also be done ashore, if desired.



## BAR

All ships have a full bar for after-work beverages. However, all ships have strict rules concerning alcohol consumption.

## INTERNET

Most ships have a full Internet café. Bringing a laptop is advised as computer space can be limited and Wi-Fi is frequently available. Ports also offer Wi-Fi.

## MEDICAL

Each ship has a full medical facility staffed by a doctor and a nurse. However, all team members should be fully prepared for their own personal needs prior to joining any ship - including, but not limited to, bringing all medications on board and delivering them to the medical facility upon arrival.



# MAIN RESPONSIBILITIES OF A FAST TRACK SALES MANAGER

The Fast Track Assistant Manager (FT ASM) position is a fantastic opportunity to move into the Retail Sales Manager position, with significant training before assuming full responsibilities. All FTMs complete a full six-month contract broken into two distinct parts.

The FTM spends the first three-month\*\* period working directly with an experienced Retail Sales Manager while completing a series of training modules. Starboard expects all FTMs to complete this training within three months. At this point, the FTM receives an evaluation to determine if he/she will receive a promotion and proceed in the program.

Once given a positive evaluation, the FTM will complete the remaining three months and any subsequent contracts as a Retail Sales Manager.

Please note that FTM promotions can occur faster or slower depending on the candidate's skills and position availability. Typically, however, FTMs are promoted within 12-16 weeks.

\*\*Three-month period could vary  $\pm$  a few weeks depending on itinerary and/or availability of openings.

A Retail Sales Manager motivates and coaches a sales team toward achieving and exceeding sales goals. To facilitate this process, the Manager creates and analyzes sales and inventory reports. To invigorate sales activities, the Retail Sales Manager will train staff about Starboard

products, selling techniques, safety procedures, POS systems, loss prevention and customer service skills.

As a primary responsibility, the Retail Sales Manager ensures that all sales staff deliver an outstanding guest service while promoting high-quality retailing standards. All Retail Sales Managers have a strong commitment to training and staff development. Therefore, they must

deliver and reinforce a series of training and development initiatives as instructed by the Company.

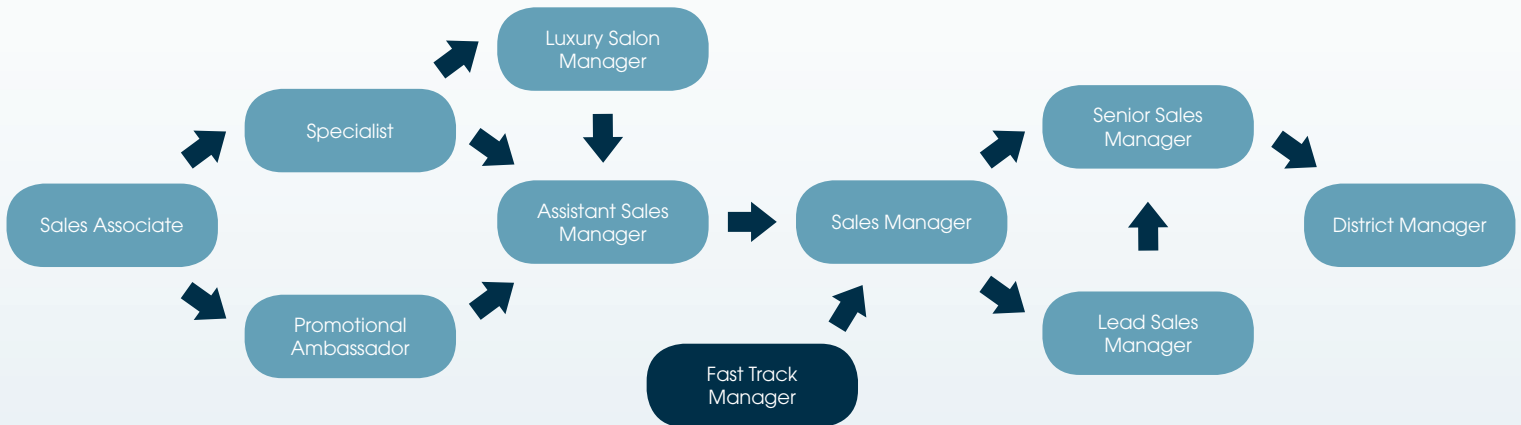
Additionally, the Retail Sales Manager will ensure the merchandise is displayed correctly according to visual merchandising standards. When necessary, the Manager will report damaged merchandise or inadequate levels of inventory to management.

Naturally, this list is not all-inclusive. Starboard's managers must remain flexible due to the exciting dynamic of cruise ship employment.





# STARBOARD'S SHIPBOARD CAREER PATH



## SALES ASSOCIATE

Promotes our high-quality retailing standards, continuously driving maximum sales results and superior-quality customer service.

After successfully completing the proper training, Sales Associates can become a Watch, Fine Jewelry or Beauty Specialist or a Promotional Ambassador.

## LUXURY SALON MANAGER

Promotes high-end products by specifically marketing to targeted cruise clientele. The luxury retail boutique manager will have a proven track record of utilizing excellent customer service and sales skills.

## ASSISTANT SALES MANAGER

Leads sales efforts and maintains guest services. This role includes interacting with people in a motivating and friendly manner and setting clear expectations with others about desired results. Through open communication and consistency between values and behavior, the Assistant Sales Manager promotes teamwork and merchandise to ensure exceptional guest experiences.

## RETAIL SALES MANAGER AND FAST TRACK MANAGER

Leads the entire retail team to promote and model our high-quality retailing standards. Drives maximum sales results and delivers superior-quality customer service through our talented retail sales staff.

## LEAD SALES MANAGER

Motivates and coaches the sales team to achieve and exceed sales goals. Has limited multi-unit accountability and is responsible for coaching ship management staff to achieve specifically targeted goals.

## SENIOR SALES MANAGER

Motivates and coaches a sales team to achieve and exceed sales goals by establishing effective target and goal-setting standards. Implements marketing & merchandising promotions. Has limited multi-unit accountability and is responsible for coaching ship management to achieve increased profit and sales volume levels. Ensures all ships are in compliance with policies and procedures.

## DISTRICT MANAGER (LAND BASED POSITION)

Oversees a multi-ship retail operation. Develops management teams, coaches to maximize staff talent opportunities, implements sales and operations initiatives, controls expenses, merchandises product, controls loss prevention and ensures the highest level of customer service possible.

# FAST TRACK SALES MANAGER REQUIREMENTS

## Desired Fast Track Manager Experience

- 3+ years of successful retail management experience
- 3+ years experience in leading a sales team
- High school diploma required
- College coursework in retail, hospitality or business administration preferred
- Ability to demonstrate exceptional interpersonal and leadership skills
- Ability to handle and resolve customer concerns in a professional manner
- Ability to communicate effectively in English (both orally and in writing)
- Ability to travel abroad for 6 months continuously



**Additionally, successful candidates will be:**

Personally Charismatic  
Sociable  
Personable  
Energetic  
Independent  
Self-Motivated  
Adventurous  
Assertive  
Proactive  
Transformational  
A Fast Learner

# GENERAL REQUIREMENTS

## PASSPORT

All shipboard staff must maintain an up-to-date passport valid 6 months at the end of one contract.



## VISAS

All staff must secure any visas required by the itinerary and/or cruise line. This requirement also includes a C1/D visa to travel in and out of the United States. Some ports require a Schengen Visa; this will be discussed with you prior to joining, if applicable.

## MEDICAL EXAM

All staff must complete a medical exam and be declared fit for duty by a physician. Each cruise line maintains a list of required medical documents which must be completed prior to joining any ship. All medical exams include a thorough drug screen.



## BACKGROUND CHECK

Starboard requires all of its employees to undergo a complete background check with the local police authorities.

# FREQUENTLY ASKED QUESTIONS

## HOW LONG WILL I BE AT SEA?

All contracts are for six months. You must be prepared to be away from home for this entire period.

## HOW LONG IS MY VACATION?

At the end of your six-month contract, you can expect a six-to ten-week vacation period followed by your next contract.

## HOW WILL I GET PAID?

You will be paid via an OceanPay Visa Debit Card. Base salary is paid biweekly and commissions are paid on a bi-weekly basis.

## HOW MUCH MONEY SHOULD I TAKE WITH ME TO JOIN THE SHIP?

You will need to have enough cash and debit or credit card funds to cover any expenses until you receive your first pay disbursement. You should be prepared for any unexpected incidentals that may occur along the way.

## WHAT ABOUT TAXES?

Income taxes are only withheld for American citizens. As every country has different tax laws, we suggest you consult with an accountant about your tax obligations.

## WHAT DO I DO ABOUT BANKING?

You have a few options. You can open an account in your home port or in one of the ports on your itinerary. We suggest making wire transfers and sending them home to a family member, a friend or directly to your bank. You will receive an OceanPay debit card as well.

## WHO IS MY EMPLOYER?

You will be an employee of Starboard Cruise Services, Inc., DBA International Cruise Shops. However, you will enjoy many of the same benefits of the cruise line's employees.

## HOW LONG ARE MY WORK HOURS?

You can expect to work seven days per week and around 70 hours per week. The daily work schedule will depend on the activities on board your specific ship and will vary accordingly.

## HOW DO I GET TO MY SHIP?

Starboard will pay for all flights for our Fast Track Managers along with any travel expenses to your ship. The Company will provide the flight ticket but you may need to pay for certain costs (taxi, buses, train) and submit receipts for reimbursement when you arrive at your ship.

## WILL I BE ALLOWED TO CHOOSE THE CRUISE LINE AND SHIP OF MY CHOICE?

Newly hired employees are assigned to open positions based on qualifications and business needs.

## HOW DO I RECEIVE MAIL?

Every ship has an address. You will receive the information on board ship immediately upon arrival. We strongly recommend handling most communication via email or the Internet as regular mail can be delayed several days or weeks depending on the ship's delivery schedule.

## CAN I MAKE PHONE CALLS?

All ships have phones on board; however, we recommend using them for emergencies only due to their extremely high cost per minute. You will have access to crew calling centers at almost every port. Most staff prefer to have their own cellular phone with international access, which makes calling much easier.

## HOW MUCH NOTICE WILL I GET IF I AM HIRED?

The amount of notice can vary. In the Fast Track Manager position, Starboard normally provides about two months' notice. However, the company's needs may change, resulting in shorter notice periods.

## WHAT WILL BE MY LIVING EXPENSES?

Starboard provides your food, accommodations and medical coverage while under contract. You will be required to pay for any incidentals, souvenirs and any food or drink items not available in the crew mess (i.e., alcoholic beverages). Unless you have fixed expenses at home such as a mortgage, you can live essentially free during your contract and save every dollar to enjoy during your vacation.

## DO I SHARE A CABIN?

All Fast Track Managers will share a cabin with another staff member initially. Once promoted to a Retail Sales Manager position, however, you will have your own cabin. Fast Track Assistant Managers will share a cabin.

# FREQUENTLY ASKED QUESTIONS

## WHAT IS INVOLVED IN THE MEDICAL EXAM?

You have to complete a medical exam prior to joining the ship. The exam is thorough, involving blood tests, urinalysis, blood pressure, eye, hearing and lung function tests and a chest x-ray. These tests determine that you are physically fit to work on board a ship safely and effectively. Each medical exam is specific to the cruise line you are assigned. You should note that all medical exams involve a drug test. Failure of the medical exam or drug test will result in the termination of your contract. You must pay for your medical exam directly to the physician.

## CAN I GET OFF THE SHIP WHILE IN PORT?

When you have free time, you can get off the ship and do what you please, providing that you are not scheduled to work and that you are back on board by the required time. Failure to meet the ship on time will normally result in immediate termination.

## WHAT CAN I DO WHEN I'M NOT WORKING?

Each ship and cruise line offers different facilities specifically for the crew. Most ships have a person in charge of crew welfare who will organize different activities for the staff including parties, bingo, shore excursions, crew barbecues, trivia nights and much more.

## CAN WE USE THE GUEST AREAS?

Fast Track Managers are allowed into virtually all guest areas. As a member of the ship's staff, however, you must follow the guidelines specified by the ship's Captain and/or Hotel Director.

## CAN I USE THE GUEST GYM?

Yes, as a general rule, you can use the gym as long as you are not depriving any passengers of the facilities. Every ship also has a crew gym out of sight of any guests.

## CAN I USE THE GUEST SWIMMING POOL?

With few exceptions, you are not allowed to use the guest pool. You can, however, swim anywhere you like in any of the ports of call.

## DO I HAVE TO WEAR A UNIFORM?

No, all Fast Track Assistant and Store Managers provide their own suits. You must bring a dark-colored suit; please check with your Retail District Manager prior to boarding for specific requirements. On board all ships, however, you must wear a name badge when in guest areas. The dress code is much more relaxed in exclusively crew areas.

## WHAT ARE SOME OF THE POLICIES, RULES AND REGULATIONS OF THE SHIP THAT I NEED TO BE AWARE OF?

All crew members are expected to follow the "Ship's Rules and Regulations" as well as those outlined in our employee contract. Each employee is expected to participate in weekly safety and lifeboat drills. Failure to comply with the rules and regulations may be grounds for immediate termination. Because we uphold the standards of a safe and drug-free environment, there is also zero tolerance for the use or sale of drugs or narcotics. In some cases, our cruise line partners may conduct random drug screenings.

## WHAT IS THE FTM INTERVIEW PROCESS?

You will be contacted for a phone interview with a Starboard Human Resources representative. If the interviewer recommends you, you will receive another interview from our Operations team. After completion of our corporate interviews, there will be a final face-to-face interview with a representative in your country.

## WHAT ARE THE NEXT STEPS IN THE HIRING PROCESS?

Once you are approved for the Fast Track position we will send you an offer letter highlighting the aspects of your employment as FT. You will email the signed offer letter along with other required documents for your file such as: criminal background check results, a completed Starboard application, a copy of your passport, a medical checklist and 2 past-employer reference letters.

A scheduler will send you the ship and date of your assignment along with the medical documents required by your cruise line. Take your medical documents to your physician for your medical exams and send your results to the office.

Then, an employment letter will be sent to your email address. Take it to the US embassy for your C1D visa. Email a copy of your C1D visa to the office for your employee file.

Your flight details and hotel information will be sent to you before your departure.