

*Traveling as a Gentlemen Host® offers a unique opportunity for you to dance and socialize your way around the world. Selection as part of COMPASS SPEAKERS AND ENTERTAINMENT INC.'s on-board experience is limited to the top candidates--congratulations! And enjoy your Gentleman Host® experience with us.*

### PRE-CRUISE

#### COMMUNICATION THROUGH COMPASS ONLY

The cruise line has asked that all questions pertaining to your cruise be directed to COMPASS. At no time should you contact the cruise line directly unless advised to do so by COMPASS.

#### INFORMATION REQUIRED

COMPASS SPEAKERS AND ENTERTAINMENT INC. has prepared these documents to give you all the information you need for a successful sailing. Please read them carefully. After you confirm your cruise, Compass will send you the following documents.

- COMPASS Contract - Please read, initial and sign. Return the signed contract to COMPASS and take a copy with you on-board.
- COMPASS invoice.
- Ship's itinerary.
- Cruise line boarding letter to be shown when you arrive at the ship
- E-ticket (when using marine air from Griffin Travel) and Seaman's letter to be shown when you arrive at the airport.
- COMPASS /cruise line guidelines and ratings reminders.
- Post-cruise host appraisal form

#### TRAVEL ARRANGEMENTS/TRANSFERS

COMPASS has access to special air/sea fares at contracted, reduced rates (including one-way fares). One of the many benefits of these fares is their flexibility. In most cases, they are changeable/refundable subject to a nominal fee. However, please keep in mind that certain airlines often restrict mileage credit or the use of mileage for upgrades on contracted fares.

If you would like us to assist you with your air arrangements, please supply us with your name as it appears on your passport, dates of travel, gateway city. Please note that airfare purchased through COMPASS must be paid separately by check and no deviations are permitted once tickets have been issued.

Please be aware that transportation from the airport to the vessel is your personal responsibility unless advised otherwise. Post-cruise transfer arrangements may be available for purchase on board prior to disembarkation.

#### INCREASED SECURITY MEASURES

Please be reminded of the following increased security measures that have been put into effect in airports and ports around the world for your safety:

**At Airports:** Curbside check-in of baggage may not be permitted, and more thorough security checks of passengers and baggage will result in longer boarding processes and possible delays. Air passengers are required to check in a minimum of two hours prior to departure time for domestic flights, and a minimum of three hours prior for international flights.

**At Ports:** All passengers and baggage will be subject to search by US Customs or Foreign Authorities both at embarkation and disembarkation, and additional screening by Immigration officials.

*Please be aware that access to many ports is being restricted and that friends and relatives dropping off and picking up passengers may experience delays.*

**Identification:** It is extremely important that you carry a passport that is valid for at least six months beyond the duration of your trip. For cruises departing and returning to a US port, a passport is required. Driver's licenses and voter's registration cards are NOT sufficient documentation for cruises departing and returning to a US port. Expired passports are no longer accepted as proof of citizenship. For non-US citizens a passport is required.

#### TRAVEL INSURANCE/IMMUNIZATIONS/VISAS

Depending upon your particular itinerary, inoculations and visas may be required. It is your responsibility to obtain the necessary visas and to have all your documentation in order prior to departure. This information can also be obtained directly through a reliable visa service such as Zierer Visa Service. You can reach them in Washington, DC at 1-888-520-1143 or at [www.zvs.com](http://www.zvs.com).

With regard to inoculations, we recommend you contact your personal physician, the Department of Public Health or the Centers for Disease Control ([www.cdc.gov](http://www.cdc.gov)) to obtain current information and expert medical recommendations for the intended itinerary.

We **strongly encourage** you to acquire worldwide health and travel insurance prior to your departure. The cruise lines do not provide any coverage or protection regardless of circumstance, nor do they assume responsibility for any accident or illness that may occur on board.

#### WHAT DO I NEED TO PACK?

It is always advisable to carry your passport, tickets, credit cards, valuables and any medications in your carry-on baggage.

**Dressing for your cruise:** Your wardrobe is a critical element of your success. Please see the wardrobe requirements section of your contract for details. Check the weather conditions of your destination and pack appropriately. Your clothing should be well fitting and stylish; update accordingly for current sizes and styles. Regular laundry is provided free; dry cleaning may not be, depending on the cruise line. Facilities are available on board to do your own laundry and pressing.

### CRUISE

#### ATTITUDE/IMPRESSION

Please remember that, once on board, whenever you are in public you are "on stage." How you conduct yourself in front of the guests will directly impact your ratings.

Be approachable. Let the guests discover that you are willing to share your knowledge and insight through informal conversations, as well as during scheduled activities. Remember that you are aboard to enhance their cruise experience.

Embarkation is usually in the afternoon. If you are able to board early you may use this extra time to familiarize yourself with the ship. For example, pick up a copy of the daily activity sheet at the reception desk and locate the dance areas, restaurant and show lounge.

First impressions are everything! Always wear a blue blazer, tan pants and necktie when you embark and disembark. If you have a long flight, neatly pack these items in your carry on luggage and change at the airport before arriving at the pier.

With a friendly attitude, introduce yourself as soon as practical to the cruise director, maitre d', hotel manager, social hostess and international hostess.

Gentlemen Host® will share a passenger cabin or suite. If for any reason you are asked to relocate, please repack and fulfill the request with flexibility and courtesy. Daily maid service to the suite may be limited; please do not expect daily fresh sheets, towels and turndown service. Please use your best judgment when requesting any service from the housekeeping staff.

In your cabin/suite you'll find the cruise director's instructions and a schedule for the first night's activities. The cruise director may also note his expectations for you and your suite mate(s). The first night is busy with the lifeboat drill, singles parties, introductions and, of course, dinner and dancing.

Take the time to learn guest's names, whether they're married or single. Refer to passengers as "guests" and single guests as "independent travelers". You are an extension of the staff--pitch in when needed and always smile! Be active and visible among guests but in a warm, non-obtrusive way.

Participation in ballroom dance class is mandatory. Please be sure to arrive 15 minutes before the scheduled start time. You may be asked to teach a beginner dance class, so be prepared with music CDs from home. Whether you are teaching the class or assisting, do not show favoritism.



Participation in daily activities will increase your visibility and help promote evening dancing. Join in team trivia and board games. If you like to play bridge, partner with the single ladies. Check the daily program and make yourself available to staff members who may need your assistance.

On the day of your arrival, volunteer with the tour manager to assist with tours. There is no guarantee of being selected to escort a particular tour; it is a privilege extended to you by the tour manager. So please accept your assignments graciously. You will help guests on and off tour buses, count tour members and assist the tour guide wherever needed. It is a good idea to have a small backpack with first aid items, water and sunscreen. Enjoy the tour but remember guests always come first. Dress for the weather and never wear jeans, t-shirts or other inappropriate items.

Most cruise lines offer open dining to guests. If you are required to dine in the main dining room take charge of dinner arrangements, personally inviting your own guests, rather than just sitting where the maitre d' finds an opening. For the first night, if you have not arranged to sit with guests, check with the maitre d' for seating assistance. Never sit with only one or two guests or with only your co-host. Never ask for special orders. Know your alcohol limit and stay within it at all times. Breakfast and lunch also offer great opportunities to mingle and introduce yourself to guests.

Dancing is one of the most important aspects of your cruise. Please dress appropriately (according to the dress code in the daily program) and arrive 15 minutes early with lots of enthusiasm! You do not need to be an expert dancer, but you should be able to dance to match your partner's ability. Never give dance lessons on the dance floor--it may be embarrassing for your partner. Your role is to make her feel good and enjoy herself.

If guests invite you to sit, please do not linger. Move around the room and be mindful of the ladies seated in back. Some husbands are not able (or willing) to dance with their wives, and will sometimes ask a Gentlemen Host® to escort their wives to the dance floor. That is fine. Dancing with married women is fine as long as the husband has no objection. Always be complimentary of the orchestra and never complaint to guests or cruise staff about the music.

Remember, you are an extension of the staff and a goodwill ambassador for the cruise line. Smile, be helpful and friendly, and do not participate in gossip and guest complaints. Your welcoming demeanor will make you lasting friends of the guests, and the cruise and staff will welcome you back, and look forward to working with you again.

Be satisfied with your assigned accommodations. Please do not try to change your cabin/suite or offer to pay for an upgrade under any circumstances.

Remember that guests always come first. Please keep this in mind with regard to seating in public areas, entertainment events, tour disembarkation, dining arrangements and immigration procedures.

Above all, please remember that this luxury cruise line has chosen to work with COMPASS because they want Gentlemen Host® who are not only consummate professionals, but who are also pleasant and easy to work with.

#### CRUISE DIRECTOR & STAFF

Remember that the Cruise Director and his/her staff are responsible for numerous activities on board; therefore, please try to be as flexible and accommodating as possible.

#### PERSONAL SCHEDULE

Be knowledgeable of your personal schedule so you are able to answer inquiries from guests, and please refrain from asking to be rescheduled from assigned locations and times.

Please check the Daily Program (delivered to your cabin each evening) to make sure there have been no changes to your originally scheduled time and location, and remember to be aware of **time zone changes**.

#### AMENITIES

Full dry-cleaning and laundry services are available aboard ship and will be

billed to your on board account. Self-service washers and dryers are also available on most of the vessels we represent.

All cabins and suites feature 110/220 volt outlets.

All vessels have medical facilities equipped to provide care for illness and accidents.

Official currency on board all vessels is the U.S. Dollar.

Please note that charges for services and products purchased on board the ship must be reconciled prior to disembarkation. Cash, checks and credit cards are accepted.

#### GRATUITIES

When traveling on board as a Gentlemen Host® are included on most vessels.

#### REMUNERATION

You should not expect offers of remuneration or compensation, resulting from problems encountered by the vessel, to be extended to you.

#### FINANCIAL ARRANGEMENT

Guests, crewmembers and other lecturers/instructors/hosts will often inquire about the financial aspect of your booking arrangements. Please **do not**, under any circumstance, discuss or exchange this information. Simply state that your engagement was coordinated through COMPASS. It has been our experience that disclosure of this information inevitably leads to uninformed comparisons and creates an uncomfortable situation for all involved.

### POST CRUISE

#### CRUISE REPORT

COMPASS can't wait to hear about your cruise, so call us when you get home. Not all cruise directors send written reports, but if we receive one regarding your performance, you will be notified. Fill out the post-cruise appraisal as soon as you return. Let us know how it went, what the high points were, if there were any problems, or any helpful hints for future Gentlemen Host®.

#### FUTURE BOOKINGS

The cruise line will contact us directly with regard to the ratings and comments received pertaining to your performance. We will use this information, in conjunction with your cruise report, to determine future bookings. Plan your next cruise--always include your next available dates for any desired destinations. Take every opportunity available to cruise with us.

Thank you for representing Compass Speakers and enjoy your cruise.

**IMPORTANT:** One of our many responsibilities as an agent is to alleviate the ever increasing number of inquiries the cruise line receives regarding Gentlemen Host® positions. Therefore, all inquiries pertaining to subsequent bookings should be directed to **COMPASS ONLY**. Please be advised that any direct contact with the cruise line will jeopardize future bookings.

*In closing, we thank you in advance for your adherence to these COMPASS Standards of Excellence, and hope you will feel free to contact us with any questions you may have. All of us at COMPASS SPEAKERS AND ENTERTAINMENT INC. wish you a pleasant and safe journey. We hope you enjoy yourself and make the most of this fabulous travel opportunity!*

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