



STARBOARD
CRUISE SERVICES

SALES ASSOCIATE



DO YOU...

Exceed sales targets regularly?

Provide exceptional customer service?

Enjoy working within a sales team?

Possess strong closing skills?

Want to see exotic locations all over the world?

If yes, this opportunity is for you!

Who We Are

Starboard Cruise Services, Inc.

is the world's largest and leading onboard retailer, offering 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.

Here at Starboard, we are focused on a specific customer — the cruising guest. Our guest seeks unique merchandise presented in an exciting shopping environment with unparalleled service by our professional and experienced team members.



Our Vision

Starboard will be recognized as the world-class travel and leisure retailer

Our Mission

To enhance the travel experience by providing a customer-centric environment with theatre, excitement and unique merchandise

Our Values

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

“It is a very positive environment. We have a very open door policy, the executives walk around and everyone can approach them at anytime. Long term career growth is definitely available here at Starboard” –Helga, Sales Associate

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 multi-national company LVMH Moët Hennessy • Louis Vuitton, Inc., the world's leading luxury brand group.
- We operate on more than 80 cruise ships worldwide within eight of the world's most highly recognized cruise lines.
- We have more than 1,200 shipboard team members.
- We employ more than 300 people in our corporate headquarters in Miami, Florida.
- We have offices in Italy and China.

STARBOARD SELLS MANY OF THE WORLD'S MOST PRESTIGIOUS BRANDS INCLUDING BUT NOT LIMITED TO THE FOLLOWING:



Dior



GUESS
BY MARCIANO

D&G
DOLCE & GABBANA



NAUTICA

LONGINES

AK
ANNE KLEIN



Our Cruise Line Partners

Starboard proudly provides full retail operations onboard eight of the world's most prestigious cruise lines.



Benefits of Living On Board

Starboard offers you the opportunity of a lifetime! Working onboard 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 onboard has many benefits that will enrich you personally and professionally such as:

- **Free room and all onboard meals**
- **Free medical coverage** provided to the employee 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
- Wide selection of **training opportunities** such as management, fine jewelry, beauty, watch, promotional and visual / merchandising specialist programs.



“An opportunity like this only comes around once in a lifetime. The chance to wake up in a different country every day, to embrace different cultures, and make a difference in a guest’s experience onboard a ship — all this while earning a pay check — is unbelievable” – Oscar, Sales Associate

Life Onboard a Cruise Ship

Assignment Length

Each team member is expected to commit for a period of six months continuously. Unlike land-based employment, team members will 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.

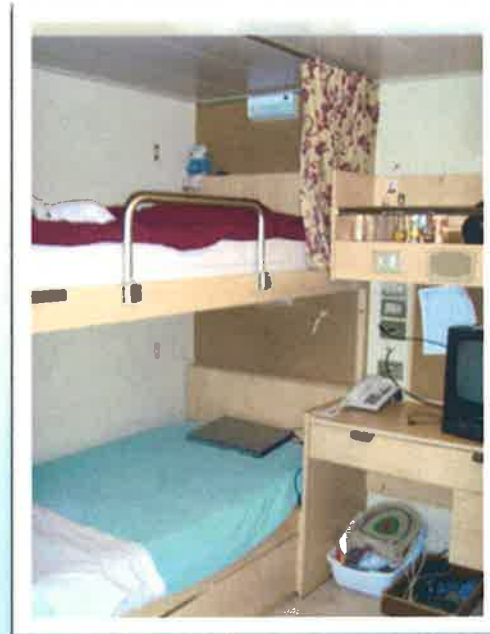
Vacation Time

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 onboard 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

Sales Associates will share a cabin with another team member. The cabins are normally found in the same areas as other shipboard 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.

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: 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 an after work beverage. 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.

Medical: Each ship has a full medical facility manned 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 SALES ASSOCIATE

The Sales Associate will promote Starboard's high quality retailing standards, continuously driving maximum sales results and super quality customer service. All Sales Associates must have a strong commitment to Sales, Service, Merchandising, POS Systems and Loss Prevention.

SALES:

All Sales Associates will strive daily to achieve and exceed sales goals as defined by the Company. At the beginning of every voyage and then broken down daily, the Sales Manager will provide specific, achievable goals for each Associate. Exceeding these targets is the best way for Associates to ultimately receive healthy commissions.

SERVICE:

Sales Associates must maintain a welcoming, friendly demeanor at all times. To this end, Associates must greet each customer with a smile, initiate conversation and respond appropriately and enthusiastically to all customer inquiries. Sales Associates must also advise each customer of the features and benefits of the merchandise, any in-store specials or promotions. Associates must also maximize every opportunity by suggesting add-ons, cross-selling or up-selling as appropriate.

MERCHANDISE & DISPLAY:

Sales Associates will work with the Sales Manager and home office counterparts to create visually stunning shop and window displays. On a daily basis, Associates will maintain a clean, organized and fully stocked sales floor. Additionally, all staff will receive merchandise deliveries to the vessel from shoreside vendors and the Distribution Center. Once onboard ship, Sales Associates must ensure all merchandise is properly priced and SKU'd. The Sales Associates will also assist in period inventories as required.

POS SYSTEMS:

All Sales Associates will process sales transactions accurately using appropriate customer service techniques.

LOSS PREVENTION:

Sales Associates must remain vigilantly aware of any potential loss of inventory. Reporting any theft is absolutely essential towards achieving successful sales results. Immediately upon identification, Sales Associates must report theft or breakage to the Sales Manager.

As with any position, Sales Associates may also be assigned other tasks as required by management.

SALES ASSOCIATE Requirements

AN IDEAL SALES ASSOCIATE WILL HAVE

- 2 years of successful retail experience
- High school diploma required
- Ability to demonstrate exceptional interpersonal and leadership skills
- Talent for handling and resolving customer concerns in a professional manner
- Ability to communicate effectively in English (both orally and in writing)
- Strong computer skills using Microsoft applications such as MS Word and MS Excel, MS Outlook and Internet Explorer.
- Ability to travel abroad for 6 months continuously



Additionally, successful candidates will be

Charismatic
Sociable
Personable
Energetic
Independent
Self Motivated
Adventurous
Assertive
Fast Learning
Confident
Passionate

Starboard's Shipboard Career Path



At Starboard, we take great pride in promoting our employees. Moving from Sales Associate through the ranks towards District Manager is not only possible, it's encouraged.

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.

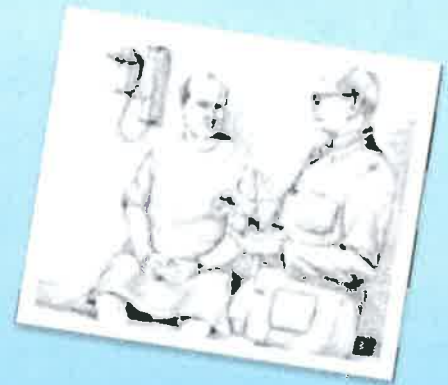
General Requirements

Passport: All shipboard staff must maintain an up to date passport valid through 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. C1/D visas are required of all nationalities except Americans and Canadians.

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.

Master's Rules & Regulations

Each ship will function under the guidance established by the ship's Captain or Master.

You may see below an example of these rules as found on one of Starboard's ships.

MASTER'S RULES AND REGULATIONS

These rules are the commonly accepted code of ship operations. Each master onboard our ships has the authority to establish his rules and regulations, and may be different from the ones listed below. By joining our company, you are agreeing that you will live by these rules while working for Royal Caribbean International or Celebrity Cruises, whether on board or ashore.

1. No drunkenness will be tolerated.
2. No officer, staff or employee will possess or use illegal drugs or weapons.
3. No indecent language will be used.
4. No employee will be involved in brawls or fights.
5. Only officers and staff are permitted to be in public areas when off duty.
6. Employees will not deface, abuse or steal the ship's property.
7. Respect must be given to officers at all times.
8. Respect and courtesy must be given to guests at all times.
9. All shipboard employees must attend boat drills and other required safety drills.
10. Shipboard employees must report for duty on time.
11. Shipboard employees must retain the cabins assigned to them and may make changes only with permission from the head of their division.
12. When on shore or leave, all shipboard employees must report aboard ship a half-hour before sailing and one hour when tendering.
13. All shipboard employees must show their crew cards upon boarding the ship.
14. Shipboard employees must be properly dressed at all times.
15. Mealtime schedules must be followed.
16. Shipboard employees will not miss the ship.
17. Gambling is prohibited for all shipboard employees.
18. Smoking in bed is absolutely prohibited.

The rules will change somewhat from ship to ship.

However, adherence to these regulations is absolutely mandatory for all employees.

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 in cash directly by your Retail Sales Manager at the end of each voyage. If your ship is in the middle of a particularly long cruise, the company may distribute your compensation in smaller increments.

How much money should I take with me to join the ship?

You will need to take enough cash, debit card or credit card 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 to find out 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 in your itinerary. We suggest making money orders and sending them home to either a family member, a friend or directly to your bank.

Who is my employer?

You will be an actual employee of Starboard Cruise Services, Inc. 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 onboard your specific ship and will vary accordingly.

How do I get to my ship?

Sales Associates must provide the flight to join their first ship. Once the scheduler has these flight details, she/he will provide hotel information along with any other travel details required to transit to the ship.

Do I have to pay a deposit?

Upon embarkation, \$500 is required to be deposited with the Shop Manager. Upon successful completion of a six-month contract, the \$500 deposit will be reimbursed to the employee and Starboard will pay for the return flight home. In the event that an employee does not complete their 6-month contract, the Company will require the employee to purchase an air ticket and use the \$500 deposit toward the airfare.

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 onboard 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. Starboard normally provides about two months' notice. However, the company's needs may change resulting in shorter notice periods. All Sales Associate candidates must keep their Hiring Agent or Recruiter updated with current availability details.

What living expenses will I encounter?

The cruise line provides your food, accommodation 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 (ie. 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.

Frequently Asked Questions

Do I share a cabin?

All Sales Associates will share a cabin with another staff member of same gender.

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 onboard 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?

Of course you can! 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, poker competitions and much, much more.

Can we use the guest areas?

Sales Associates 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?

Yes. Starboard provides uniforms at a reduced cost (approximately \$100) to you that can be deducted from your compensation in increments once on

board. The dress code varies from cruise line to cruise line so check with your Retail Sales Manager to ensure you comply with the ship's rules. Onboard all ships, however, you must wear some sort of uniform and 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 crewmembers 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 interview process?

If selected as a candidate by your Hiring Agent, you will attend a recruiting event in your home country. A recruiter from Starboard will conduct a presentation filled with activities that will give you the opportunity to show your talents. At the end of the event, the recruiter will inform the Agent if you're selected. If chosen for the position, you will wait at home until contacted by a scheduler at Starboard with your precise ship assignment and joining date. This process can take anywhere from a few weeks to several months. Therefore, you will need to remain employed until contacted for placement.

Occasionally, the recruiter will conduct interviews via webcam for those individuals with exceptional skills that are needed urgently.

Once the scheduler determines your ship assignment and joining date, he/she will send an employment letter and contract to you. At that point, you must return the contract via email. You will then take the employment letter to the US Embassy to obtain your C1/D visa to work onboard ship. The scheduler will also provide medical documents for your physician to complete. Once you finish the medical, you must email all the documents to the scheduler. Keep in mind that any employment offer you receive is always contingent upon successful background investigation, police check and a medical exam stating you are fully fit for duty.

Are you ready for the experience of a lifetime?

Do you want to be part of the team?

Do not wait any longer! Apply now!

Send your resume and photo to

tracy@cast-a-way.com



Website:

www.cast-a-way.com