



Distinguished Gents Dance Program Manual for Success

Updated
June 2009

Dear Distinguished Gent,

On behalf of our entire team at Sixth Star Entertainment & Marketing, I would like to congratulate you on your decision to embark on this great adventure.

Throughout my 20+ year career in the cruise industry, I have watched this special program blossom into a very important part of the cruise experience. Whether it be dancing to big band sounds on the ballroom floor or sharing a delightful conversation in the dining room, Distinguished Gents light up the lives of mature single ladies traveling on their own. I personally commend the cruise lines that have made this program a special part of their onboard entertainment.

The key to continued success is YOU and the contributions that you bring to the Distinguished Gents Dance Program. We look forward to establishing a great relationship between you and Sixth Star for many cruises and years to come.

Kind regards,

A handwritten signature in black ink, appearing to read "Doug Jones". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Doug Jones
President

Table of Contents

Distinguished Gents Dance Program	5
<i>dis-tin-guished /di-stin-gwisht/ adj</i>	5
<i>Introduction</i>	5
<i>Our #1 Priority is for You to be Successful</i>	5
<i>The Responsibilities of a Distinguished Gent</i>	6
What You Need to Know Before You Go	7
<i>Pre-Cruise Questions</i>	7
<i>Passports</i>	7
<i>Visas</i>	8
<i>Inoculations</i>	8
<i>Documents</i>	8
<i>Travel / Medical Insurance</i>	8
<i>What to Pack</i>	8
Getting There and Getting Home	10
<i>Travel</i>	10
<i>Air Travel</i>	10
<i>Airport-Ship Transfers</i>	11
<i>Transfers</i>	12
<i>Jet Lag</i>	12
<i>Luggage</i>	12
<i>Itinerary Changes</i>	12
What to Expect Once Onboard the Ship	12
<i>Embarking</i>	12
<i>Medical Care at Sea</i>	12
<i>Becoming Part of the Cruise Ship Team</i>	13
<i>Management Structure</i>	13
<i>Meeting the Cruise Director</i>	13
<i>Scheduling</i>	14
<i>Interaction with other ship staffers</i>	14
<i>Socializing with Guests</i>	14
<i>Enjoying Free Time</i>	15
Responsibilities on Board	16
<i>Dancing</i>	16
<i>Dance Class</i>	17
<i>Shipboard Activities</i>	17
<i>Shore Excursions</i>	17
Helpful Hints and Other Pertinent Information	18
<i>Onboard Romances</i>	18
<i>Alcohol & Smoking</i>	18
<i>Taboo Subjects</i>	19
<i>Declining Tips and Gifts</i>	19
<i>Guest Problems / Complaints</i>	20
<i>Media / Press</i>	20
<i>Photos</i>	20

<i>Dry Cleaning/Laundry Services</i>	20
<i>Toiletries</i>	20
<i>Name Tags</i>	20
<i>Disembarking</i>	20
<i>After Returning Home</i>	21
<i>An Important Word about Ratings and Evaluations</i>	21
<i>Final Thoughts to Make You Successful</i>	21
<i>Our Website</i>	22
Parameters For All Cruise Lines	23
<i>Terms of Agreement for Distinguished Gents aboard Regent Seven Seas Cruises</i> ..	23
<i>Terms of Agreement for Distinguished Gents aboard Cunard Line</i>	24

Distinguished Gents Dance Program

dis-tin-guished /di-stin-gwisht/ *adj*

1. Characterized by excellence or distinction; eminent.
2. Dignified in conduct or appearance.

gen-tle-man /jent-el-man/ *n*

1. One of gentle or refined manners; a well-bred man.
2. A well-mannered and considerate man whose conduct conforms to a high standard of propriety or correct behavior.

Introduction

Welcome to Sixth Star Entertainment & Marketing's Distinguished Gents Dance Program. You have been selected as a Distinguished Gent because of your exemplary dance and social skills. With the ever-growing popularity of cruise vacations, more and more travelers are opting to go to sea. Many of these travelers are single females and industry research shows that they outnumber their male fellow passengers by three-to-one.

This is where you come in. In an effort to cater to these single female passengers, a number of cruise lines have dedicated staterooms, resources and energy to provide them with companionship and most importantly, wonderful dance partners. In fact, Distinguished Gents see that these single ladies traveling on their own enjoy conversation, dancing, dining and other shipboard activities in pleasant company.

As a member of the team it is important for you to understand your responsibilities. This manual is designed to provide an overview of Sixth Star Entertainment & Marketing policies and procedures in regards to the Distinguished Gents Dance Program. We strongly recommend that you read and understand the Distinguished Gents Manual. If you should have any questions, please feel free to call Sixth Star Entertainment & Marketing and we will be happy to assist. Have a wonderful cruise and welcome aboard.

Our #1 Priority is for You to be Successful

"Success" in the world of cruise line entertainment and enrichment is usually defined by a number – a score compiled from passenger questionnaires that are distributed by the cruise line towards the end of each and every sailing. Your name and position may be included in this questionnaire, and passengers will rate you as excellent, good, fair or poor. We also receive important feedback from Cruise Directors regarding your professionalism, preparedness, cooperation and attitude. As cruise lines strive for

excellence in passenger satisfaction, only those that receive a top score and excellent feedback will be allowed to return for future engagements

At Sixth Star, our #1 priority is for you to be a complete success. Therefore, we have compiled this document to provide you with the critical background knowledge and “tools” that you need to succeed. Incorporated throughout this document are recommendations and advice from the Sixth Star management team, which is comprised of former entertainment directors, cruise directors and others with years of shipboard experience, wisdom and success.

Print this manual, review carefully and take it with you on your cruise for quick reference.

The Responsibilities of a Distinguished Gent

The term, “Distinguished Gent” has been part of cruising for years. Distinguished Gents are an important element in the success of cruising. Your role as a Distinguished Gent is extensive, although your primary focus is to dance and to make the guests traveling alone feel comfortable on board. The following is a listing of your responsibilities:

- Dancing:
 - Be present nightly in the most appropriate dancing areas.
 - Ask all unescorted ladies to dance.
 - Do not dance a second time with a guest until all other unescorted ladies have been asked.
 - Only **dance with full-fare paying guests**. Do not dance with ship’s staff members, entertainers or any enrichment personnel onboard (guest speakers, bridge instructors, arts and craft instructors, etc.).
- Attend all appropriate guest functions including, but not limited to:
 - Cocktail parties (Captain’s, Special Friends, Captain’s Club)
 - Singles Parties
 - Special Group Parties (when invited)
- Always serve as a Distinguished Gent for female guests with particular emphasis on the following:
 - Serving as a general companion
 - Serving as a partner in shipboard activities and games
- Attend and participate in daytime dance classes.
- Distinguished Gents may be asked to host tables in the dining room, even rotating through several tables, in order to provide dining companionship for all

single ladies.

- Be pleasant and sociable with all guests at all times.
- Serve all female guests equally, no favoritism or individual liaisons for the duration of the cruise.
- Never conduct yourself in a way that would be detrimental to the image and standards of the cruise line or Sixth Star Entertainment and Marketing.

Presentation Opportunities

As many Distinguished Gents come from fascinating backgrounds and careers, Sixth Star has made arrangements for Gents who are interested to share their knowledge with passengers in an intimate setting (one of the ship's smaller venues). Gents with excellent presentation skills who have unique stories to share - whether it be a former NASA engineer talking about his days at Cape Canaveral, or a former Wall Street executive offering a talk on saving for retirement – have a unique opportunity to deliver a presentation to a small group setting, thereby becoming an important part of the ship's enrichment team.

What You Need to Know Before You Go

Pre-Cruise Questions

Please refer all questions about your forthcoming cruise and/or travel arrangements to your contact at Sixth Star. We're here to help. At most cruise lines, the in-house entertainment staff is tremendously busy, which is why they have contracted Sixth Star to assist them in this capacity. At no time should you have a reason to contact the cruise line. In fact, if you contact the cruise line directly, they will only refer you back to Sixth Star and notify us that you contacted them directly. The biggest downside is that the cruise line may perceive you as "difficult," and this may jeopardize your reputation and future with the company.

Passports

Sixth Star requires that all Distinguished Gents travel with a passport that is valid for six months after you return from your cruise. If you do not have a passport, we highly advise visiting the visa service listed on our website or the US State Department for passport information. You can also reach the visa service web site by visiting the "Travel and Documentation" section of our web site at www.sixthstar.com. Click on the "Passport Info/Visa Services" link and then 'Visa/Passport Requirements.'

Visas

Entry visa requirements are subject to change at any time and it is your responsibility to obtain all the necessary documentation required for travel to each port included in the cruise itinerary. Many visas require that you mail your passport to the visa agency in advance of your trip. Please allow a minimum of six weeks for normal processing. Rush services are also available for an additional charge. Contact the visa service for specific country requirements.

Inoculations

Finally, it is important that you find the latest information on any inoculations necessary for travel to worldwide destinations. If you are booked on a cruise outside of the Caribbean or Alaska, we recommend that you visit the website for the Centers for Disease Control at www.cdc.gov/travel to research your individual itinerary. Please note that on cruises where inoculations are necessary, you will be asked to show proof of inoculation to the cruise line officials prior to boarding.

Documents

In the last year, cruise lines have implemented a ticket-less procedure. Therefore, what you will receive by mail is a boarding letter verifying that you are to board on the date of your assignment. Be sure to hand-carry all travel documents. When you receive your boarding letter, please review it carefully to be certain that your information is correct according to your assignment.

Travel / Medical Insurance

Travel and medical insurance is not provided. Additionally, Sixth Star Entertainment and the cruise line do not assume responsibility for accidents or illnesses that may occur on board. If your existing health insurance does not cover international travel, and you wish to purchase travel or medical insurance prior to your cruise, it can usually be purchased at your travel agency. It is important that your medical insurance is in effect. Please check with your insurance company to learn what is included in your coverage.

Please note that if you take prescription medication, you should bring a supply to last your entire cruise. A well trained medical staff is available aboard ship should you need medical assistance, and you will be billed accordingly.

What to Pack

As you prepare for your cruise, it's important to remember that you will be a highly visible member of the ship's Entertainment Department, representing the cruise line at all times, even when going ashore. In order to shine in front of ship's staff and make the best possible impression on guests, you should be properly dressed at all times. The Cruise Director will give you a name badge which you will wear at all times when you are in public. Please bring the following:

- **Embarkation Day and Evening**

Navy blazer, white shirt, conservative tie and beige or cream colored dress slacks with leather soled shoes. Be sure to pack several extra dress shirts for use during your cruise. Always wear these clothes when boarding the ship on embarkation day. First impressions are everything.

- **Daytime Wear**

Indoors during the day, neat casual pants with a collared polo-type shirt are always in order. "Topsiders" or other "deck" shoes are the appropriate footwear for daytime activities. Neat, moderate length shorts may only be worn during the daytime for outdoor/deck activities or when escorting tours. (T-shirts, tank tops, jeans, cowboy boots, sandals and flip flops are never appropriate.)

Regent Seven Seas

Same as above but no shorts onboard the ships. Appropriate shorts may be worn only in ports.

- **Evening Wear – Casual**

Slacks, sports or dress shirt with jacket. Jacket may be optional for deck parties etc. – but only with Cruise Director's approval. .

- **Evening Wear – Informal**

Sports jacket, dress pants and shirt with tie or Business Suit, dress shirt and tie

- **Evening Wear – Formal**

Tuxedo (and white dinner jacket for Cunard sailings) with proper white tux shirt, bow tie or formal tie and cummerbund or vest, black patent leather pumps or solid black dress shoes. (Tailcoats or formal kilts are inappropriate for this setting.)

Please note that when you are dancing, Gents are expected to wear a jacket at all times. We encourage you to pack a few extra shirts.

Appearance is everything

As a Distinguished Gent, it is very important to appear well groomed at all times. You must be fresh, showered, shaved, and dressed appropriately. Your hair should be combed and if you sport a mustache and/or beard, please make sure that it is well-trimmed. Your clothes should be pressed and clean. Your fingernails should be trimmed and clean at all times. Always use deodorant and mouthwash, especially if you smoke. Dancing is very intimate and where there is lack of personal hygiene, you will find that many will not be inclined to dance or will complain to the Cruise Director.

Getting There and Getting Home

Travel

While in transit to or from the vessel, you are representing not only Sixth Star but the cruise line as well. Since there is a likelihood of traveling with fellow cruise guests, you should dress appropriately. Once on board, please be prepared to begin your assignment.

If you are responsible for making your own travel arrangements to and from the cruise ship (based on your cruise assignment) you should confirm – and reconfirm – exactly what time your ship is scheduled to sail from port.

Arrival time – Whether you are driving to a nearby cruise port, or flying to your port of embarkation, please make sure that you arrive at the pier no later than 3 hours prior to the ship's scheduled departure time. For instance, most ships are in port on "turn-around" day from 8am to 5pm. Throughout the entire morning, passengers who have just finished the previous cruise will be processed through Customs and Immigration and disembarked. You will not be allowed to board during this time. Embarkation for new passengers usually begins at about Noon, and we recommend that you plan to arrive anytime from Noon to 2pm. NOTE: This is just an example – please use your own ship's schedule to determine the proper time for your arrival.

This will allow you to time to settle in, have lunch, set-up your charge account, make dining room seating arrangements, get oriented with the layout of the ship and meet with your contact within the Entertainment Department.

Air Travel

In most cases, the cruise line does not provide airfare and may not send any documentation to you. Sixth Star Entertainment and Marketing has developed a partnership with Global Marine Travel. Because the travel industry can sometimes be a bit unpredictable in terms of weather, international "hot spots," ship redeployments, and other unforeseen circumstances, Sixth Star strongly recommends that all Distinguished Gents **purchase refundable and changeable air tickets**. Please note that it is extremely rare that a ship assignment would be cancelled due to the reasons above, but we prefer that our Distinguished Gents take this extra precaution.

Sixth Star Entertainment & Marketing has made special arrangements for enrichment staff to qualify for special marine airfares previously available only to cruise ship crew and management. These airfares are available directly through Global Marine Travel (GMT) and Ocean Marine Travel (OMT).

To obtain a marine airfare quote from Global Marine Travel (GMT), please contact Michael Matchett by email at cruise@flygmt.com .

To obtain a marine airfare quote from Total Travel Marine (TTM), please contact Susana Reyes by email at susana.reyes@totaltravelmarine.com or by phone at 305-702-2636. TTM's main number: 305-817-9339 for 24-hour Emergency Coverage.

Please identify yourself as being with Sixth Star and be sure to include your full name, the major airport closest to your home, your cruise details (embarkation and disembarkation port and dates of travel), and any other applicable information. The agents will research your request for the best fare available and will reply with a quote within 48 hours.

A Note About Booking Airfare: Because the travel industry can sometimes be a bit unpredictable in terms of weather, oversold sailings, international “hot spots,” ship redeployments, and other unforeseen circumstances, Sixth Star **strongly** recommends that all of its enrichment staff purchase refundable and changeable air tickets. Please note that it is extremely rare that a ship assignment would be cancelled, but we prefer that our enrichment staff take this extra precaution. Most marine fare airline tickets purchased through our Marine Travel Agents are changeable and refundable.

We also recommend that you do some airfare shopping on your own. Try your local travel agent and some of the popular travel websites, such as www.sidestep.com, www.travelocity.com, www.expedia.com, www.cheaptickets.com, www.orbitz.com, and www.priceline.com. You might also go directly to some of the airlines' websites, such as www.aa.com for American Airlines, www.delta.com for Delta Airlines, www.southwest.com for Southwest Airlines, and so on. Compare quotes and pick the best fare and schedule for your cruise assignment. Also, don't forget about frequent flier miles. This cruise assignment might be the perfect time to cash them in for free flights.

Cruise Cancellations

While it is extremely rare that a cruise booking is cancelled once you are confirmed, it does happen from time to time because of mechanical problems, the ship being oversold, a change of itinerary, etc. Please note that Sixth Star and our cruise line partners will not be held responsible for expense (flights, hotels, visas, travel insurance, etc.) you may have incurred due to cancelled cruises.

Airport-Ship Transfers

As you are responsible for making your way from the airport to the ship and vice versa, Sixth Star has compiled some helpful port information to assist you in this area. Visit www.sixthstar.com and click on the “Port Information” link for a listing of worldwide ports. Click on the ports that apply to your cruise for information about taxis, local hotels, parking and other helpful information.

If you are not able to get to the ship on time, due to your flight being delayed or canceled, we have listed emergency contact numbers at the end of this manual. It is important to first contact the cruise line and they will inform the ship of your delay. Next, you should call Sixth Star Entertainment and Marketing to inform us of your situation.

Transfers

Upon arrival in the city where you are to board your cruise vessel, you are responsible to take a shuttle bus or taxi to the cruise ship terminal. Sixth Star Entertainment will provide you with detailed airport and port information, when possible.

Jet Lag

As a Distinguished Gent, you have the opportunity to travel the world. Sometimes that means long flights and different time zones. Jet lag is unavoidable. In time, you will adjust to the new time zone and drinking lots of water can help with the process..

Luggage

Label your luggage clearly as you will not receive baggage tags. Include your name and "Distinguished Gents" with your address and your cabin number, if you have been assigned one. Distinguished Gents often carry their entire luggage on and off the ship themselves. If possible, you might want to pack an extra shirt in your carry-on bag, in the event that your luggage may be lost or delayed getting to your cabin. Your personal luggage should not exceed the international/domestic air carrier weight restrictions. You are responsible for any costs associated with excess baggage. Neither Sixth Star Entertainment and Marketing nor the cruise line accepts responsibility for the damage to or loss of personal belongings.

Itinerary Changes

While minor cruise itinerary disruptions do occur from time to time because of inclement weather, etc. please note there will be no administrative fee refunds if a port call is missed or replaced with another port.

What to Expect Once Onboard the Ship

Embarking

Embarkation usually begins in the early afternoon. The ship's staff works very hard to prepare the ship to receive new guests. Even though most ships have mastered the art of turn-around days, there may be times when embarkation is delayed. Although you and the guests are anxious to begin the cruise, we ask for your patience and cooperation.

Medical Care at Sea

You will find that the ships today are equipped with state-of-the-art medical facilities. If you should need to see a doctor, the ships are staffed with highly trained physicians. There may be occasions when you may encounter rough seas and experience motion sickness. Over the counter medications such as Dramamine are available onboard or you may purchase them at your local drugstore. If all else fails, shots are available for a charge from the Medical Center. We include this information so you are aware that air and seasickness remedies are available, but you are responsible for consulting your

physician first. Sixth Star Entertainment and Marketing does not assume any responsibility if an accident or illness occurs onboard.

As you may have heard on the news, over the past few years many cruise lines have dealt with outbreaks of gastrointestinal illnesses such as the Norovirus, which has affected many passengers and crew during their cruises. Cruise lines as a whole have come a long way in working to prevent this type of contagious illness from occurring by upgrading their sanitation policies throughout the vessels, and improving crew and passenger education on how to prevent such illnesses.

While uncommon, it is important for you to be aware that contagious illnesses do still occur from time to time on ships. Should you become ill while cruising, please remember to follow the strict orders of the ship's doctor which are set in place to protect you and your fellow passengers. The most common procedure in the case of a contagious gastrointestinal onset is for the ship's doctor to confine you to your stateroom for a designated period of time. Cabin quarantines are imperative to prevent spreading the illness through casual contact such as dancing, dining and general social activities. Please note that the ship's health and safety officers take cabin quarantines very seriously and those passengers who have ignored the doctor's orders have been disembarked mid-way through their cruise.

To avoid illness in the first place, Sixth Star recommends that you wash your hands often and use the ships hygienic wipes placed around the ships hand rail and elevators. For a healthy cruise, we also recommend taking a daily multivitamin, eating 3 nutritious meals a day and staying active both onboard and ashore.

Becoming Part of the Cruise Ship Team

It is important to note that you will not be an "island" in your role as a Distinguished Gent. You are an integral part of the ship's Entertainment Department during your time on board. Each and every member of the department – whether it is a full-time staffer or a Distinguished Gent – plays a key role in the overall success of the cruise.

Management Structure

Leading the chain of command aboard a cruise ship is the Captain, who oversees the entire operation and has a team of officers that report directly to him. Distinguished Gents report to the Cruise Director "CD." Your day to day liaison will usually be the Assistant Cruise Director "ACD."

Meeting the Cruise Director

After you board the ship on embarkation day and have had an opportunity to settle in, stop by the Purser's office for directions to the Cruise Director's office to introduce yourself to him or her. One of the leading people aboard the ship, the Cruise Director plans all of the ship's activities and entertainment, manages a large team of entertainers and departmental staff and serves as master of ceremonies in the evenings. The Cruise Director will let you know to whom you will be reporting and give you all the details of your assignment. Another way to make a great impression at this meeting is

to let him or her know that you are available to help with guests, special events, etc. The Cruise Director will appreciate your enthusiasm and will be glad to have someone so helpful as part of the team. Be on the lookout for other important members of the Entertainment Department, including the Assistant Cruise Director, the Social Hostess and Cruise Staff members.

Scheduling

Shipboard activities take place every day of the cruise. While most cruise lines that we work with have implemented the elements of the Sixth Star Program, it is important to remember that the scheduling of specific events is handled onboard by the Cruise Director. Therefore, you will not know the exact times and dates of your activities until you actually board the ship.

There may be onboard activities while the ship is visiting a port, though generally most guests are ashore enjoying the exciting sights. This allows you ample time to explore those sights as well. Each night, as you retire to your cabin, you will be greeted by a newsletter-type “daily program,” which is a comprehensive schedule of the next day’s activities and entertainment.

Interaction with other ship staffers

Because you will be an official member of the Entertainment Department during your cruise, the majority of your daily interaction will be with members of this group. However, cruise ships are like “small towns”. In a short amount of time, you’ll meet a wide variety of officers, staff and crew. Some other key members of the ship’s team include:

CAPTAIN – The Master of the Ship who oversees the entire vessel and all departments

STAFF CAPTAIN – The #2 officer on the ship – oversees all personnel issues on board

HOTEL MANAGER – Directs the ship’s hotel/hospitality services

CHIEF PURSER – Manages front desk staff, all financial matters and immigration issues

CRUISE DIRECTOR – Oversees the Cruise and Entertainment Staff

SHORE EXCURSION MANAGER – Oversees the ship’s sightseeing tour department

MAITRE D’HOTEL – Oversees the ship’s dining room(s)

While this is just a sampling of the ship’s officers, it is important to go out of your way to introduce yourself, and be friendly and helpful to all ship staff, whether it is the Hotel Manager, a dining room waiter or room steward. While everyone is fulfilling different roles on the ship, everyone has one common goal – 100% guest satisfaction. We recommend that you are proactive with the ship’s staff and crew, introducing yourself and winning fast friends around the ship.

Socializing with Guests

Being a success aboard ships is twofold. While it is important that the Distinguished Gents are professional, interesting and entertaining, it is just as critical that you make a huge effort to meet, socialize and befriend guests – both the women, as well as the men. Please refrain from using phrases such as, “I have to go to work now,” or “Who

wants to get lucky?” Please use phrases such as, “The band in the Wheelhouse Lounge is great, how about joining us for a dance?” or “I’ll be dancing in the Explorers lounge before dinner, hope to see you there.” Through socializing, the Entertainment Department contributes greatly to the guests’ entire cruise experience. As a member of the team, you will be a goodwill ambassador of the cruise line.

Be Positive, Positive, Positive

While socializing, always speak in a very positive manner about the company, ship, its personnel, programs and services. Whether you are socializing with guests ashore, in the ship’s lounge, or in the pool while enjoying an afternoon swim, the message should always be positive. In the event that you do have a problem with an aspect of your cruise, please bring this to the attention of Sixth Star at the conclusion of the trip. If a situation requires immediate attention, please discretely bring it to the attention of the Cruise Director or Assistant Cruise Director at an appropriate time.

Generate Your Own Support

We recommend socializing with guests as much as possible. By introducing yourself and being interested in the people around you, you help to create a positive and congenial atmosphere on board. And, when guests know you, they will support you by passing on nice comments to the Cruise Director and/or Captain.

In the Dining Room

Upon your arrival to the ship, you will be assigned to a dining room table and time for seating in the main dining room. Distinguished Gents will usually be seated with unaccompanied guests and may be rotated throughout the cruise. It all depends on ship’s capacity and specific needs of the Maitre’d. If you find that you are the only shipboard staff seated with a table of guests, you are in essence, “the host” the table and should engage in active socializing with the guests.

Enjoying Free Time

During your cruise, you will find that there is a great amount of free time to be enjoyed throughout the voyage – both onboard the ship and ashore in international ports of call. As a Distinguished Gent, you will have the opportunity to enjoy all of the ship’s facilities to the fullest. We want you to have a wonderful voyage and have prepared the following tips to help you acclimate to life on board, with special consideration to your role as part of the Entertainment Department.

- **Abide by the #1 Rule** – Guests Always Come First – Guests that pay the full price for a cruise are the single most important priority to the cruise line. In an effort to ensure 100% guest satisfaction, every officer, staff and crew member will make sure that guests come first. Here are just a couple of small instances where letting guests “go first” makes a very big impact:
- **Entertainment Shows** – Distinguished Gents always sit towards the rear of the show lounge, ensuring that the best seats in the house are available to guests.

- **Cocktail Lounges** – Distinguished Gents do not sit on bar stools, as these spots are very popular with the guests. If you would like to have a drink with a guest, politely invite them to a table with chairs.
- **Salon/Spa** – When making a spa appointment, Distinguished Gents must be flexible and understanding should a given time/day not be available.
- **Shopping** – If shops are crowded with guests, Distinguished Gents should leave and come back when the stores are quiet or after all guests have been served. Note: typically, stores are most crowded on the last day of the cruise. Please do your shopping before then.
- **Bingo/Jackpot Games/Casino** – It is prohibited for Distinguished Gents to ever enter the casino or participate in games of chance.
- **Dining** – In regard to dining in the evening, cruise ships accommodate their guests in a single seating (smaller, luxury yacht ships) or two seatings (larger vessels.) Aboard ships that feature two seatings, guests generally prefer to dine at the second (later) seating time. Because full-fare paying guests are accommodated first, shipboard staff and enrichment personnel are usually assigned to the first seating. While you are free to request second seating, please understand that preference is always given to guests. Should you be assigned to a ship that features an alternative restaurant, Distinguished Gents are welcome to dine in these venues if there is availability after guests have been accommodated.

Responsibilities on Board

Timeliness

Please ensure that you arrive at all of your scheduled activities at least 10-15 minutes early.

Dancing

Dancing is the first and foremost reason why cruise lines have Distinguished Gents on board. Dancing on ships is an exciting experience to most people, as there is often a live orchestra. The dance floor is your stage.

Your goal should be to make your dance partner comfortable and make her feel that she is a wonderful dancer. This can be easily accomplished by making the steps simple and easy to follow. It is important to not show favoritism and to ask each guest traveling alone to dance before you ask the same guest again. If a woman turns down a dance, this is not necessarily her final answer for the entire cruise. Make sure to kindly ask her again the next evening.

Distinguished Gents need to be sensitive to the partner's dance knowledge and/or dance ability by paying attention to how she moves. As a member of the Distinguished Gents you are expected to dance whenever there is music; however it is perfectly fine to take a breather and socialize with guests and then head back to the dance floor. Pace yourself. On most nights Distinguished Gents will dance until midnight, depending on the cruise. On most ships, open dancing will usually occur before and after dinner.

Parties, Parties, Parties

Often scheduled early in the cruise, the Singles Party serves as an icebreaker for all guests who are traveling alone. Distinguished Gents will also be invited to attend the Captain's Welcome Aboard and Farewell Party. The Captain, ship's officers and ship's guests often have private parties to which Distinguished Gents may be invited.

Dance Class

You are required to attend all dance classes. The dance classes are usually one hour and the instructors teach guests basic dance steps. Your responsibility as a Distinguished Gent is to motivate the guests and to be a dance partner for those who are traveling alone. Regent Seven Seas require that Sixth Star Distinguished Gents teach the ballroom dance classes on days at sea. Please keep this in mind when booking a Regent cruise.

Shipboard Activities

Cruise ships are famous for their on board activities. Distinguished Gents might be asked to participate in social games such as bridge, trivia and board games. Cruise lines also offer outdoor activities such as shuffleboard, ping pong, and pool games, to name a few. If you are not requested to be at an activity, take a look at your daily program and see if something interests you. The ship has so much to offer – from lectures by distinguished experts to card games, sports activities and art auctions. Or you may want to visit the library for some quiet time. Each cruise is different. Depending on the itinerary, you may be at sea for a few days or in port every other day. Participating in the onboard activities can be fun and provide opportunities for you to meet new guests. You will receive your daily activities newsletter in your cabin the evening before. It's a good idea to familiarize yourself with the daily newsletter and to carry it with you during the day. As you will be somewhat of a "celebrity" onboard, you will find that guests will ask you many questions on when and where activities are being held.

Shore Excursions

The cruise lines have chosen shore excursions that are designed to feature the most popular and interesting sights in each port of call. One of the most attractive features of cruising as a Distinguished Gent is having a chance to visit ports of call around the world. Most cruise lines have a wonderful program in place that allows members of the Entertainment Department to volunteer to "escort" excursions as a representative of the cruise line. Generally there is at least one ship "escort" assigned per motor coach, boat, or other form of tour transportation.

As an “escort,” you would receive the shore excursion free of charge. In return, you would be responsible for looking after the group on your bus. (Please note: there is still a guide conducting the tour – escorts represent the ship for quality control and overall assistance.) At each stop, escorts count the group to make sure that no-one is left behind. If you are interested in being an escort, please send your request in writing to the shore excursion department as soon as possible after boarding the ship. Please note: there is never a guarantee that you will be selected. And, because the number of escorts for a given tour is based on the number of tickets sold, your participation may not be confirmed until just before the tour departs.

If you are chosen, the Shore Excursion Office will contact you. If selected, you will be an ambassador of the company and should dress appropriately on the tour. Escorts should always take seats at the back of tour buses, allowing guests to have the seats towards the front. Note: If you want to be assured of participation on a particular tour, we strongly advise you to go ahead and purchase tickets in advance.

Helpful Hints and Other Pertinent Information

Onboard Romances

It has been known that many romances have blossomed on board cruise ships. The idea of a cruise vacation leaves many guests dreaming that they may find love and romance on the high seas. As a Distinguished Gent, you may find yourself being pursued romantically by guests. **Romantic relationships between Distinguished Gents and guests on board are strictly prohibited by the cruise lines and by Sixth Star.** To avoid misunderstandings, complaints of favoritism or possible claims of sexual harassment, it is important for the Distinguished Gent to conduct himself in a professional manner at all times. Your commitment to the Distinguished Gents Program and your signed agreement with Sixth Star Entertainment & Marketing overrides all others onboard the ship. At no time should a Distinguished Gent cross the threshold of any stateroom other than his own. There should also never be anyone other than the Distinguished Gents in the Gents’ assigned stateroom. Always remember to be above reproach and never in any situation that could be misconstrued.

Alcohol & Smoking

At Sixth Star, we know that cruising can be a very social event, with many opportunities to over-indulge in alcohol. Excessive drinking impairs your ability to fulfill the social aspects of your role, and it sends a very poor message to passengers and staff. Please know your limit and stay within it at all times. Please note that the Captain has the authority to immediately disembark Distinguished Gents who are intoxicated in public areas, or who exhibit behavior that is deemed unsuitable or inappropriate. If you drink... drink responsibly.

Aboard ship, smoking is permitted in designated areas, as well as on the ship’s open decks. If you do smoke, it is very important that you stick to these areas. As a courtesy to your fellow Distinguished Gent, we kindly ask that you do not smoke in your cabin.

Please note that it is inappropriate and in poor taste for Distinguished Gents to walk from venue to venue aboard the ship while smoking or with a drink in hand. Please note that Distinguished Gents are not allowed to sit or stand at the bar.

Taboo Subjects

While we encourage socializing, the following subjects are inappropriate for discussion with ship's guests:

Solicitation for business – All cruise lines strongly discourage soliciting clients for personal business ventures or charities during your lectures and programs.

Shipboard business – Please refrain from discussing shipboard business pertaining to your responsibilities in front of guests. An example of this might be recapping the details of your orientation meeting, or sharing any private “staff-only” information.

Shipboard problems – If you should have a problem, refrain from discussing it in front of, or with, paying passengers. Instead, direct your comments or concerns to the Cruise Director who will be happy to assist you.

Other Travel/Cruise companies – Do not promote or compare other travel products or cruise lines while onboard your cruise.

Discouraging shore tours – Be mindful not to discourage participation in any optional shore excursions (i.e. "In this port, you are really better off to explore on your own ...").

Contract details – Under no circumstances should any details of your agreement with Sixth Star and the cruise line be discussed with staff or guests, either ashore or on board. If you encounter a passenger that is interested in learning more about how to become an enrichment speaker or director, please invite them to visit Sixth Star's website at www.sixthstar.com and submit an online application.

End-of-Cruise ratings – Not only is it in poor taste to mention or “solicit” end-of-cruise ratings during the cruise, it is also strictly against company policies. Please be assured that ratings will reflect excellence in performance and socializing.

Controversial issues – Because you will be a member of the ship's Enrichment Staff, it is very important that you steer clear of controversial subjects that might inflame passengers and garner negative ratings. It is also wise to tread carefully around issues concerning politics, sex, race and religion. Seemingly innocent comments, or those made in jest, may be misconstrued and turned against you.

Declining Tips and Gifts

There may be times when a guest would like to extend a gratuity as a way to thank you for a wonderful cruise. However, it is Sixth Star Entertainment and Marketing's policy to not accept monetary or other gifts from guests. If there is a situation when a guest

would like to leave a Distinguished Gent a tip, you should kindly say that although you appreciate the nice gesture, you cannot accept their generous tip or gift.

Guest Problems / Complaints

Today, many cruise ships are sailing with over 2,000 guests. As you can imagine, it is very difficult to please everyone. As a Distinguished Gent, you will hear first hand if a guest is happy or unhappy. The ship's staff is devoted to making each guest's cruise vacation a special one. If a guest has a complaint or a concern, you should refer them to the Reception Desk (sometimes this is the Purser's Office). The Reception Desk/Purser's Office is similar to the front lobby of a hotel. The staff is trained to answer any questions or concerns a guest may have.

Media / Press

From time to time the cruise lines will arrange to have the media interview certain members of the ship's staff. You may be called upon to share your experiences as a Distinguished Gent. They may ask you questions on what it's like to be a Distinguished Gent. Please do not share any stories that may be unfavorable to the cruise line or to other members of the ship's staff. It is important to maintain a professional and positive manner at all times.

Photos

You will notice that one of the departments that never seems to rest is the photo staff. You will find them at the bottom of the gangway at each port of call, in front of the dining room or on the beach taking those wonderful candid shots. Many guests will no doubt ask you to take a photo with them as a reminder of their wonderful cruise. Please oblige them, button your jacket and say *cheese*.

Dry Cleaning/Laundry Services

Dry Cleaning/Laundry Services are available on-board at a charge. Charges for laundry services will vary on each cruise line. Please refer to your letter of agreement for laundry charges.

Toiletries

Make sure to bring any necessary toiletries with you. In case you forget an item, you will find that most items may be purchased onboard in the gift shop.

Name Tags

The cruise line will have a name tag made for you. The name tag identifies you as a member of the cruise line and must be worn at all times onboard or on a ship sponsored shore excursion.

Disembarking

Before you disembark, you may receive legal documents (customs/immigration) in your cabin which need to be completed. Please make sure that you have completed them before leaving the ship. You will also need to close out your onboard account with either a credit card or traveler's check. Make sure to check your cabin for all your

belongings. Although you are leaving your duties as a Distinguished Gent, your responsibilities do not end until you arrive home. You will find that many of the passengers you sailed with will be heading home with you. It is important to always be kind and courteous.

After Returning Home

Call or E-mail Sixth Star – We love hearing success stories. As part of our continuous effort to provide our cruise line clients with the best programs possible, we kindly ask that you call or send us an e-mail after arriving home to give us a brief update of your cruise.

Your feedback – good or bad – is very important and plays a big part in ensuring that our operation is running smoothly onboard. Please note: it is inappropriate for you to contact the cruise line directly with feedback, as Sixth Star has been contracted to handle this function.

An Important Word about Ratings and Evaluations

As mentioned at the beginning of this document, cruise lines depend heavily on passenger feedback in order to deliver a memorable vacation experience – to learn what they enjoyed and what needs to be improved. In addition to passenger ratings, the Cruise Directors fill out evaluation forms, rating Distinguished Gents on perceptions of their attitude, cooperation, teamwork, social skills, appearance, promptness and reliability.

We selected you for your cruise assignment because we believe you have what it takes to be successful in this role. However, it is important to note that the cruise line reserves the right to disembark you after the first leg of a multiple cruise assignment if you receive a poor rating. They also reserve the right to disembark you if the Cruise Director determines that you were difficult to work with, or if other important staff such as the Maitre d'Hotel, Concierge, Shore Excursions Manager or Bar Manager found you uncooperative or unprofessional in any way. If you are disembarked mid-cruise, you will be responsible for your transportation home from the ship.

If you have been given multiple assignments throughout a given year and an early assignment results in negative ratings and/or comments, future assignments may be cancelled by Sixth Star.

Our hope is that your talent, combined with the material contained in this document, will ensure that you receive nothing but stellar ratings and evaluations. We want to see you succeed and enjoy more exciting cruises as a Distinguished Gent.

Final Thoughts to Make You Successful

We hope we have provided you with a greater insight of your role aboard the ship, and more importantly, the information “tools” that you need to succeed. Just remember to:

DANCE

Socialize – Whether it is with guests or the ship’s officers, staff and crew, take an active interest in the people around you.

Be flexible and easygoing – Sometimes in the wild and wonderful world of cruising, times change, venues change...even cabins change. As an ambassador of the line, if you handle all situations with a cooperative attitude, you will shine.

“Wow” the guests with your superb dance skills and friendly disposition – We cannot stress enough how critical it is that you make a wonderful first impression.

Always remember: Guests First – You will be noticed and commended for taking a gracious approach to this “rule.”

Read the Distinguished Gents Manual and familiarize yourself with the material. Take along your manual while onboard. It will serve as a fantastic reference guide should you need it.

Emergency Contact Number during regular business hours or leave a voice mail message and send an email if after hours or on weekends:

Please call Sixth Star at 954-462-6760 ext 228, or email carol@sixthstar.com.

Our Website

We hope that you enjoy your cruise as a Distinguished Gent. Please visit our website at www.sixthstar.com for information on all of the programs Sixth Star Entertainment and Marketing has to offer.

Parameters For All Cruise Lines

Hello Distinguished Gents,

Sixth Star Entertainment and Marketing is always striving to provide the highest class of Distinguished Gents. The following are parameters for the Distinguished Gents Program for the various cruise lines.

Terms of Agreement for Distinguished Gents aboard Regent Seven Seas Cruises

- It is Imperative that you take your “Letter of Agreement” with you to the ship.
- Distinguished Gents will receive a luxury cruise onboard Regent Seven Seas Cruises for the cost of \$30/day administrative fee for each day of the cruise. This is a processing fee paid to Sixth Star Entertainment prior to departure. This fee covers the costs associated with the application processing, interviewing, correspondence on behalf of the cruise lines, form completions, etc. and all steps necessary to secure your cruise placement. An invoice will be sent to your attention under separate cover.
- Distinguished Gents are responsible for their own air and ground transportation to and from the port.
- Regent Seven Seas provides complimentary **international** air and transfers when Distinguished Gents cruise for at least thirty consecutive days. Domestic air fares and transfers are the responsibility of the Distinguished Gent
- Travel and medical insurance is not provided. Additionally, Sixth Star Entertainment and (cruise line) do not assume responsibility for accidents or illnesses that may occur during your cruise (on board or ashore in port on tours or exploring on your own). If you wish to purchase travel medical insurance prior to your cruise, visit our website at www.sixthstar.com and click on the Logistics/Documentation link to be directed to MHG Marine Medical Travel Insurance.
- You will receive a \$3/day laundry allowance.
- Gratuities are paid by the cruise line.
- Open bar policy
- Your port charges and cruise service fees will be paid by the cruise line.

- Additional on-board charges i.e., massage, spa treatments, barber shop, gift shop, etc. are the responsibility of the Distinguished Gents.
- You will share a suite with another Distinguished Gent.

Terms of Agreement for Distinguished Gents aboard Cunard Line

- Distinguished Gents will receive a luxury cruise onboard Cunard Line for the cost of \$30/day administrative fee for each day of the cruise. This is a processing fee paid to Sixth Star Entertainment when you book your cruise. This fee covers the costs associated with the application processing, interviewing, correspondence on behalf of the cruise lines, form completions, etc. and all steps necessary to secure your cruise placement. An invoice will be sent to your attention under separate cover.
- Distinguished Gents are responsible for their own air and ground transportation to and from the port. Gents from the U.S., Canada, and Europe that sail for 30 nights or more are entitled to complimentary airfare and transfers. Gents originating from Australia, New Zealand, and other distant countries need to sail a minimum of 45 nights in order to qualify for complimentary air and transfers.
- Travel and medical insurance is not provided. Additionally, Sixth Star Entertainment and (cruise line) do not assume responsibility for accidents or illnesses that may occur during your cruise (on board or ashore in port on tours or exploring on your own). If you wish to purchase travel medical insurance prior to your cruise, visit our website at www.sixthstar.com and click on the Logistics/Documentation link to be directed to MHG Marine Medical Travel Insurance.
- Your port charges and cruise service fees will be paid by Cunard Line.
- Additional onboard charges i.e., massage, spa treatments, barbershop, gift shop, etc. are the responsibility of the Distinguished Gents.
- Gratuities are paid by Cunard Line
- Distinguished Gents will receive fifty percent off bar purchases. The discount applies only to beverages by the glass purchased in the Vessel's bars. It does not apply to table wine, bottle sales or high-end beverages.
- Distinguished Gents receive a fifty percent discount off laundry service.
- Distinguished Gents receive a fifty percent discount off email and fax service
- You will share a cabin with another Distinguished Gent.

- You will need to have specific wardrobe items: tux, white dinner jacket, navy blazer, tan slacks, red tie, and white dress shirts.