

NEW HORIZONS

CRUISE MANAGEMENT INTERNATIONAL AND CMI LEISURE MANAGEMENT

ISSUE 2

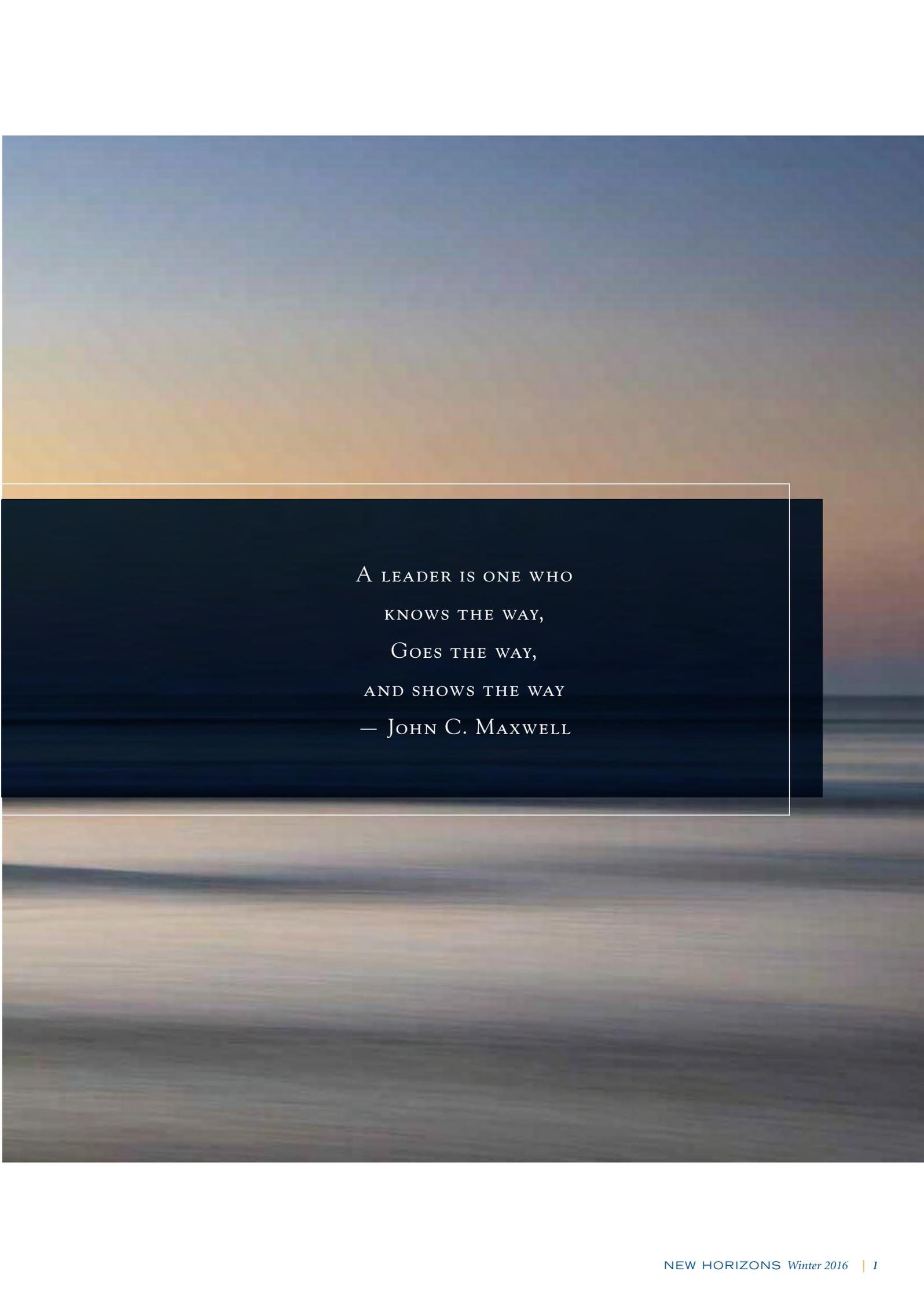


CRUISE
MANAGEMENT
INTERNATIONAL



LEISURE
MANAGEMENT





A LEADER IS ONE WHO
KNOWS THE WAY,
GOES THE WAY,
AND SHOWS THE WAY
— JOHN C. MAXWELL



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Quality in a service or product is not what you put into it, it's what the customer gets out of it.

– Peter Drucker



PRESIDENT'S MESSAGE

AS 2016 COMES TO AN END, WE WELCOME THE NEW YEAR WITH GREAT EXPECTATIONS.

As we continue to move forward into the new year, let's briefly look back at the last few months of 2016.

On December 9th, we had our office Holiday Party. This exceptional annual event is an opportunity to celebrate and thank every client, supplier, partner and our employees here at our corporate office. It was another fun and well attended event; a special thank you to everyone who helped with the organization, especially our editor, Charmaine Morris, whose direction was invaluable. Please look at some of the pictures from the event, as well as from our ships.

Generally, it has been a good year. Our strategic goal of establishing and stabilizing a new company went very well, considering all the challenges we inherited from our predecessors. For our first year, we pulled through. As with anything in life, there are peaks and valleys, and we must push through challenging times together, a natural ebb and flow in a company's life cycle.

A FEW HIGHLIGHTS:

We are pleased to share that our guest satisfaction ratings were all above our set targets with the start-up of Victory Cruises and the summer seasons of Ocean Diamond and Ocean Endeavour. Our hospitality and service ratings have been excellent through-out the fleet. As we know from the latest consumer research, service and experience ratings are critically important in evaluating the guest experience. They expect to be treated like Kings and Queens, which of course we love to do! Service is, and always will be a huge differentiator in our business. It is one of the pillars of strength for our company, translating into added value for our clients.

Delivering consistently excellent service will always be our highest priority. We have done a great job in this regard and I am very happy to say that all of our employees are carrying our "Hospitality Basics" and service philosophy to the next level, creating a fantastic "Service Culture." This also provides us with a competitive edge for the future.

Teamwork is of paramount importance; there is always someone who serves someone in the service equation and chain. The high guest satisfaction scores are also a reflection of the dedication and hard work of our onboard leadership and crew. Congratulations and thank you. Keep up the fine work.

2017 is starting a bit slow, as we operate our two Antarctica vessels, however, March will begin the preparation for the summer season in the Arctic and Great Lakes, and we will be ramping up from two to six ships again. During the summer season and beyond we are planning to operate up to six ships and look forward to welcoming the M/V Ocean Atlantic for her first Antarctica season. Once we have those ships in operation, we will be able to stagger all of our vacation schedules in a more fluid way, which will be good news for all of us.

As the pace picks up in 2017, we will need to focus again on our best practices and Key Performance Indicators to make it a very good year for all of us. Our goal is to operate eight ships by the end of the year, if everything goes per plan.

We are adding an exciting new itinerary, Cuba, with new client, Victory Cruise Lines. Cuba is a very hot new destination for the cruise industry and our US guests. We are all very enthusiastic to finally visit Cuba, our neighboring island to the south.

For the hotel department, we will focus on integrating the regional culture in our menus and beverage offerings, creating an excellent people to people exchange onboard the ship. Donald and Peter have begun working on the menus and have come up with some exciting new dishes.

We welcome a new section in this edition featuring Corporate Executive Chef Peter Hoffer's special dishes and recipes from our "off the beaten path" destinations. We begin with a focus on Argentina and a dish one can easily duplicate at home. In the editions that follow he will take you on a gastronomical adventure as he melds the culture and the destination to showcase their cuisine.

I would like to take this opportunity to wish you all a Happy, Healthy and Prosperous 2017. The new year should have lots of wonderful things in store for us, and should be another breakthrough year.

Again, thank you for all your dedication and hard work. Let's make our second year a year to be remembered.

A handwritten signature in black ink, appearing to read 'Dietmar Wertanzl'.

Dietmar Wertanzl, President CMIL

CMIL TEAM



Front Row/L-R: Purchasing Agent, Jorge Rodriguez; Purchasing Manager, Elenita Delgado; HR Director, Anne Tompkins

Back Row/L-R: HR Assistant, Andrea Wybranski; VP of Finance, Shahbaz Kazi; VP of Hotel Ops, Donald Cameron; President, Dietmar Wertanzl; Purchasing Agent, Luis Guerra; Accounting Assistant, Danyer Perez; Hotel Administrator, Denise Toutoute



MLC CERTIFICATION ACHIEVED.
L-R: Dietmar Wertanzl, Anne Tompkins and Riccardo Belfiore-BV

NEW
INITIATIVES
ROLLED OUT
2016



2016 was an exciting year with several new initiatives rolled out onboard our ships. The first initiative was the Gerard Bertrand wine program where we introduced Organic & Biodynamic wines to our list. Gérard Bertrand is a leading expert from the South of France recognized by all wine lovers.

We are proud to offer a Malbec and Sauvignon Blanc which each have their own label that includes the ship name and continent they are sailing.

This was followed by the introduction of Bering Watches onboard the Sea Spirit. Bering is a Danish watch brand that takes its inspiration from the beauty of the Arctic.

Last but not least was the launch of our own private label wines.



Photo Op



Zegrahm's Crew in Greenland



Zegrahm's Crew dumpling making



CHEF'S CORNER with PETER HOFLER

Argentinian Costillas de Cerdo a la Parilla

Ingredients:

3 lbs. Pork Ribs

For the Marinade:

- 4 pc. Garlic Cloves peeled and coarsely chopped
- 0.5 oz. Cumin Seeds
- 0.5 oz. Paprika Powder
- 0.3 oz. Oregano Leaves fresh or dry
- 0.5 oz. Chipotle powder
- 5 pc. Green Onions coarsely chopped
- 2 oz. Molasses or if not available use brown Sugar
- 2 oz. Aji Pance (Chili Pepper Paste)
- 4 oz. Orange Juice
- 4 oz. Vegetable Oil
- 2 oz. Red Wine Vinegar
- 1 oz. Black Pepper
- Salt to Season Ribs before they go on the Grill

Method:

1. Prepare the ribs, by removing the membrane on the inside of the rack and set aside.
2. Place all the ingredients for the marinade in a blender or food processor and press pulse so to get a coarse substance not a smooth paste.
3. Place the ribs in a shallow dish and pour the marinade over it, rubbing it in on both sides.
4. Cover with plastic and refrigerate overnight.
5. Next day preheat an oven to 250° F.
6. Place ribs on a large piece of aluminum foil which lays on a sheet pan and pour the marinade over it.
7. Close the foil making sure it is well sealed.
8. Place in the oven for approximately 3 hours.
9. Remove from the oven after the 3 hours, reserving the marinade.
10. You can use a charcoal grill if available, if not turn your oven to 350° F.
11. Season the cooked ribs lightly with salt and brush the reserved marinade on it.
12. Place ribs in the oven and continue basting from time to time with the marinade for about 30-40 minutes to get a nice medium amber color.
13. Serve with chimichurri sauce, (recipe follows)

Chimichurri Recipe:

Ingredients:

- 6 pc. Garlic
- 3 oz. Red Onion
- 2 bunch Flat Leave Parsley
- 4-5 Sprigs fresh Oregano
- 2 bunch Cilantro
- 4 oz. Olive Oil
- 2 oz. Red Wine Vinegar
- 1 pc. Lime Juice only
- 1 pinch Red Pepper Flakes
- Salt to taste



1. Take the garlic, red onion, parsley, oregano and cilantro and chop as fine as possible. You can use a food processor if available and pulse a couple of times. You don't want the herbs to become a paste.
2. Transfer the mixture to a bowl and add the olive oil, vinegar and lime juice and mix well.
3. Season with Salt and add the Pepper flakes



FEATURED HOTEL MANAGER

OLIVER VELASCO SEVILLA

M/V SEA ADVENTURER

JUNE 11, 1970

Oliver was born in Manila, Philippines, eldest of 3 children (2 boys and girl) of a Truck Driver in Manila and later on a cross country driver based in Jeddah, Saudi Arabia and a plain housewife. His father's new family moved to a town south of Manila educated all his children in a Catholic School from primary up to secondary school. Dreamed of one day to become a pilot, he took up an Aeronautics course in college and after graduating in 1989 trained briefly with the national carrier as Trainee Aircraft Mechanic, but the lure of having to work abroad like his father he decided to embark on a life changing career that he will enjoy up to this time.

In 1990, he took up Basic Seaman's Course learning the different aspects of seamanship and hotel operations (cooking, housekeeping and bartending). After finishing the course late in 1990 he applied for a job on many ship manning agencies in Manila. With no other credentials and not knowing what kind of job he will land, but most likely as a sailor (deckhand), lady luck was on his side and got a call from one of the leading manning agencies in Manila.

In 1991 he was hired to work as a GP (General Purpose)/Utility onboard a MTS Jason, a Greek vessel from Piraeus, Greece (Epirotiki). His first job is a Bar Utility, tending, cleaning and assisting the Greek bartender and slowly learned how to mix drinks and develop his personality by talking to a multitude of international guests. He spent a total of 6 months on board and went home after his contract expires. He was lined up as a Bar Waiter for the next summer to the other operated vessels of the company, but due to a strong Greek union it did not materialize and was stuck at home for 7 months. Once again lady luck winked on him and was hired as a Bar Boy for 2 months and promoted as a Bartender on board the MS Crown Jewel (ex. Gemini) of Effjohn International /Crown Cruise Lines in 1992, a newly built vessel from Valencia, Spain and to be used as an accommodation vessel for some US Olympians and a very notable person - OJ Simpson during the 1992 Olympics in Barcelona.

In 1993 he joined the sister vessel of MS CROWN JEWEL, the MS CUNARD CROWN DYNASTY and this time it carries Cunard colors and mostly British Guests. In 1994 he returned to the MS CROWN JEWEL for an 11 month contract and subsequently hired by Star Cruise as Bar Supervisor when the latter was sold and renamed as the MS SUPERSTAR GEMINI. He remained on board for another 10 months making this his longest stint ever for a total of 21 months. In 1996 he joined New Commodore Cruise Line as Bartender and later on he was promoted to Asst. Bar Manager and Bar Manager until the company's demise in 2000. In the summer of 2001 he landed a job as Asst. Bar Manager on board the MS Seawing of Airtours/Louise Cruise Lines until December 2002. He took a 2 year hiatus from ships, but the lure of the seas was very strong and was called to join the MV Island Sun (renamed MV SEA EXPLORER) as Head Barkeeper of then ISP Leisure (now CMI Leisure) in western Australia sailing from Perth, but after almost 3 weeks of operation the vessel ceased operation due to the failure of the charterer to pay the owners and was transferred to the MV ISLAND SKY in Mauritius and remained there until 2007 where he served as Head Barkeeper, Hotel Controller and Chief Purser. He later joined the MV CLIPPER PACIFIC (ex RCCL



SONG OF NORWAY) as Chief Purser under the charter of Japan Grace/Peace Boat with Japanese Passengers. After his stint on the MV CLIPPER PACIFIC he joined the MV CLIPPER ADVENTURER (now MV SEA ADVENTURER) as Chief Purser until early 2011. In the summer of 2011 he was called to join the MV AKADEMIK SERGEY VAVILOV, a Russian research vessel under the charter of Quark as Hotel Manager along with 7 ISP crewmembers to provide catering and bar operations on board. The vessel was run by all Russian Crew. He ran the Restaurant operations with Russian Waiters/Waitress and Housekeeping with Russian Cabin Stewardess. After breakfast was served he mans the Reception and does all the accounting work and during lunch and dinner times he serves drinks and wines to guests and again back to reception for any queries and more accounting works. He remained there until 2012 and later on joined the MV CLIPPER ODYSSEY with Zegrahm Expedition in the Far East as Chief Purser until 2013 and once again re-joined the MV SEA EXPLORER (ex. MV ISLAND SUN) with Albatros Travel as Chief Purser in the Arctic. After the Arctic season he was offered Hotel Manager's position on the MV SEA SPIRIT where he served from 2013 until March of 2015 doing Arctic and Antarctic operations with Quark Expeditions. In the summer of 2015 he was sent to MV OCEAN ENDEAVOUR as Hotel Manager for Adventure Canada for the Arctic Season. He later re-joined the MV CLIPPER ADVENTURER as Hotel Manager from the 2015 Antarctic Season to this date.

Over the years Oliver has risen from the ranks to highest position of the hotel operations, but he kept his feet on the ground, always finding time to talk to everyone in his department and gained respect of all his co-workers as well as the Deck and Engine Department. He is well respected in his profession as a Multi-Tasking Individual, upstanding, hardworking who can be counted on to "get the job done". He also put himself in the heart of the operations from making omelets, toasting breads, giving suggestions to the Chefs and serving drinks in the bar and many other things that his assistance is wanted, but still finds time to involve himself in a friendly conversation with guests. He also has good working relationships with many Charterer/Expedition Staff and always flexible to cater to their needs and operations.

Being one of the few remaining ISP Leisure crew of 2004, he is very thankful for the trust and support that the CMI Leisure corporate office is giving him and he looks forward to spending more years with CMI Leisure and continue the good work that he has shown and accomplishments all these years to any vessel he will be assigned to and to all crew that he will be working with in the future.