

Disciplinary Hearing – Meeting Minutes

Date: Wednesday 23rd February 2011

Time: 17:35 – 17.55

Venue: Hotel Director's Office

Present:

HD	Giuseppe Ginanneschi	Hotel Director
RM	Jean-Marc Barbieri	Restaurant Manager
HB	Janik Jakub	Head Bartender
HRM	Melanie Södström	Human Resources Manager
BA	Marin Asenov	Bartender

HD opened the hearing by enquiring as to if MA had received the notification to this meeting and if he was aware of the purpose of it to which BA confirmed that he has received the notification from the HRM and that he is aware that this meeting has been arranged to discuss his unsatisfactory work performance

Furthermore the HD confirmed that he has previously spoken to BA in regards to his unsatisfactory work performance, however at this point in time the HD has personally received 3 guest complaints related to BA attitude and poor work practices. The 3 guest complaints he has received are from:

- Mr Gonzales
- Mr Sanjay
- Mr McCorkell

HD confirmed that in all three cases the complaining guests have confirmed that they have observed an attitude problem from BA side where poor work practices have been applied. For example today a guest allegedly asked BA for a Coke Zero whereby he decided to serve Diet Coke instead without providing a satisfactory example. Another incident reported to the HD occurred at the beginning of the cruise when BA was asked for a glass of Champagne to which he replied that we have none on board. Furthermore the HD confirmed that the perception BA is portraying to our guests is wrong and not in line with our Silversea Standards. Furthermore HD asked BA for an explanation and also for BA to verify if he perceived his behavior in the same way as the guests did.

BA confirmed that whilst coming on board, last month, he felt the desire to succeed however as the time has passed he does not feel the same motivation. BA explained that prior to joining the Silver Sea he has previously worked on larger vessels where work duties were organized in a different way and where items were readily made available. BA gave the cucumber, for the Pimm's drink, as an example where we had no cucumber on board. Another example was when guests asked for Champagne/

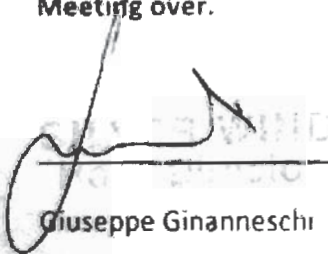
Drapier and where he had to provide them with Prosecco instead. BA confirmed that he found it challenging working under these circumstances, however going forward that he will improve and change his mind set.

The HD confirmed that an immediate change is required whereby BA has to work in accordance with our service standards and show much more enthusiasm and passion for his role. HD explained that if we run out of certain products, which does and can happen from time to time, we then can't turn around and say no to the guest we need to be creative and look for solutions opposed to problems.


With this in mind the HD confirmed that he was not satisfied with BA's explanation and also the fact that he had previously already had a meeting with BA where he explained the changes needed, however this has not been implemented by BA and as such the HD confirmed that he has decided to issue him with a 1st Formal Warning and that he does expect an immediate improvement. Furthermore the HD confirmed that any further breaches of the Code of Conduct will result in a 2nd Formal Warning being issued by the Master.

The HD concluded the meeting by confirming that if any assistance/ training is needed, in order for BA to move forward, he can always consult with his Supervisor and/ or HRM.

Meeting over.


Giuseppe Ginanneschi
Date: 24/2/2011

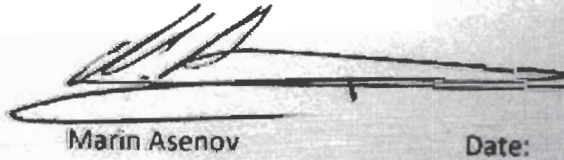
Hotel Director


Jean-Marc Barbieri
Date: 24/02/2011

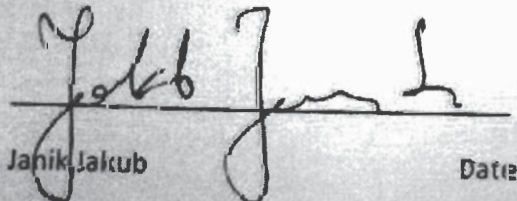
Restaurant Manager


Melanie Södström
Date: 24/02/2011

Human Resources Manager


Marin Asenov
Date:

Crew Member


Janik Jakub
Date:

Head Bartender