

## Crew Member Evaluation

**Employee**  
99-51874  
FABRIS EMILIO  
CRUISE DIRECTOR

<b>Evaluation Data</b>	<b>Number</b> 2067049	<b>Evaluation Form</b>	ENTERTAINMENT - FOGLIO D
Evaluation Type	END OF CONTRACT	<b>Status</b>	Shared with Employee
From Date	27/05/2009	<b>Reason</b>	EVALUATOR'S SIGN OFF
To Date	04/11/2009		

**Employee**  
Seniority in the Company (years) 7  
Seniority in the Position (n° of contracts) 14  
Birth: 31/07/1959 at TEOLO

**Evaluation Data**  
Evaluation Date 28/10/2009  
Approval Date 28/10/2009  
Fiscal Year 2009

**Contract**  
Contract Start 24/04/2009  
Contract End 23/09/2009  
Company CSCS

**Evaluator**  
HAPP INGRID  
HOTEL DIRECTOR  
11-18820

**Approver**  
HAPP INGRID  
HOTEL DIRECTOR  
11-18820

**Embark/Disembark Data**  
MAGICA - 24/04/09 - SAVONA  
MAGICA - 04/11/09 - SAVONA

### Development

Behavior Final Evaluation (Hundreths) **71,20**      CPS      CONTINUITY

1st Recommended Position  
2nd Recommended Position  
Comments on Development

### Behaviors

#### DEVELOPMENT OF REVENUES

(Cluster Weight 10% )

##### Behavior

- is prepared and willing to implement and develop new Company initiatives used as sources of revenue
- motivates her/his staff to constantly promote and publicize the services offered
- publicizes and promotes the Costa product (services, concessionaires, excursions, etc.) constantly and effectively

##### Evaluation Rating

Meets Expectations	3
Meets Expectations	3
Above Expectations	4

**Cluster evaluation** **3,33**

#### DEVELOPMENT OF SKILLS

(Cluster Weight 10% )

##### Behavior

- determines the staff's level of competence and implements the most suitable training measures
- identifies the potential of staff and helps their development by means of on-the-job training and job rotation
- uses positive or negative feedback as a tool for improving performances and skills

##### Evaluation Rating

Meets Expectations	3
Meets Expectations	3
Above Expectations	4

**Cluster evaluation** **3,33**

#### EXCELLENCE IN COMMUNICATION

(Cluster Weight 15% )

##### Behavior

- runs information meetings clearly and accurately, catching the Guests' attention and making the most of the time available
- is a great communicator on stage in several languages, is enthusiastic, charismatic and good at involving the Guests in the shipboard activities
- plays the role of the "perfect host", showing good public relations ability and representing the Costa style

##### Evaluation Rating

Above Expectations	4
Above Expectations	4
Above Expectations	4

**Cluster evaluation** **4,00**

#### HEALTH, SAFETY, ENVIRONMENT

(Cluster Weight 5 % )

##### Behavior

- always checks that the activities are performed so as to safeguard the welfare of the Guest in conformity with health, safety and environmental requirements
- correctly supports the bodies in charge and takes an active part in safety drills
- offers daily examples of conformity with the rules of behavior and safety on board, verifying that standards are always applied

##### Evaluation Rating

Meets Expectations	3
Meets Expectations	3
Above Expectations	4

**Cluster evaluation** **3,33**

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### PASSION FOR THE GUEST

(Cluster Weight 15% )

#### Behavior

- adapts to the type of Guest and the structure of the ship and is always at her/his ease in any situation
- proposes ideas and ways to improve the activities and the service
- acts and dresses in a professional manner (appearance, uniform, etc) in accordance with the Costa Style, setting an example for the workplace

#### Evaluation Rating

Above Expectations	4
Meets Expectations	3
Consistently Above Expectations	5

**Cluster evaluation** **4,00**

### PLANNING & CONTROL

(Cluster Weight 15% )

#### Behavior

- When involved in the pre- and/or post-implementation phase of a G.U.E.S.T. idea, reports the necessary feedback, guaranteeing a correct functioning in his/her department
- constantly monitors the budget variances, identifying areas of efficiency and saving in respect of the defined quality standards
- plans the entertainment activities in conformity with the Product Plan, taking into account the different types of Guests (nationality, etc...)
- plans, coordinates and optimizes the embarkation and disembarkation operations with all the positions involved (Tour Manager, Staff Captain, etc...)
- Continuously monitors the quality of the shipboard entertainment and the related customer satisfaction levels
- provides a complete and comprehensive report at the end of each cruise, detailing the Guests' level of satisfaction with the product

#### Evaluation Rating

Meets Expectations	3
Meets Expectations	3
Above Expectations	4
Meets Expectations	3
Meets Expectations	3
Above Expectations	4

**Cluster evaluation** **3,33**

### PROBLEM SOLVING

(Cluster Weight 10% )

#### Behavior

- deals with unexpected problems and emergencies calmly and with a sense of responsibility, trying to guarantee the excellence of the service
- effectively manages crisis communication with the Guests in the event of emergencies (e.g. program changes, breakdowns, etc)
- takes immediate action to solve the Guests' problems and evaluates them correctly

#### Evaluation Rating

Above Expectations	4
Meets Expectations	3
Meets Expectations	3

**Cluster evaluation** **3,33**

### RESOURCES MANAGEMENT

(Cluster Weight 10% )

#### Behavior

- communicates effectively with staff and colleagues
- successfully communicates the vision, spirit and objectives of the Company to staff and transmits enthusiasm and passion for the job
- actively supports and promotes the G.U.E.S.T. Program through organizing 100% of the activities, involving her/his staff during their routine daily activities and leading by model, showing a G.U.E.S.T. spirit
- defines clear and challenging objectives for staff and evaluates them objectively

#### Evaluation Rating

Meets Expectations	3
Meets Expectations	3
Meets Expectations	3
Above Expectations	4

**Cluster evaluation** **3,25**

### TEAMWORK

(Cluster Weight 10% )

#### Behavior

- builds a harmonious environment within the team, shows sensitivity and optimizes cultural differences
- disseminates and proactively uses the corporate culture, guidelines and management system (GUEST, Best 4, etc)
- reports any problems to key (shoreside and shipboard) positions and takes action personally to solve them

#### Evaluation Rating

Above Expectations	4
Meets Expectations	3
Above Expectations	4

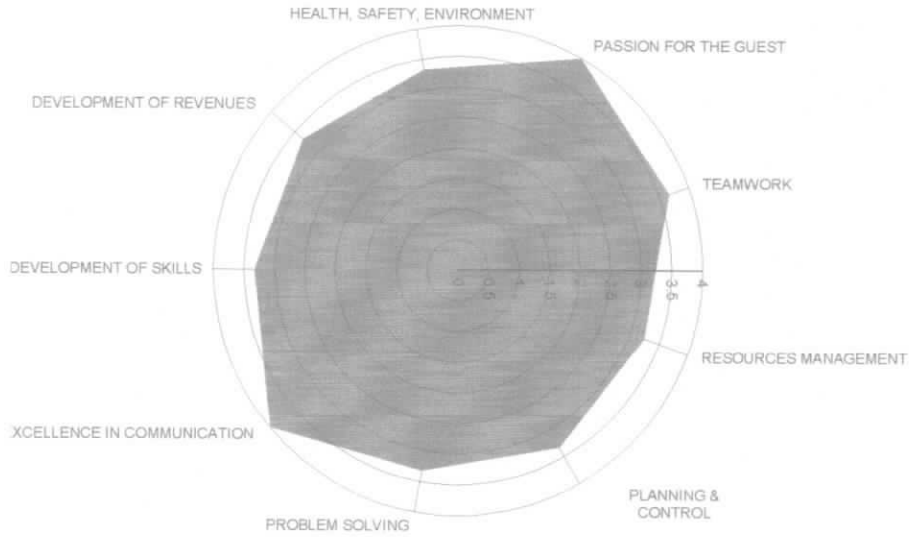
**Cluster evaluation** **3,67**

#### Behavior Evaluation Chart

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### Language Skills

Language	Evaluation Rating
CHINESE	1 - NOT AVAILABLE
ENGLISH	C1 - VERY GOOD KNOWLEDGE
FRENCH	C1 - VERY GOOD KNOWLEDGE
GERMAN	C1 - VERY GOOD KNOWLEDGE
ITALIAN	C2 - EXCELLENT KNOWLEDGE/MOTHER TONGUE
PORTUGUESE	B2 - GOOD KNOWLEDGE
SPANISH	C1 - VERY GOOD KNOWLEDGE
OTHER	1 - NOT AVAILABLE

### Computer Skills

Application	Evaluation rating
CRUNCH TIME	1 - BASIC KNOWLEDGE OF FUNCTIONALITIES OF APPLICATION
INFOSHIP SQL	1 - BASIC KNOWLEDGE OF FUNCTIONALITIES OF APPLICATION
Mistral	2 - EXPERT KNOWLEDGE OF FUNCTIONALITIES OF APPLICATION
SA&PI	0 - NO KNOWLEDGE OF APPLICATION
OTHER	0 - NO KNOWLEDGE OF APPLICATION
MS Office	3 - EXCELLENT KNOWLEDGE OF FUNCTIONALITIES OF APPLICATION
TQS	0 - NO KNOWLEDGE OF APPLICATION

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Approver's Comments

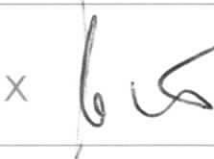
Evaluator's Comments

Mr. Fabris is an excellent communicator covering all requested languages on board. He deals with great passion all the different nationalities on board. Sometimes he needs to be more firm to certain crew members of his team in order to guarantee an excellent product and Guest satisfaction of all various nationalities.

Employee's Comments

Approver Signature

X



Evaluator Signature

Employee Signature

