

## **HOTEL DIVISION > HOTEL OPERATIONS**

The **Guest Relations Coordinator**'s primary responsibility is to assist all guests at the Virgo reception desk, and to concentrate specifically on Asian-speaking groups and individual guests with their special needs and requirements in their native languages so as to give them a full, first-class cruise experience.

He/she liaises with the Food & Beverage department when he/she

- ✓ contacts Asian guests when necessary to offer assistance in making restaurant bookings, ordering special local/dietary food, arranging special tours on board and with shore excursions.

## **HOTEL DIVISION > VENDOR OPERATION**

Vendors on board Star Cruises & NCL vessels are concessionaires – subcontractors whose company contracts with the cruise line to provide certain services for a % of the profits.

Concessionaires on the SuperStar Virgo operate photography studios, gift shops, boutiques and spas by leasing space on the ship and then paying Star Cruises a % of their profits. This is known as **outsourcing**. With NCL, job seekers are advised to contact the concessionaires directly for employment opportunities.

Third-party vendors on the Norwegian Spirit (ex-SuperStar Leo), Virgo's sister ship:

**ART AUCTION**

Fine Art Wholesalers

**GIFT SHOPS**

Flagship Retail Services, Inc.  
[Major Retailer, operating the duty-free shops on board NCL's fleet.]

Evoke Int'l (Dawn)

**INTERNET**

MTN

**PHOTOGRAPHY**

Showtime Pictures

TransOcean Photos

**SPA & BEAUTY SALON**

Mandara Spa

## **DECK/ENGINE DIVISION > CAPTAIN'S BRIDGE**

The Captain is in command of the Virgo and is the official host for the cruise. He is assisted by the ship's officers and staff, who are organized into departments:

The **Deck Department**, headed by the Staff Captain, is responsible for all the duties performed by the officers manning the bridge (remember the Titanic?) These seasoned professionals are distinguished by their black and gold epaulets.

**Ship safety and security** fall under the jurisdiction of the Deck Department as does the maintenance of the ship's appearance. Members of the Deck Department paint the ship and keep the decks and swimming pools clean. In short, the Staff Captain and his crew are the people in charge of keeping the Virgo shipshape throughout the cruise.

## **DECK/ENGINE DIVISION > ENGINE DEPARTMENT**

The Chief Technical Officer heads the Engine Department and is assisted by the Staff Engineer Officer and Staff Electro-Technical Officer.

The Engine Department covers most aspects of the ship's maintenance and workings, including:

- ✓ main and auxiliary engines (propulsion system)
- ✓ generators (power generation)
- ✓ plumbing and sanitation
- ✓ electrical systems (distribution)
- ✓ satellite and radio communications
- ✓ water desalinisation systems
- ✓ air conditioning, heating, ventilation and refrigeration (climate control)

Gone are the days of grimy stokers with sweat-drenched torsos. Computer expertise is nowadays as important as the ability to wield a hammer, and in order to facilitate promotion and to ensure the continuing education of their Officers, cruise lines frequently finance college courses for Engineers alongside their work onboard.