

Crew Member Evaluation

Employee 99-51874 FABRIS EMILIO CRUISE DIRECTOR	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Evaluation Data</td> <td style="width: 25%;">Number 1479040</td> <td style="width: 25%;">Evaluation Form</td> <td style="width: 25%;">ENTERTAINMENT - FOGLIO D</td> </tr> <tr> <td>Evaluation Type</td> <td>END OF CONTRACT</td> <td>Status</td> <td>Ok for Approver</td> </tr> <tr> <td>From Date</td> <td>23/01/2010</td> <td>Reason</td> <td>END OF ENGAGEMENT</td> </tr> <tr> <td>To Date</td> <td>06/05/2010</td> <td></td> <td></td> </tr> </table>	Evaluation Data	Number 1479040	Evaluation Form	ENTERTAINMENT - FOGLIO D	Evaluation Type	END OF CONTRACT	Status	Ok for Approver	From Date	23/01/2010	Reason	END OF ENGAGEMENT	To Date	06/05/2010		
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Employee Seniority in the Company (years) 6 Seniority in the Position (n° of contracts) 12 Birth: 31/07/1959 at TEOLO	Evaluation Data Evaluation Date Approval Date 04/05/2010 Fiscal Year 2010	Contract Contract Start 23/01/2010 Contract End 24/06/2010 Company CSCS
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Evaluator IMARISIO ANDREA HOTEL DIRECTOR 32-3043	Approver IMARISIO ANDREA HOTEL DIRECTOR 32-3043	Embark/Disembark Data ALLEGRA - 23/01/10 - SINGAPORE ALLEGRA - 06/05/10 - SAVONA
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Development	Behavior Final Evaluation (Hundreths) 73,00	CPS CONTINUITY
1st Recommended Position		
2nd Recommended Position		
Comments on Development		

Behaviors
DEVELOPMENT OF REVENUES
 (Cluster Weight 10%)

Behavior <ul style="list-style-type: none"> • 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 Above Expectations 4 Above Expectations 4 Above Expectations 4 <hr/> Cluster evaluation 4,00
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DEVELOPMENT OF SKILLS
 (Cluster Weight 10%)

Behavior <ul style="list-style-type: none"> • 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 Above Expectations 4 Above Expectations 4 <hr/> Cluster evaluation 3,67
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EXCELLENCE IN COMMUNICATION
 (Cluster Weight 15%)

Behavior <ul style="list-style-type: none"> • 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 Meets Expectations 3 Above Expectations 4 Above Expectations 4 <hr/> Cluster evaluation 3,67
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HEALTH, SAFETY, ENVIRONMENT
 (Cluster Weight 5 %)

Behavior <ul style="list-style-type: none"> • 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 Meets Expectations 3 <hr/> Cluster evaluation 3,00
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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
Above Expectations	4
Above Expectations	4
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
Above Expectations	4
Meets Expectations	3
Meets Expectations	3
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
Above Expectations	4
Cluster evaluation	3,67

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	
Above Expectations	4
Above Expectations	4
Meets Expectations	3
Above Expectations	4
Cluster evaluation	3,75

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

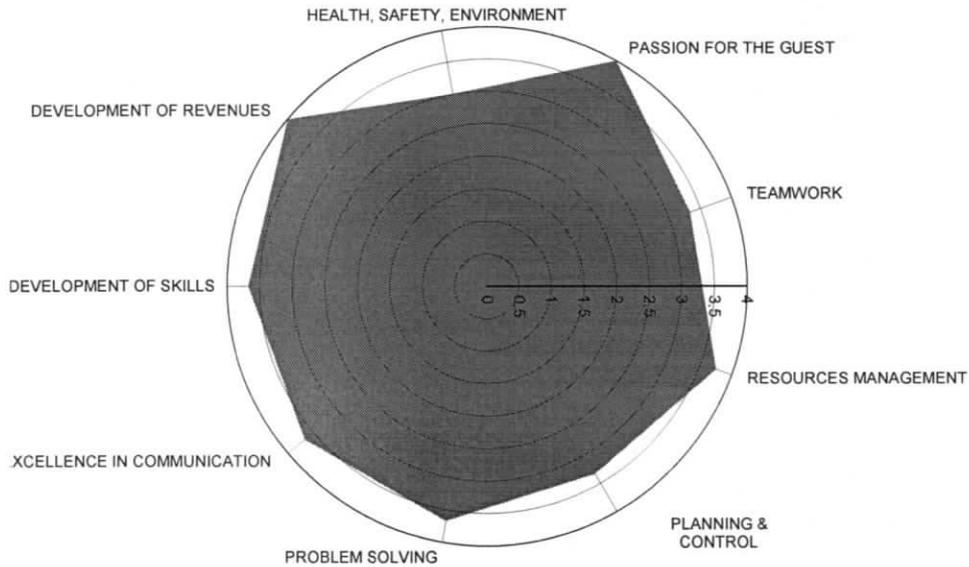
Evaluation Rating	
Above Expectations	4
Meets Expectations	3
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Cluster evaluation	3,33

Behavior Evaluation Chart

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Language Skills

Language	Evaluation Rating
CHINESE	0 - NO KNOWLEDGE
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

Computer Skills

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

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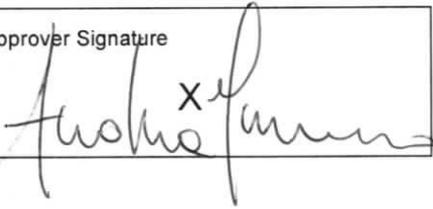
Approver's Comments

Evaluator's Comments

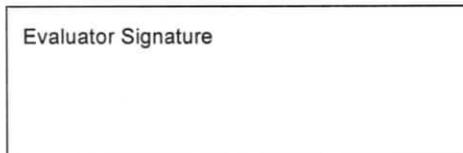
Mr Fabris was showing always high professionalism and excellent knowledge in his job. He has created a good working environment and collaboration with other managers.

Employee's Comments

Approver Signature



Evaluator Signature



Employee Signature

