



CUNARD

Career Passports
Crew Member Guide

Contents

- ◆ **Purpose of this guide**
How do I drive my development?
- ◆ **Your career starts with you**
Questions of discovery
- ◆ **Culture Essentials and White Star Service**
Self-assessments
- ◆ **My Development**
Am I ready?
- ◆ **What next?**
Try it, Discuss it, and Learn it

03

03

04

04–05

06

06–08

09

10

11

12–13

Welcome to your **Career Passports** and the world of opportunity that awaits you!

As part of the Cunard Team, we want you to have the opportunity to develop your skills and build a career with us throughout the time you're onboard. This means that we look for ways to support you to succeed.

This guide has been created to help you:

- ◆ Discover what is most important to you, your strengths and development areas, and your personal career goals
- ◆ Help your career and development to move forward
- ◆ Understand the progression opportunities that are available to you
- ◆ Understand if you are ready for your next role and what you need to do next to progress

How do I drive my development?

We have career paths in a number of areas, which set out the different roles in that area.

The Culture Essentials are the foundation of how we work together and apply to all Carnival Corporation employees.

The Cunard brand values describe how we provide service to our guests and treat each other, creating a unique Cunard experience.

To help create this experience we have many ways that you can learn and develop onboard and in your current role, which you can learn about in this guide. When you are ready, and an opportunity becomes available, you may also have the opportunity to progress into another role.

When you progress into a new role, you will be given additional learning to do that role brilliantly.

Your career starts with you...

We want you to love your work, and we want to help you with your hopes and goals for your career.

Here are some questions that will help you to discover what is most important to you, your strengths and development areas, and your goals.

Write down your answers, speak to your manager and keep a note of the answers before you move on.

Questions



My Passions

What does a brilliant day at work look like for me?

Which tasks and duties do I enjoy most?

What is most important to me in my work?



My Strengths

What am I really good at?

What skills do I bring to my team?



My Goals

When thinking about my passions
and my strengths...

What are my hopes for my career?

What does career success look like for me?



My Relationships

How strong are my relationships with colleagues?

How well do I work well as part of a team?

How strong is my network of colleagues who
support me?

What could I do to improve my relationships?



My Behaviours

Am I living our Culture Essentials and
delivering White Star Service?

(You can do a self-assessment on the
next three pages)

Am I delivering a White Star Service?

Am I Refined?

Do I serve with a smile and attention to detail?

Am I thoughtful?

Do I work with care and attention?

Am I Charismatic?

Am I friendly and confident?

Am I Proud?

Do I represent Cunard with passion and pride?

Culture Essentials Self-Assessment

Look at each of the behaviours below and ask yourself the following questions. You'll be able to see which behaviours you need to work on and discuss with your manager the ways you can develop.

Behaviour			Always	Some times	Never
Speak up We speak up when we have questions, comments, concerns, or new ideas. If we see something wrong or that doesn't seem right, we say something.	Asks questions • If I have a problem, do I ignore it or do I ask someone to help me understand? • Am I brave enough to come up with new ideas and talk to my manager?	Confidently challenge • Do I feel comfortable doing this? (If not, what stops me?) • Do I say things to people in a way that they hear me and take notice?			
Respect & Protect We choose to take actions to respect and protect every life we touch, the places we sail and the laws that govern us.	• Am I happy to talk to people outside of my close circle? • Am I interested in other people's opinions? • Do I appreciate everyone's differences? • Do I show concern and help others if I think something is not right with them? • Do I take notice and do something when I see a hazard? • Do I follow procedures, rather than taking shortcuts?				
Improve We have the courage to dream big, driving innovation and continuous improvement in everything we do.	• Do I notice opportunities to improve how we do things and share my ideas? • Do I work well with my team members so that we deliver our best work together? • Do I play an equal part in the tasks that we are responsible for as a team?				

Culture Essentials Self-Assessment

Behaviour		Always	Some times	Never
Communicate We openly share our knowledge, skills and information across the teams on our ship.	• Do I share my ideas and opinions with colleagues? • When I see colleagues living the Culture Essentials do I say “well done” to them? • Do I share helpful information with colleagues? • Am I open and trustworthy? • Do I think about how to best communicate with guests and colleagues so that I am clear?			
Listen & Learn We listen actively and seek to understand before responding, because the more viewpoints we have, the better decisions we make.	• Do I ask my colleagues for their ideas and opinions? • Do I really listen so that I can understand them? • Do I find ways to learn from my colleagues and my experiences so that I develop and grow?			
Empower We’re empowered to take personal responsibility to succeed, and we take pride in our work.	• Am I positive and enthusiastic about my work? • Do I take full responsibility for my tasks? • Do I think about the best way to do things so that I have a positive impact? • Do I look for ways that I can support my colleagues so that they will be successful too? • Do I see us all as one team?			

White Star Service Self-Assessment

Behaviour		Always	Some times	Never
We are refined We serve with style and attention to detail.	• Do I present myself and my environment immaculately? • Do I care for and respect my surroundings? • Do I pay close attention to detail and strive for excellence? • Do I use good manners and positive body language?			
We are thoughtful We think and deliver with care and imagination.	• Am I always visible and open with my body language? • Do I understand and anticipate all needs? • Am I inventive and find alternatives?			
We are charismatic We speak and act with charm and confidence.	• Do I treat all my guests as individuals? • Am I engaging in my delivery and tone? • Do I use creativity and knowledge to make personal moments that are remembered?			
We are proud We represent Cunard with passion and pride.	• Am I knowledgeable about our history, ships and services? • Do I respect and uphold our traditions and standards? • Am I skilled in my role and committed to learning from others?			



My Development

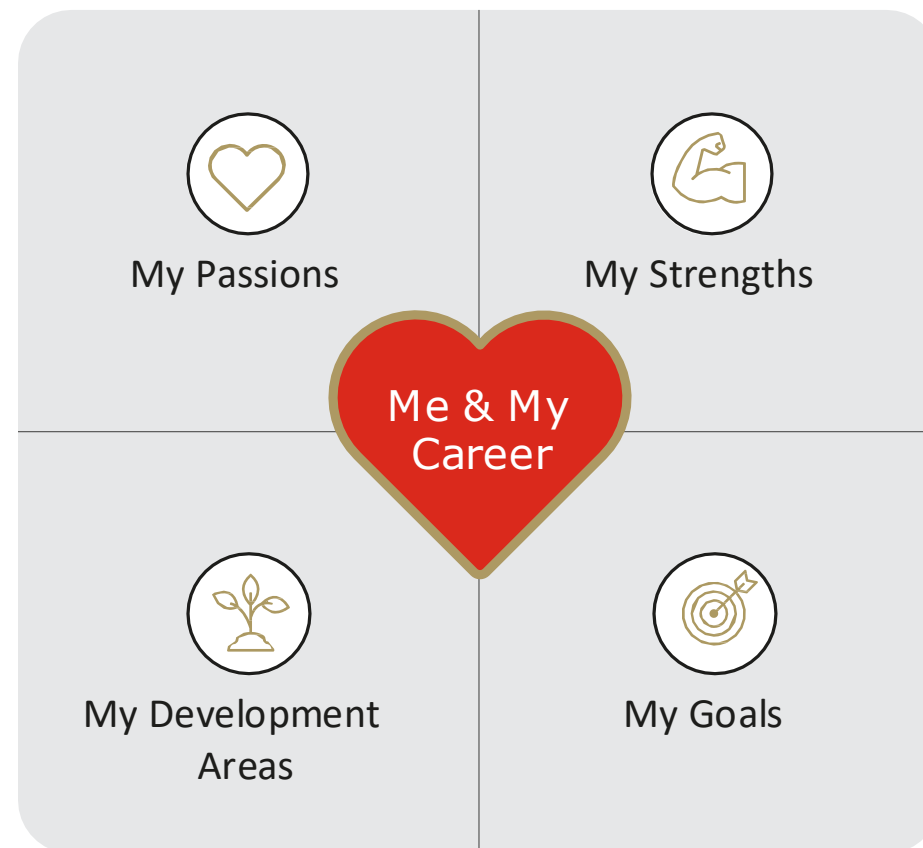
*Thinking about the feedback I have received,
my relationships and my behaviours...*

What do I still need to work on?

What could I do better that would make
me brilliant in my role?

What do I need to get better at to be ready
for my next role?

Make a note of your answers. You can do this by
creating a table like this in your own notebook:



Am I ready?

Now that you know what your goals are and what your next progression opportunity could be, ask yourself, “am I ready for my next move?”

To answer this question, go back to what you have done in the ‘Your career starts with you’ section of this guide. You need to be able to answer “yes” to each of these statements:

- ✓ I have completed all of the necessary learning to perform well in my role
- ✓ I am living our Culture Essentials every day I am
- ✓ delivering White Star Service every day I have
- ✓ worked on my development areas
- ✓ I am doing my job well and getting positive feedback
- ✓ I am curious to learn more
- ✓ My manager thinks that I am ready for my next move

If your answer isn’t “yes” to each of these questions, don’t worry. It means you have the opportunity to learn more in your current role and get even better at it. You don’t have to move into a new role in order to develop and grow.

What next?

Create a plan of action that will help you achieve your personal goals. Here is a list of things you need to do, in order to create a brilliant plan.



Be clear on your strengths and development areas by asking for feedback from your colleagues and manager on how you're doing, using questions such as "What am I doing well?" and, "What could I do differently to be even better?"



Look for ways in which you can work on your development areas, as well as gain more knowledge and new skills. This could include asking more experienced people about what they do and how they do it (see the 70:20:10 model for more ideas).



Be clear about your career goals, add them to your plan and discuss them with your manager during scheduled reviews.



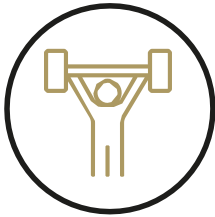
Talk to colleagues who can help you; ask about their career experience and their advice.

ASK FOR HELP: Talk to your manager about your plan. They will give you helpful feedback and advice on your next steps.

Try it, Discuss it, Learn it – 70:20:10

How do I find ways to develop myself?

The 70:20:10 model is a simple way to approach learning. To learn best we need to:



TRY IT
70%

through day-to-day
tasks and challenges.



DISCUSS IT
20%

by sharing your learning and
experiences with others.

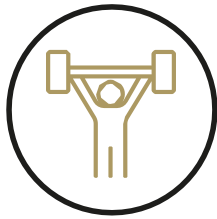


LEARN IT
10%

through reading
learning materials.

A great way of learning is by watching, then doing and asking for feedback.

Here are some ideas of what this could look like:



TRY IT 70%

- ◆ Try to elevate your approach in your day-to-day
- ◆ Find opportunities to practice what you have learnt
- ◆ Use feedback and try to do something differently to be even more effective
- ◆ Observe how others do something well
- ◆ Offer to help others in order to gain new experiences



DISCUSS IT 20%

- ◆ Discuss your learning and development with your manager
- ◆ Ask for feedback
- ◆ Ask questions
- ◆ Ask for advice, opinions and ideas
- ◆ Talk to someone who will support and challenge you
- ◆ Talk to someone who does it well
- ◆ Share your knowledge with your colleagues



LEARN IT 10%

- ◆ Find videos, guides and tools that can support you
- ◆ Learn the policies, procedures and rules around your work
- Do your compliance learning on GLADIS
- Read internal communications updates
- Read relevant books or listen to podcasts



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