



P&O CRUISES

# CREW EXPERIENCE GUIDE



# Bring your spark and we'll help you shine

With nearly two centuries of maritime heritage, we pride ourselves on creating memorable experiences for our guests, and it all starts with the incredible teams that work on board our ships.

Part of Carnival Corporation, P&O Cruises serves more British holidaymakers on cruises out of the UK than any other cruise line. We create extraordinary moments, deliver extraordinary holidays and are distinctly British.



**P&O CRUISES**

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This Guide does not form part of any contract of employment (or other contract to provide services); this is provided to you separately and will contain the relevant terms of your contract with us.

# Britain's **favourite** cruise line

Who we are and what we stand for





## We take pride in P&O Cruises and champion cruising as a fantastic way to holiday

We're Britain's #1 cruise brand and nobody understands the diverse needs, desires and tastes of Britain's holidaymakers better than we do.

With bold ambitions, we deliver authentic travel experiences on sea and ashore with trusted style, quality and variety. And there's no better feeling than our hard work being recognised by our guests as two in every three chooses to sail with us again.

Britishness is embedded in every aspect of what we do, from the design of our ships and the selection of our brand partners, to the products on board, the British culinary tastes we cater to, and the entertainment we provide that's brilliantly British in humour and preference.

Future-focussed, there's a huge sense of shared purpose, passion and momentum around us, and we invite fresh ideas and different perspectives to evolve our industry.

As we strive to spread even more happiness through extraordinary experiences every day, there's an enormous sense of pride and excitement in working on a P&O Cruises ship.



## We're mariners and memory makers, enjoying the **adventure of opportunities at sea**

A multi-national, tight-knit community, we're a passionate team of some of the most skilled seafarers in the cruise industry.

Exploring over 180 ports in Europe and beyond, we're destination experts who enjoy exploration just as much as our guests do. With cutting edge Excel-class ships and much-loved fleet favourites, development paths are varied, with a performance-led culture that creates opportunities for ambitious colleagues to learn new skills and progress through promotion.

Our hotel Career Passports provide clear ways for ambitious crew to learn new skills and progress through promotion. People choose multiple assignments with us and we're proud that members of our ships' company regularly celebrate long service milestones of 10, 20 and 30+ years!

We expect a lot from our line managers and support them to grow and deliver through a comprehensive leadership development and learning programme.

We couldn't do what we do without our inspiring leaders and the diverse skills of our colleagues, so to make sure they're able to be their best selves, we provide a bedrock of brilliant travel, lifestyle, financial and wellbeing benefits.



We all play a part in **creating unforgettable holiday happiness** for our guests in all of the roles that we do.



At P&O Cruises, we are more committed than ever to our ambition of becoming Britain's No.1 holiday choice and our service promise – **We SHINE in everything we do** – guides us.

Built through listening to both our guests and our people, it reflects what matters most and how we deliver service that is truly distinctive to P&O Cruises. Our SHINE behaviours focus on how we show up every day, in every interaction, creating experiences that our guests will remember long after their holiday ends.

Once you're onboard you'll participate in our Shining Start workshop where you'll find out more about SHINE and learn the skills to help you feel confident and excited about delivering our Service Promise.



# Built on five key pillars, SHINE is aligned to meet the needs of our guests and helps us feel proud to be part of the P&O Cruises team:

## We are Dedicated

We notice the little things and act on them. We think ahead, spot what guests might need next and add thoughtful touches that turn a good holiday into a great one.

## We are Knowledgeable

We know our ships, our destinations and our experiences inside out. We share that knowledge in a friendly, easy way, so guests feel confident and inspired to make the most of their holiday.

## We are Welcoming

We're warm, genuine and always ourselves. We greet guests with a smile, a friendly chat and, where it fits, a touch of British humour that helps them feel relaxed and at home.

## We are Passionate

We bring positive energy to everything we do. We care about creating memorable holidays and it shows in our enthusiasm, our pride and the way we go the extra mile for our guests.

## We are Trusted

We always look the part and do what we say we'll do. We're calm, confident and professional and we reassure guests by handling things smoothly, especially if plans change.

## Recognising our Shining Stars

Every month, our SHINE Awards celebrate and reward our colleagues who deliver exceptional service to our guests through our SHINE service promise, as well as those who demonstrate great examples of living our Core Values. Everyone can nominate each other with great prizes to be won.



# How we operate responsibly

The ocean is at the heart of everything we do. The destinations we visit, the communities we work with and the people who bring our holidays to life all matter deeply to us. Delivering memorable cruise experiences, with care and responsibility, is our focus.



For further information, see our [Carnival Corporation Sustainability Report](#).

## Supporting communities

We work with ports, local partners and communities across the destinations we visit. We aim to support guest experiences responsibly and to build constructive local relationships over time.

## Our people

Exceptional holidays depend on exceptional people. On board and ashore, we are committed to providing a safe and supportive working environment, and to encouraging development, professionalism and pride in the service we deliver.

## Partnering with destinations

We work with local businesses, ports and organisations in many of the places we visit. This can include using local services where appropriate and supporting community volunteering initiatives. Our approach is shaped by the destinations we visit and by the partnerships we build over time.

## Transparency

Operating cruise ships requires energy and resources, and our operations have environmental impacts. We are focused on improving how we operate over time and on being transparent about our wider approach through our public reporting.

# Together we SHINE

What to expect working on a P&O Cruises ship



# Our fabulous fleet



## Arvia

Brimming with brand-new features and innovation, guests have plenty to explore and crew plenty of opportunities to learn something new. LNG powered, she is one of the largest in the fleet with 1,800 crew and 5,200 guests. During winter she stays in the Caribbean and in summer, explores the Mediterranean.

## Iona

Sister ship to Arvia with the same stats (1,800 crew and 5,200 guests) there's 30 food, bar and restaurant venues and a glass Grand Atrium for panoramic views of the fjords; a regular destination for Iona alongside the Canary Islands. Crew facilities are first rate with lots of career paths to choose from.

## Britannia

A family favourite for guests, there's a family feel in crew spaces too as 1,350 people from nationalities all across the globe live and work together. And with unique features such as the Cookery Club, home to world-renowned chef Marco Pierre White, and The Studio movie theatre, there's plenty for her 3,647 guests to enjoy.

## Ventura

The fun all-rounder, Ventura's crew and guests enjoy itineraries that visit ports across the world. From short breaks to Amsterdam, 7 and 14 nights in Portugal, Spain and the Canary Islands, and month-long adventures to the Caribbean and USA, Ventura is a brilliant base for crew wanting to explore the world.

## Azura

With regular return visits to popular ports in the Mediterranean and Canary Islands, her 1,250 crew really get to know the iconic cities and stunning scenery these regions are famous for. A family-friendly ship, she's lively and sociable throughout the day and into the evening.

## Arcadia

Arcadia is a favourite with long-returning guests, and many have formed firm friendships with some of the 866 crew on board. Mid-sized, she's adult-only and her 2,094 guests and crew enjoy amazing experiences as she explores smaller and more adventurous ports on longer duration cruises.

## Aurora

The smallest ship in the fleet, her 850 crew have close connections as part of a tight-knit team. And guests choose her too because of her welcoming and friendly feel. An adventurer at heart, she regularly visits far-flung destinations on Grand Tour itineraries offering opportunities to visit once-in-a-lifetime destinations.



Arvia



Iona



Britannia



Ventura



Azura



Arcadia



Aurora

Our Core Values are the non-negotiable ways of working that are central to who we are and how we show up.



Always Improving

We always try to do our jobs better and innovate to drive the business forward



Better Together

We work collaboratively as a team to successfully deliver on our purpose, mission and goals



Guest Obsessed

Through our SHINE service promise, we put our guests front and centre, delighting them at every opportunity



Listen & Learn

We listen - actively and inclusively - to make better decisions and learn from our successes and failures



Speak Up

We can respectfully share ideas, feedback, concerns and questions with confidence



Respect & Protect

We protect what matters - our people, our company and our planet - treating everyone with dignity and respect

They are the cultural anchors that unite us, guide how we work together, help us solve problems and make great decisions, foster strong relationships and succeed.



Scan to learn more about our Core Values.



# Opportunities to **learn, develop** and **grow**



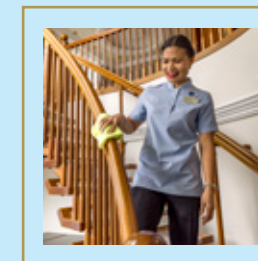
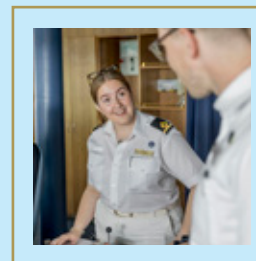
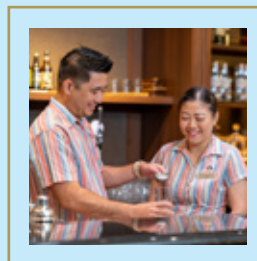
Our annual performance cycle sets clear expectations, develops our leaders and supports team members. We also recognise, reward and support talent so you can progress your career with development programmes and role-specific training

## P&O Cruises Career Passports

Helping you on your progression pathway, the Career Passport scheme provides a development route that's fair, simple and promotes people based on their skills and behaviours. Colleagues complete learning activities within their departments alongside instructor-led training and knowledge checks to track progress. Once learning is complete, crew join the succession pool ready for promotion. Career Passports are currently available across restaurant, bar, housekeeping, galley and entertainment departments.

## Leadership and Management Essentials

Leadership and Management Essentials is a practical and though-provoking programme taking first-line managers on a journey of self-discovery, through a mix of interactive workshops and e-learning. The framework supports people to be the best leader they can be, helping them build valuable connections and new skills to take forward in their career for years to come.



Here are some examples of possible progression pathways:



### Galley

- Executive Chef
- ↑
- Chef de Cuisine
- ↑
- Sous Chef
- ↑
- Chef de Partie
- ↑
- Demi Chef de Partie
- ↑
- Commis de Cuisine
- ↑
- Hotel Assistant (HOAS)



Scan/click to watch Marco Pierre White talk about galley careers at sea



### Housekeeping

- Housekeeping Manager
- ↑
- Assistant Housekeeping Manager
- ↑
- Housekeeper Deck/ Night/Crew
- ↑
- Cabin Steward & Butler
- ↑
- Housekeeping Steward
- ↑
- Hotel Assistant (HOAS)



### Restaurant

- Dining & Beverage Manager
- ↑
- Assistant Dining & Beverage Manager
- ↑
- Head Waiter
- ↑
- Waiter
- ↑
- Assistant Waiter
- ↑
- Buffet Attendant
- ↑
- Hotel Assistant (HOAS)



Scan/click to watch Nestor talk about his development opportunities.



### Bar

- Dining & Beverage Manager
- ↑
- Assistant Dining & Beverage Manager
- ↑
- Bar Supervisor
- ↑
- Gin Specialist / Senior Mixologist
- ↑
- Bartender
- ↑
- Bar Waiter
- ↑
- Hotel Assistant (HOAS)



# Be curious, be you, belong

Our people are the heart of our business and we all identify with a variety of characteristics. We've over 60 different nationalities in our ships' company and the diversity of our people is one of the things that makes us great.

## Inclusion and respect programme

Being curious and learning about each other is a great way to be more open-minded and play a part in helping everyone to feel respected and included. To help build a more inclusive culture, our inclusion champion volunteers provide safe spaces to connect, share views and champion inclusion internally and externally. There's also a range of learning tools available to everyone on our ships. These include nationality factsheets to help people learn more about each other's culture, an inclusive language guide and activities about topics such as favouritism and bias. Inclusion and belonging is everyone's responsibility and we encourage our people to organise their own activities, communities and programmes.

## Respect and protect policies

- The Pregnancy & Primary Carer Leave Policy offers paid pregnancy leave, funded onboard care and the flexibility to take extended time away, with clear pathways to return to sea when the time is right.
- The Equality & Inclusion Policy creates a respectful workplace free from discrimination, ensuring every colleague feels valued, supported and empowered to thrive at sea and ashore.
- The Transgender & Transitioning at Work Policy ensures inclusive hiring, career progression and onboard experience, with practical support for individuals throughout their transition, helping everyone feel confident, respected and able to be themselves at sea.





The partnership between P&O Cruises and Teenage Cancer Trust has benefitted from a broad range of fundraising activities including on-board raffles and fetes; and some of our staff have even run the London Marathon.

Our flagship fundraising event is Trek the Deck, which launched in 2017. Guests give a £10 donation, don a branded T-shirt and embark on a 5km walk round the deck, cheered on by the captain, crew and fellow guests.



## Why does inclusion and belonging matter?

If you've ever felt left out, excluded, ignored, unsafe, unwelcome or underappreciated, then you'll most likely understand why inclusion is so important. As we live and work together, it's important that we all feel included, safe and valued on board.

A diverse group of people will bring a diversity of skills and experiences, different perspectives and more innovative ideas. It also matters to prospective talent and is key to an organisation's success and sustainability.



## Advice and information for you and your family



Available 24 hours a day, 7 days a week

Scan the QR code or visit [guidancesources.com](https://www.guidancesources.com)

The Crew Assistance Programme offers practical advice and information in multiple languages. Your employer covers the cost of the programme so it's free for you to access, however anything you talk about is confidential and will not be shared with your employer.

# A career at sea has its benefits

From travelling the world and making lifelong friends, to enjoying events, activities and exclusive facilities that make your ship a home from home, working on board a P&O Cruises ship has lots of benefits.



Travel the world & explore ashore in your downtime



Lifelong friendship & connections



Learning & development programmes to progress your career



Inclusive culture so everyone feels valued & that they belong



Flights paid for from the main airport in your home country to your ship



Dedicated crew lounge at Raddison Red, London Heathrow



Visa (including C1D) & Bermudan ID card provided



Medical certificate & Hepatitis vaccination provided



New to sea training & support to help you settle in



Role specific training



Respect & Protect policies to keep you safe and well



Crew Assistance Programme for you & your household



Free WhatsApp text messages, plus flexible paid internet packages



Modern social spaces with indoor & outdoor organised events



Religious & cultural events recognised & celebrated



Crew gym, fitness classes, sports court & pool



Monthly Core Values & SHINE Awards



Uniform provided and laundered



All meals provided & free beverage stations



On board medical centre, assessments & health checks



Discounted crew shore experiences



Free crew bikes to explore amazing destinations



Discounted retail & leisure on board and in Southampton



Deck privileges (ship & rank dependant) to enjoy guest venues

# Transforming ocean travel

Our story so far



# Who we are

We truly understand our British guests, and for over 185 years we've been delivering authentic travel experiences on sea and ashore with trusted style, quality and variety.



1837

P&O (Peninsular and Oriental Steam Navigation Company) founded.

1844

Cruising began when the world's first leisure cruise company, operated by The Peninsula & Oriental Steam Navigation Company, left London for the Mediterranean. In the next 180 years cruising would constantly evolve but always keep its essence of providing extraordinary holidays.

1904

P&O's first pleasure cruises begin.

1977

Oriana, Canberra, Arcadia and Uganda make up the now named P&O Cruises fleet. P&O Cruises Australia is formed.

2015

One of the proudest moments in P&O Cruises history came as Queen Elizabeth II officially named Britannia at the Ocean Cruise Terminal in Southampton. Glamorous and sophisticated, she introduced guests to brand-new restaurants, entertainment and holiday experiences.

2014

A new Union Jack livery is introduced making P&O Cruises ships recognisable the world over

1995

Oriana was the first new ship P&O Cruises ever commissioned and the first ever built specifically for the British cruise market. With a three-tier theatre, teak promenade deck, ballroom and four-tier atrium crowned by an Art Deco Tiffany glass dome, she was well worth the wait!

2010

By 2010 P&O Cruises had welcomed five new ships into the fleet: Aurora, Oceana, Arcadia, Ventura and Azura. At the time, Azura was the largest ship ever built for the UK cruise market (just topping Ventura) but that accolade wouldn't remain hers for long...

2021

Iona joins P&O Cruises, the first in the fleet powered by Liquefied Natural Gas (LNG), shipping's most advanced fuel technology

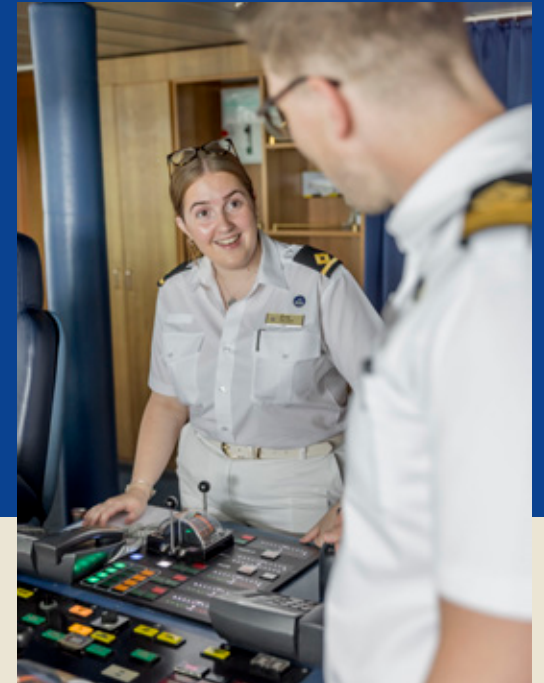
2022

Arvia joins the fleet a year after Iona. These two extraordinary Excel class ships are designed to be soaked in sunshine and filled with light, each carrying up to 5,200 guests to amazing place.

P&O Cruises also celebrates 185 years since the formation of the Peninsula Steam Navigation Company.

# Welcome aboard

How to join the P&O Cruises team



# Bring your **spark**, we'll help you **SHINE**

We're looking for people to join our P&O Cruises ships to help create unforgettable holiday happiness for our guests.

## A warm welcome

When you apply to work on a P&O Cruises ship you'll be looked after every step of the process. From helping you with compliance documentation, to paying for your flights and supporting you to settle in on board, you'll get a warm welcome from P&O Cruises.



Scan/click to learn more about working on a P&O Cruises ship.

While working on a P&O Cruises ship you will be employed by either Fleet Maritime Services (Bermuda) Limited (FMSB), or Fleet Maritime Services International Limited (FMSI), depending on your country of residence.



## Apply through your local Talent Partner

Our Global Talent Partners help us find incredible crew from all across the globe – there's over 60 nationalities work on board!

### Philippines

**Roles** – Galley, Bar, Restaurant, Housekeeping, Customer Service/ Front of House, Youth, Deck. Electro-Technical. Engine, IT, Security, Medical

**Magsaysay Global Talent Partner**  
magsaysaycareers.com

### India

**Roles** – Galley, Bar, Restaurant, Housekeeping, Customer Service/ Front of House, Inventory, Deck. Electro-Technical. Engine, IT, Security

**CSSI Global Talent Partner**  
cruisecareers.in

### Pakistan

**Roles** – Deck

**Mackinnon**  
mackpak.com

### Indonesia / Thailand / South Africa

**Roles** – Galley, Bar, Restaurant, Housekeeping, Customer Service/ Front of House, Inventory, Deck. Electro-Technical. Engine

**CTI Global Talent Partner**  
cti-usa.com

### Nepal

**Roles** – Security

**BGOS**  
bgosnepal.com.np

### Europe and rest of world

**Roles** – Galley, Bar, Restaurant, Housekeeping, Customer Service/ Front of House, Youth, Inventory, Entertainment, Entertainment Production, HR, Deck. Electro-Technical. Engine, IT, Security, Medical, Cadets

**P&O Cruises UK-based recruitment team**  
pocruisescareers.co.uk

Find out more  
[pocruisescareers.co.uk](http://pocruisescareers.co.uk)



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