

RS 60

Employee Discipline Form

Employee Name:	Fabian Zanzi	Employee ID #:	280859
Position:	Room Service Operator	Ship:	EN
Department:	Dinning Room / F&B	Date:	06/12/2009

Record	Verbal Counseling	Written Warning		
		1 st	2 nd	3 rd
		06/12/2009		
Date:				

HR Review
Report to Master

Incident Report

(completed by Immediate Supervisor)

Date of Violation:	06/09/2009	Time:	Approx 4:00 pm	Place of Violation:	Onboard Enchantment of the Seas
---------------------------	------------	--------------	----------------	----------------------------	---------------------------------

Incident:

On 6/9 at approximately 4:00 pm, according to his own statement, Fabian proceeded to a guest stateroom to deliver a Room Service order as instructed by his supervisor. While in the stateroom the guest invited Fabian to take a seat to talk for a few minutes. Fabian accepted the invitation and sat for a few minutes. When he stood up to leave the stateroom the guest asked him to give him a neck massage. Fabian clearly stated that he did so shortly and then told the guest he needed to leave. According to Fabian, the guest then told him he was a beautiful person and invited him to return to visit him later that night. Fabian explained that he couldn't do so due to the strict company policy and despite the fact that the guest insisted, he left the room

Fabian's actions violated the company policy on inappropriate guest interaction. Fabian accepted this was the case while discussing the situation with the senior management. Fabian personally reported both his actions and those of the guest to the Hotel Director. This fact was taken into consideration as mitigating circumstance when deciding the action to take.

A Written warning is issued based on the crew member's violating the crew conduct policy regarding guest interaction. By accepting to take a seat and to offer the guest a neck massage the crew member failed to reinforce the company policy and put an end to the situation. While Fabian did report the situation afterwards he should have not acted the way he acted while in the guest stateroom.

Statement by Employee:

Action

(Must be completed in order for this discipline form to be valid.)

Action to be taken:	Target Date:
1.	
2.	
3.	

I have read this document and discussed the contents with my Immediate Supervisor. I understand that this discipline action will be active in my file for 12 months from date issued. I also understand that 1 or more written warnings in a 12-month period prevents any transfers or promotions on my behalf.

<u>FABIAN BLANKI</u> Employee Signature	<u>13/06/09.</u> Date	<u>[Signature]</u> Immediate Supervisor's Signature	<u> </u> Date
<u>[Signature]</u> Division Head Signature (for written warning)	<u>13 June 09</u> Date	<u>Rasmussen [Signature]</u> Department Head Signature (for written warning)	<u>13 June 09</u> Date
HR Manager Name and Signature: Date: <u>6/12/2009</u>			

[Signature]
Jillene Alway
HR Manager

Auld Sam
SCPI



EN F&B Manager/EN/RCLShip



EN F&B
Manager/EN/RCLShip
06/08/2009 08:30 PM

To
cc

Subject

Hola Rosita,

Thank you for putting us in the alert, we will definitely comply with what has been requested, her is my understanding and indications to my team, if any of what I set in you feel is not in accordance to what Mr.Travolt have stated as a request, please let me know so we can make the changes,

Michael: I believe if you agreed, we can make an exception to the rules, and send the requested alcohol, please let me know so I can approve the setup.

Victor: PLEASE COORDINATE WITH ROOM SERVICE SUPERVISOR TO DILIGENTLY MANAGE THIS REQUEST, I like to suggest that we assign Mr. Fabian Zanzi to take personal care of this request, he has proven to be a good professional, discrete and knowledgeable of the protocols of room service. Please make sure we give Rosa Fabian's name as the F&B room service contact, get Fabian a beeper and inform Rosa (GSM) the number, so she can give it to Mr. Travolta.

Please also coordinate with Chief Housekeeper and stateroom attendant, to advice you, room service supervisor and directly to Fabian when is the best time to get into Mr. Travolta's room, as they are the only ones to know when Mr. travolta is out of the room.

David: Please coordinate with Maitre'd and Chief Housekeeper everything regarding the Ice Te and Diet Coke, and if HD approves Travolta's request for " 2 bottles of Captain Morgan and One bottle of Crown Royal", please make all arrangements for the delivery of this items to his room.

Thank you in advance for your valuable assistance.

Kind regards,

Luis Acosta
Associate Hotel Director
MS Enchantment of the Seas

EN Guest Services Manager/EN/RCLShip



EN Guest Services

Victor: PLEASE COORDINATE WITH ROOM SERVICE SUPERVISOR TO DILIGENTLY MANAGE THIS REQUEST, I like to suggest that we assign Mr. Fabian Zanzi to take personal care of this request, he has proven to be a good professional, discrete and knowledgeable of the protocols of room service. Please make sure we give Rosa Fabian's name as the F&B room service contact, get Fabian a beeper and inform Rosa (GSM) the number, so she can give it to Mr. Travolta.

Please also coordinate with Chief Housekeeper and stateroom attendant, to advise you, room service supervisor and directly to Fabian when is the best time to get into Mr. Travolta's room, as they are the only ones to know when Mr. travolto is out of the room.

David: Please coordinate with Maitre'd and Chief Housekeeper everything regarding the Ice Te and Diet Coke, and if HD approves Travolta's request for " 2 bottles of Captain Morgan and One bottle of Crown Royal", please make all arrangements for the delivery of this items to his room.

Thank you in advance for your valuable assistance.

Kind regards,

Luis Acosta
Associate Hotel Director
MS Enchantment of the Seas

EN Guest Services Manager/EN/RCLShip



EN Guest Services
Manager/EN/RCLShip
06/08/2009 07:49 PM

To

cc

Subject

Good day Gregory and Luisito,

I have spoken to Mr. Travolta and he wants to have a daily set up of
6 bottles of water perrier

6 Diet coke

Lime

Ice(all the time)

and also Liptons Ice tea. (i told him we have bottles he agreed)

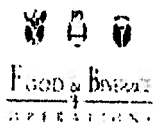
He also requested to have ICED EARL TEA He said this can be prepared in a jar without a problem.

They also requested to have 2 bottles of Captain Morgan and One bottle of Crown Royal. I advised that as per Policy we do not place anymore bottles of hard liquor in the suite but I will ask.

He also mentioned that the suite attendant will always to be on call for anything that he needs so maybe he can have a beeper. He needs to be very discrete and to enter the suite when he is not there. Mr. Travolta may have a few Spa appointments and he can go inside.

Mr. Travolta will go on tours in Cozumel and Belize so we have the suite to getr all ready.

EN Bar Manager/EN/RCLShip



EN Bar
Manager/EN/RCLShip
06/08/2009 09:28 PM

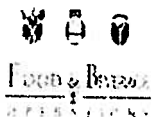
To
cc

Subject

Good evening Sir,
Everything is done for tonight set up . Thanks.

David Kirton
Beverage Manager
Office : 4121
Pager # 508
ENCHANTMENT OF SEAS
Ext [REDACTED]
Only The Strong Survive These Days

EN F&B Manager/EN/RCLShip



EN F&B
Manager/EN/RCLShip
06/08/2009 08:30 PM

To
cc

Subject

Hola Rosita,

Thank you for putting us in the alert, we will definitely comply with what has been requested, her is my understanding and indications to my team, if any of what I set in you feel is not in accordance to what Mr.Travolt have stated as a request, please let me know so we can make the changes,

Michael: I believe if you agreed, we can make an exception to the rules, and send the requested alcohol, please let me know so I can approve the setup.