



Princess Cruises Youth & Teen Program Booklet for New Youth Staff

On behalf of the Youth Program, welcome to Princess Cruises! This booklet provides basic information about our Program onboard. Please take a moment to familiarize yourself with its contents prior to your joining date. This will help you prepare for your new position. We look forward to welcoming you to our team!

1. Your Team Onboard

As a member of our team, you are critical to the success of the Youth Program. Teamwork is the cornerstone of our operation. We believe that we are strongest when we work together.

The Youth Department onboard is comprised of the following:

- One (1) Youth Activities Coordinator (YAC): The YAC will serve as your primary supervisor. He/She is the manager of the Youth Program and reports to the Cruise Director.
- One (1) Teen Activities Coordinator (TAC): The TAC oversees the Teen Program and reports to the YAC.
- Permanent Youth Counselors: Youth Counselors work with all age groups. The number of permanent Youth Counselors onboard is dependent on the size of the ship.
- Seasonal Youth Counselors: Seasonal Youth Counselors are hired during peak times of the year to assist the Youth Department.

Once onboard, the YAC and TAC will provide training to new Youth Staff.

2. Your Responsibilities

As a Youth Counselor, your primary role is to support and assist with the Youth and Teen Program as determined by the YAC and TAC.

Your job responsibilities include:

- Maintaining a safe and secure environment for youth passengers.
- Assisting with the delivery of activities and events by conducting programming with any and all age groups.
- Initiating and facilitating activities independently or with other Staff.
- Complying with policies and procedures at all times, with special attention to safety protocols.
- Displaying a high level of enthusiasm, flexibility, and customer service skills both on and off duty.
- Providing a continual presence in the Youth Center, including active participation in all aspects of the Youth Program. This may include the setup and cleanup of the centers, group babysitting, port-day programs, and supervision of all program participants.
- Informing the YAC of all parental questions and concerns in a timely manner. This includes alerting the YAC immediately about any complaints or safety concerns. You must advise the YAC immediately of any issues brought to your attention by parents or children.

3. What to Expect

The Youth and Teen Program is organized onboard as follows:

- Princess Pelicans, ages 3-7
- Shockwaves, ages 8-12
- Remix, ages 13-17

** On some ships, the age groups may be divided into even smaller age ranges.*



Seasonal Youth Counselors are not assigned to specific age groups and may be scheduled to work with any and all age groups at the discretion of the YAC. You may be asked to work with a different age group each day. If you have a preference or experience working with a specific age group, please let your YAC know.

Each year, we carry over 80,000 children and teens onboard our vessels. During certain times of the year, the number of children and teens sailing can exceed 700 per voyage. These voyages tend to be during major holidays and breaks, such as Easter/Spring Break, Christmas, and summer. The Centers are used heavily during these busy voyages, with hundreds of children participating in the various activities. It is a hectic and fast-paced environment. Although you may find yourself overwhelmed on the first day, it is important to remain focused and patient.

As a Youth Counselor, you will be responsible for entertaining young passengers and helping to make their cruise memorable. You are expected to actively participate in Youth Program events and activities. On a daily basis, you may be asked to do the following:

- Prepare the room for a particular activity, e.g. set up tables and supplies for painting.
- Clean up after an activity.
- Facilitate an activity independently or with minimal assistance, such as a game, sports event, or an art/craft project.
- Supervise groups of children in a venue outside of the Youth Center.
- Conduct sign in/sign out of children.
- Work on select port days.
- Supervise group babysitting in the evening.

Occasionally, you may be asked to perform duties outside of the Youth Center, such as greeting passengers on embarkation day. You will be given all the proper training and information for these extra duties.

It is important to remember that all ships differ in the privileges granted to crewmembers. While there are standard protocols for all to follow, ships may differ in some rules and policies. For example, deck and tour privileges can vary greatly ship to ship.

4. Work Schedules

The Youth and Teen Centers hours of operation on sea days are:

9:00AM – 12:00PM

2:00PM – 5:00PM

7:00PM – 1:00AM (on select voyages, the Teen Center may remain open until 3:00AM)

The hours of operation on port days are:

8:00AM – 5:00PM (Youth Staff escort children to lunch)

7:00PM – 1:00AM (on select voyages, the Teen Center may remain open until 3:00AM)

Your work schedule and days off will be arranged by the YAC or TAC. The number of hours you work each day will vary. On some days, you may work 9-10 total hours; other days, you may work fewer hours. Port days off will be scheduled to ensure fairness for all Youth Counselors.

Permanent Youth Staff may have different work hours and schedules than Seasonal Staff.

When reporting to work, please arrive in the Center in full uniform, ready to work at least 10 minutes before your shift begins. This will help you settle in and prepare for the upcoming activities. On occasion, you may be asked to stay a few minutes later than scheduled to assist with clean up.



For our passengers' convenience, our Youth Centers are open all day and evening, with brief closures for lunch and dinner. You may be asked to work long hours, especially during peak voyages when the Teen Center is operational past 1:00AM (on select ships).

5. What We Expect

You were chosen to be part of our team because we believe you have the experience, skills, and talents to make a positive contribution to the Youth Program. We expect Youth Staff to display enthusiasm, sensitivity to the needs of children and parents, and a positive attitude at all times.

While onboard, your first priority should be work. When on duty, it is imperative that you are focused and attentive. As this may be your first time onboard a ship, you may encounter some challenges. Working and living onboard a cruise ship can be demanding. The team onboard will serve as your support structure. It is important to maintain strong communication with your YAC and other counselors. As a member of our team, your well-being is a priority for us.

6. Evaluations

Your work performance will be evaluated by the YAC and Cruise Director. At the beginning of your contract, your YAC will explain the areas in which you will be evaluated and discuss what is expected of you during your time onboard. At the end of your contract, you will receive a formal evaluation of your performance. Depending on the length of your contract, you may also receive a midterm evaluation. You will have the opportunity to add comments before your evaluation is submitted to the Corporate Office for review.

7. Uniform Requirements

Upon joining the vessel, the Company will issue all Youth Staff a daily uniform consisting of:

- Staff Polo Shirt
- Navy Pants
- Navy Shorts

To complete your daily uniform, you are **required** to supply the following:

- Tennis / Running Shoes – White
- White Socks – to be worn with white tennis shoes
- Dress Shoes – required on duty during formal and smart casual evenings
 - Females: black or navy dress shoes, closed toe required; may be heels, pumps, or flats
 - Males: black dress shoes

In addition to the required items above, it is **strongly recommended** that Youth Staff bring the following items:

- Black or Navy Shorts - you may wear the company provided shorts OR you may provide your own. If you provide your own, they are subject to the approval of the supervisor.
- Black or Navy Long Pants - you may wear the company provided pants OR you may provide your own. If you provide your own, they are subject to the approval of the supervisor. No yoga or stretch pants; no cargo pants, mid-length pants, or capris.
- Attire for Theme Nights – Island Night (sarongs, board shorts, Hawaiian/floral shirts, floral dresses); Country Western (jeans, country shirts, hats, boots); Pajama Party (flannel PJs, coordinating sets, bathrobe, slippers).

Further, off duty staff utilizing passenger areas after 5:00PM will be required to wear the appropriate attire for the evening's designated dress code (either Smart Casual or Formal). Some vessels allow off duty staff to wear their own clothing when in passenger areas in the evening, while others require



that you remain in uniform at all times. The requirements vary from ship to ship and therefore, we recommend that you bring the following in preparation:

- Smart Casual Attire – slacks, skirts, blouses, cardigans, sweaters, dresses, dress shoes; attire that would be worn to a nice restaurant at home. No jeans.
- Formal Attire – cocktail dress / evening gown for females; tuxedo or formal suit for males. Dresses must be of a conservative style and color, and should compliment body type. Club wear, overtly sexy clothing (e.g. strapless, see-through, excessive cleavage) is unacceptable.

Head coverings (e.g. hats and caps) may only be worn if they have the official Princess logo.

8. Important Youth Program Policies

We are all responsible for the safety and security of the children entrusted in our care. You will receive training on our safety protocols, and will be required to adhere to them. In preparation for this training, please familiarize yourself with our most critical policies:

- All children participating in the Youth Program must have a registration card on file. This card must be filled out by their parent/guardian.
- Children under age 3 (and teens over the age of 17) may not participate in the Program. Children under age 3 may use the Centers if a parent accompanies them at all times.
- Children must never be left unattended.
- No visitors are allowed in the Youth Centers.
- Youth Staff cannot change diapers, administer medication, bottle feed, or provide one-on-one supervision of an individual child.
- Children ages 3-7 must be signed in/out of the Center. They may not leave the Center on their own. Only persons authorized on a child's registration card may sign him/her out. This person must present identification before the child is released.
- Children ages 8-12 may sign in/out independently if parental permission is stated on the child's registration card. This privilege is not valid when the ship is in port.
- Children are required to participate in their designated age group. If a parent requests to place their child in a different age group, please direct them to the YAC.
- Any complaints/ concerns by parents or children must be relayed immediately to the YAC.

9. Tips from YACs

To help with your transition to shipboard life, here are some tips from the team onboard:

- Be flexible and adaptable to all situations. You are working in a fast-paced environment that is constantly changing.
- Be open-minded as you will be interacting with crewmembers and passengers from all around the world.
- Come prepared with activities to do with the kids and/or teens (e.g. arts and crafts projects, sports, games, songs, etc.) Draw upon your own hobbies and interests. Do you like to paint? Do you practice yoga? Can you dance? Are you good at sports? You are encouraged to share your talents and passions with the kids.
- Take initiative. Don't wait to be given specific instructions. Jump right in and help your team.
- Have fun! You are a Youth Counselor, not a babysitter. Use your creativity and imagination to entertain the kids.
- Bring medication just in case you become seasick. Ginger candy can be helpful.



Youth/Teen Program Sample Activities



Pelicans, ages 3-7:

- Yoga for Kids and Families
- Talent shows
- Pajama parties
- Kids-only dinners
- Family discos
- Pizza and ice cream parties
- Kids Fairs in the Atrium with Pelican Pete (face painting, games, cookie decorating, photos, arts & crafts, etc.)



Shockwaves, ages 8-12:

- "Science on the Seas" Program
- Jr.CHEF@Sea
- Yoga for Kids and Families
- "Klutz" branded arts and crafts events
- Nintendo Wii family competitions
- Karaoke competitions and talent shows
- Dance parties
- Ice cream socials
- Sports competitions
- Scavenger hunts
- Pete's Pals Endangered Species Program
- Theme parties: Pirate Night, 80's Night, Island Night, Mexican Fiesta



Remix, ages 13-17:

- Yoga for Teens
- "Klutz" branded arts and crafts projects
- Mocktail workshops
- Hip-Hop dance classes (taught by professional dancers onboard)
- Teen Makeover Program
- Karaoke competitions
- Scavenger hunts
- Late night movies
- PlayStation and Wii Tournaments
- Dance parties
- Poker Tournaments and Casino Nights
- Hot tub parties
- Teens-only formal dinners