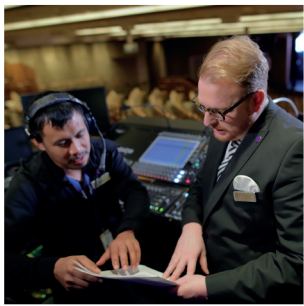
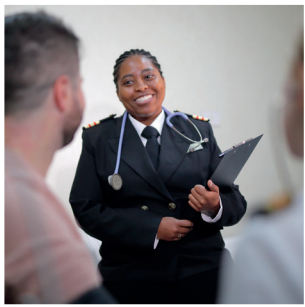


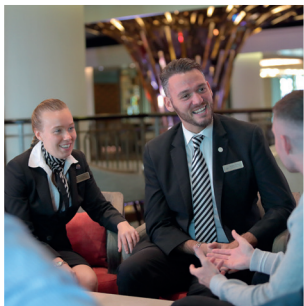
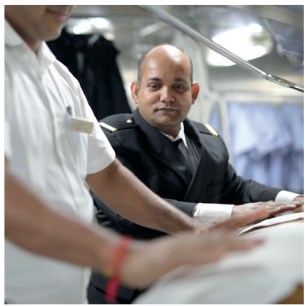
P&O CRUISES



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Frequently Asked Questions

CLICK ON THE ICONS BELOW




Living & Accommodation



Leisure & Benefits



Operational



Working on board



Learning & Opportunities



Help & Support

Living & Accommodation

Question	Answer
How will my cabin be allocated?	<p>Each crew berth will be assigned to a set role in accordance with the crew complement and the berthing standards. The berthing standards set out the minimum entitlement of cabin grade which we aim to assign to each rank, this can differ between ships due to availability of certain cabin types within the fleet.</p> <p>The berthing entitlements for Iona will be released later on this year. We also have a set of wellbeing standards that we use for all our ships all centred around your health and wellbeing and these include the specifications for each cabin type.</p>
When will I know who I will be sharing with?	<p>Your cabin will be allocated on your arrival. You will find out who you are sharing with once you are on board. You can start to get connected and get to know your colleagues on Iona on our dedicated FaceBook group for the Iona onboard team –please look out for your invitation or contact the People Support team by emailing peoplesupport@carnivalukgroup.com</p>
What facilities will my cabin have?	<p>They will all have USB charge points, a wide flat screen TV, their own individual air-con and Wi-Fi routers!</p> <p>All cabins will have their own wetroom and will be a maximum of two people per cabin so there will be no need for sharing communal bathrooms.</p>
Will my cabin have it's own bathroom?	<p>Yes! All cabins will have a dedicated wetroom. So if you have previously had to share a bathroom with colleagues in other cabins, you will no longer need to do this.</p>
What rank of crew will be allocated cabins with windows?	<p>We're unable to confirm at this stage as we are waiting for the berthing plan to be finalised.</p>
How will Officer cabin allocations work for Iona? I've heard that 2 stripe Officers will need to share	<p>Cabin allocations will work exactly the same for Iona as they do across the rest of our fleet so all 2 stripe, and 1.5 stripe Officers will have individual cabins.</p>
Will Iona have a crew shop?	<p>Yes, Iona's crew shop will be stocked with all the essentials that you may need in between port stops. New for Iona, the crew shop will also stock a range of crew clothing, including t-shirts, jumpers and caps.</p>
Who is the retail partner for the crew shop?	<p>The crew shop will be managed by Hardings who are already the retail partner for a number of our crew shops.</p>
Will I have time on turnaround in Southampton to get off and restock my personal supplies?	<p>Work schedules will depend on your role, but will be similar to those in place across the fleet today.</p>

Living & Accommodation

Question	Answer
What food will be served in the crew mess?	The crew mess will operate a 28 day menu cycle like the rest of our fleet. Additionally for Iona, the crew mess will offer on rotation; pancakes and waffles for breakfast, street food pop ups, shawarma cooking, and Guest dishes. There will also be a quick pick up zone for Indian and Filipino dishes.
How can I make healthy food choices in the crew mess?	New for Iona, the buffet labels will have information with the traffic light advisory on to enable you to make an informed decision about the nutrition of the dish you are eating. Allergen information will be also displayed on the rear of the label. The mess will also carry the usual range of salads, fruit and vegetables.
I'm joining Iona in Papenburg, where will I be staying?	Upon arrival in Germany you'll be picked up from the airport or train station and taken to your hotel for the first night stay. The next morning you will be picked up from the hotel and taken to the yard and then to your local apartment in Papenburg where you'll stay until you move on board.

Leisure & Benefits

Question	Answer
<p>I have never been to the Fjords before, is there anything I should know?</p>	<p>You will be sailing through some of the most beautiful areas in the world so it's no surprise they are one of the UNESCOs World Heritage sites. Due to their location in the upper part of the Northern Hemisphere the climate may be colder than you are used to so make sure you bring some warm clothes! The average temperature in July and August is roughly 20 degrees C (60 degrees F).</p> <p>We will also be sharing some helpful tips on visiting the Fjords before you arrive on board Iona — look out for more details on this on your dedicated FaceBook group.</p>
<p>What spaces do I have to relax?</p>	<p>The areas for Iona's ship's company have been designed by the same designers and to the high specifications of Guest areas. Iona will have a brand new ship's company café which is the perfect place to relax when you're not working. This will become an Officer's lounge in the evening. There will also be a mess for the ship's company as well as a mess for Officers. During the evening the crew mess will transform into a lively venue for you to enjoy with your fellow colleagues. Like our other ships, Iona will also have The Hub, situated at the forward end of the ship, offering crew and officers a more relaxed experience. You will also have two dedicated outside spaces with a swimming pool and whirlpools; a crew gym and crew shop.</p>
<p>What is the Ship's company cafe?</p>	<p>The ship's company cafe, The Summit, is a new concept offering a relax atmosphere similar to any coffee shop found on land, offering you a place to relax and enjoy a coffee with friends on board during your downtime.</p>
<p>What will the crew Mess look like?</p>	<p>Your crew mess will be an inviting modern eating venue offering flexible seating and vibrant colours. In the evening the tables make way for the high tech sound and lighting equipment to take centre stage, transforming the mess into 'The Hub', a social entertainment space.</p>
<p>What equipment will be in the crew gym?</p>	<p>The crew gym will contain equipment from treadmills to free weights, to help you train all of the body's major muscle groups. Provided in conjunction with Technogym, the fitness centre will be equipped to meet all of your cardiovascular and strength training needs.</p>
<p>What will Wi-Fi be like on board?</p>	<p>Iona will have the best Internet bandwidth of any ship in the CUK fleet. Whilst it won't be super quick it will be much better than other ships currently experience. Each cabin will also be fitted with its own Wi-Fi router to support you better with connection in your cabin.</p>
<p>What space is there for Officers on board?</p>	<p>As well as the Hub, Cafe and outdoor spaces, Officers will have their own Mess and in the evening the Ship's company cafe will become an officer cafe. Officers can also use Guest spaces as per other ships.</p>
<p>What social events are planned for crew?</p>	<p>Like all ships in the fleet Iona will have a Seafarers Welfare committee, who are responsible for arranging social events to engage and entertain the crew. Keep your eye out on board for advertised events.</p>
<p>I'd love to be able to see the local area, can I book onto a Guest tour?</p>	<p>Yes, there is one free of charge crew space on every Guest tour. This is a great way to experience the local area and shore experiences that we are offering to our Guests. Please speak to the Guest tours manager on board for more information.</p>

Leisure & Benefits



Question	Answer
What opportunities will there be for crew tours in the Fjords?	We have set up a crew tours program which will be published by the crew office on a monthly basis. Tours will include hiking, adventure tree top park, glacier transfer, Viking and fjord center visits, kayaking, bike rides and more.
What opportunities are there for me to get free Wi-Fi in the Fjords?	In both Stavanger and Bergen you'll find a Seaman's Mission where you can enjoy free Wi-Fi and free coffee. Olden has free Wi-Fi in the Cruise Park and Gieranger has free Wi-Fi in the port.

Question	Answer
How big is Iona?	Iona will be the largest cruise liner ever built for the British holiday market with a capacity of 5,200 Guests and 1,800 ship company members. She will have 18 decks and weighs over 180,000 tons.
Why is Iona so much bigger than our other ships?	P&O has a bold ambition to become 'Britain's number one holiday choice'. With a 30% growth in Guest capacity, a larger ship will offer our Guests a more contemporary holiday experience that can be tailored to what people really want through a wide range of dining, eating and entertainment experiences and modern and stylish accommodation.
What is LNG? What are the benefits?	LNG (Liquefied Natural Gas), is safe, fully compliant and readily available as a marine fuel. It provides a significant reduction in undesirable exhaust emissions and forms part of our corporate wide strategy for sustainability.
What is a track itinerary and why is Iona using one?	<p>Track itineraries are fairly standard across the cruise industry. This is where a ship will do the same circular voyage for a set amount of time. They offer stability for our crew and the opportunity to become 'experts' in the destinations they travel to. With this knowledge you can offer Guests better advice on what to do with their time ashore and we can tailor experiences on board to the destination.</p> <p>Repeated itineraries also give stability to our teams onboard. Our people will know exactly where they'll be and when, so you can organise your life off-ship more easily. And set routines will help our ship's company work in a more consistent way, which supports both your health and safety and Guest satisfaction.</p>
What's new for Guests on Iona?	Plenty! What with her magnificent Skydome, the place to be for relaxation, effortless dining and dazzling entertainment, 29 bars and restaurants with a variety of new dining experiences, four screen multi-plex cinema, and a new grade of cabin, the conservatory mini-suite, to name but a few, she's sure to impress her Guests with her new concepts.
What dining options will Iona have?	Iona will have four main dining restaurants as well as the Horizons restaurant, all of which will only offer freedom dining. There will be select dining in Sindhu, The Glass House, The Beach House, Epicurean, The Limelight Club, The Keel and Cow and The Olive Grove. There will also be casual dining options in The Quays and Taste 360 offering favourites like fish and chips, hot dogs, burgers, pizza, noodles and desserts.
What Spa facilities will be available for Guests?	As well as pedicure thrones, blow out bar, nail stations, and barbers, Iona will also have 21 retail boutique treatment rooms, including 1 double and 1 accessible room. The Spa Thermal Area will include a Sauna, Steam Room, Salt Room, Experience Showers, Heated Loungers and Relaxation Room. The Gym Area includes cardio and functional training areas, whilst also having a studio for classes and a dedicated spin studio.

Question	Answer
<p>How will the new dining management system benefit our Guests?</p>	<p>The new dining management system creates a number of new positive opportunities for the Guest, including reducing the wait times in the dining outlets. For Iona specifically, it also overcomes the risk of the distance between the galley and the main dining room. Waiters and assistant waiters now use an electronic handheld terminal to take orders which go straight through to the galley. This has meant minimal mistakes are made with orders and the galley can cook to order, ensuring the Guest receives their food when it is hot. Drinks can also be prepared and be ready to go.</p>
<p>What point of sale system will be used in the bars on Iona?</p>	<p>All Beverage outlets on Iona will be using our new POS system called InfoGenesis which has been trialed and tested on Ventura this year with great results. The tablets are able to work seamlessly across all areas of the ship to improve speed of service and help the guest experience.</p>
<p>How will new ways of working for bar staff benefit our Guests?</p>	<p>Our Guests will get a more attentive service and, in some instances, a quicker service as we will have the right number of bar staff in our venues across the day that are also more skilled across different bar concepts.</p>
<p>I've heard that Iona has two HGMs. Is this true?</p>	<p>Like all our fleet, Iona has an SMT that work on rotation so each role will be filled at different times by different people. There will not be two HGMs on board at once. In our Iona communications we have shared information on everyone rotated into Iona's SMT. This is so that they can build relationships and continuity plans for more than just the first rotation. You can read more about Iona's SMT in our 'Meet the SMT' leaflet.</p>
<p>Where is Iona's home port? Is this in Norway?</p>	<p>Iona's home port will be Southampton. She will be doing a track itinerary for the 2020 summer season in the Norwegian Fjords and will spend the winter of 2020 in Spain, Portugal, the Canary Islands and Northern Europe.</p>
<p>Will Iona be having a 'shakedown' cruise?</p>	<p>It's important to us that we involve our people in getting our new ships operationally ready and a shakedown ahead of the inaugural is something we are discussing.</p>
<p>When will Iona's Godmother be announced?</p>	<p>We're looking forward to revealing who this is! However, we haven't yet decided on when this information will be released.</p>
<p>What are the plans for Iona's Inaugural?</p>	<p>We have a dedicated team in place planning Iona's inaugural celebrations. We look forward to sharing the detail with you and our Guests as soon as we can.</p>
<p>Where will Iona go to be outfitted?</p>	<p>Iona is currently being outfitted in the hall in Papenburg, where she will remain until the spring.</p>
<p>How can I keep myself up to date on Iona's build progress?</p>	<p>Our facebook page for Iona's ships company is a great place to see all the progress that is being made with the build with lots of pictures and information being shared.</p>

Working on board

	Question	Answer
General	Will I have new uniform for Iona?	You will need to bring your current uniform to Iona as you will not be issued any new garments unless you have requested this separately, or you will be working in a new venue where a new uniform is required.
	When will I know who my manager is?	Iona rotations are available to view in Mistral. You can meet the Iona SMT on the Insider/Iona and meet Guest Experiences Heads of Department in the recent newsletter. You can also get to know the Maritime heads of department in the December 2019 newsletter.
	How can I keep connected to the SMT and Heads of Department before I join Iona?	Our closed facebook group, Iona - ship's company - is a great way to discover what Iona's SMT and heads of department are currently working on in relation to Iona. An invitation to join this group will come from the Employee Experience team.
F&B	How will the new dining management system enhance ways of working for crew in the restaurants and the galley?	The new kitchen automation and hand-held ordering technology, trialled on Ventura, supports delivery of an enhanced product, served just in time and on demand, giving greater consistency and speed of service across dining areas. It assists us to delight our Guests!
	Will the Dumb Waiters be larger on Iona, so that they can host more than just a tray?	Yes! These are larger on Iona than ones currently in the fleet so will be able to hold a water jug / sauces as well as the tray
	How does the new incentive system operate for those working in the restaurant?	Our multi-skilled Waiters and Assistant Waiters in freedom dining now also take drink orders, being supported by runners to deliver the drinks to the Guest faster. As our restaurant team now has the opportunity to drive beverage revenue, we have introduced the bar incentive scheme to the restaurant team. This is in addition to the Service Reward scheme to make sure your efforts in providing a great Guest experience are rewarded.
	How does the new incentive system operate for those working in the bar?	Our Bar Stewards will be working as one team across all bar venues in line with the Guest demand. To support this flexible working we have created one bar incentive pool and all Bar Stewards will receive an equal share from the pool. This means they can concentrate on providing great service to our Guests and share revenue regardless of which bar they are in.
	Will the new ways of working for cabin stewards introduced across P&O Cruises in 2019 be the same on Iona?	No turndown on turnaround day and light touch on other evenings
	Is there a Head Wine Steward role on Iona?	No. In line with recent changes across the fleet, multi skilling staff in the restaurants means that there will not be a dedicated Head Wine Steward role on Iona.
	What does the hotel structure look like on Iona?	We will be replicating the structure that is in place on Ventura on board Iona.

Working on board

	Question	Answer
Housekeeping	Will the new ways of working for cabin stewards introduced across P&O Cruises in 2019 be the same on Iona?	Yes. There will be no turndown on turnaround day and a light touch on other evenings
	How are we helping cabin stewards to work more efficiently?	All guest cabins on Iona will have fitted sheets which will make changing the beds much easier
	I've heard Iona will have a double tunnel washer. I'm a little worried about being asked to operate this.	Yes this is true and a first for P&O Cruises. This will allow us to process the greater volume of laundry that Iona will produce, efficiently. Don't worry only Senior Laundry Operatives will be using this machine and full training will be given to those crew members when in the yard in Bremerhaven
	How will my uniform be laundered on Iona?	We have a new laundry system on Iona called Speed Dress. Crew will drop their uniform off to a kisok outside the Laundry and will then be able to collect it from a vending machine 12 hours later. All uniform will carry an RFID chip to help with identification. The new Speed Dress system will make the drop off and collection of uniform much more efficient, and also safer as we won't have crew entering the laundry to drop off and collect.
Youth	Will those working in the Scene have a different uniform to those working in the play room?	This is still to be decided. Please bring your current uniform to Iona and if new uniform is required then this will be given to you when you arrive
	What are the capacity for the play rooms on Iona?	The play rooms on Iona will have the following capacity: Surfers: Maximum capacity: 110 Splashers: Maximum capacity: 60 Scubas: Maximum capacity: 110 The scene: Maximum capacity: 60 Nursery (night): Maximum capacity: 40
	Will the night nursery be sound proofed?	The night nursey is designated as a standard public space so has no additional sound proofing. We are investigating as to whether this can still be added following crew feedback.

Learning & Opportunities

Question	Answer
What training will I receive?	<p>For people working in Guest Experience, your training will be carefully planned as part of your rotations before Iona. This is to make sure you are on another ship from the fleet that can help you get 'Iona ready' such as working with concepts that will also be on Iona. We will also be sharing lots of helpful information with you so that you can learn all about what Iona has to offer.</p> <p>For people working in Maritime, LNG requires new ways of managing engines, bunkering, maintenance, harbour operations, safety and much more besides. This is proven marine fuel technology, but it is brand new to the cruise ship industry and requires our Maritime people to be trained and grow their skill set in handling an LNG engine, which also boosts their expertise and appeal in running different types of ships.</p>
What opportunities for progression will there be?	<p>With 29 different eating and drinking venues on Iona, there is huge scope for you if you work in bar, restaurant and galley to broaden your skills. Those in Maritime will also be learning new skills as they learn about working on an LNG ship which will hugely grow your expertise. All these skills and more will be needed as P&O Cruises continues to grow.</p>
I'm ready for promotion. Why have I been rotated on to Iona in the same rank?	<p>As we get P&O Cruises future ready we need to forecast future demand for certain roles to ensure we can man our fleet for the years to come. This means we do have some roles where we have people waiting for the next appointment up. This is being worked through to make sure appointments are being done in a fair and consistent way.</p>
What will training look like in the yard and onboard Iona before launch?	<p>On arrival in the yard all crew will go through a yard safety induction and the usual induction 1,2 & 3. Guest experience crew will receive relevant product training from suppliers and new systems training such as a the new dining management system on board. There will be training facilities ashore at the terminal in Bremerhaven as well as training carried out on board</p>

Help & Support



Question	Answer
Where will I join Iona?	A small proportion of the Maritime and Guest Experience people will join the yard in Papenburg in 2019 and early 2020. The majority of people will join in Bremerhaven at our outfitting location in March 2020, with the rest of the crew moving on board in April 2020.
Where do I go for help and support?	If you have a question please email peoplesupport@carnivalukgroup.com . If on board please visit the Crew Office and if you are new to P&O Cruises please contact your manning agent.
I have been rotated to work on Iona, can my Partner on another ship also be rotated on?	You will need to contact your Rotation Planner and submit your request although it cannot be guaranteed.
Is there somewhere in Southampton I can store my luggage between leaving my current ship and joining Iona?	Carnival UK is unable to store luggage for crew inbetween rotations.
What support is available for my health and wellbeing?	We are passionate about your health and wellbeing. Working onboard is like no other, we want to make sure it's a great place to work as well as a great place to live — and therefore feel like a home from home. We have a set of wellbeing standards all centred around what you may need to support your health and wellbeing which apply to all our ships across the fleet.
I'm not sure if I'll be working on Iona, how will I know?	You should receive notification of your rotation on to Iona. If you are unsure please visit the Crew Office, or if you are new to P&O Cruises, please contact your manning agent. You will also receive an invite to join the Iona - ships company Facebook page.
I'd love to work on Iona, how do I register my interest?	Expressions of interest closed in Nov 2018 ready for planning early this year. If you are keen to work on Iona and are not currently due to be rotated on then please let Rotations know via your HRM and we will keep a reserve list should we have any drop outs or opportunities for contracts later in 2020.
My rotation to Iona was on Mistral, then it was not there, and now it's showing again. Am I definitely still rotated to work on Iona?	This was due to a technical issue. When the ports were changed from Emshaven to Bremerhaven, it meant we needed to change all the plans in the system and whilst this was happening you were unable to view them onboard. We are working through revalidating them along with changing join dates to match the new build up plan. Because this is a manual process we have been given until the 6 Dec to complete this. HRMs onboard have been informed. Most crew will still be going to Iona as planned although their dates may have changed slightly. However where some tranships are no longer possible due to itineraries, there may need to be some changes.



Help & Support



Question	Answer
Where can I find out more information on what my first day in Papenburg / Bremerhaven will look like?	You'll arrive in Germany via Bremen Airport or Groningen train station. At both you'll be met by a taxi driver with a P&O Cruises placard. Colleagues going to Papenburg will receive a 'Welcome to Papenburg' letter from their taxi driver which will give you all the information you need, including plans for your first day in Papenburg. Crew joining in Bremerhaven will also be greeted at Bremen airport by a taxi driver who will have a 'Welcome to Bremerhaven' letter and all the information you need to know, including your first day in Bremerhaven.
Guests are asking me questions about Iona, am I ok to share the information I know?	All the information that is shared via The Insider and updates to crew is perfectly fine to share with our Guests. If you are a member of the Iona ship's company facebook then please do not share posts or information that is only shown on here outside of this group. All those who have a rotation in Mistral on to Iona will be invited to the Facebook group by Employee Experience so will be able to see pictures and information about Iona as she completes her build. Please make sure you read the group rules when you join.

As we get closer to welcoming Iona to the fleet please keep referring to this questions guide which will be continuously updated with the questions you and your colleagues ask to support you in getting ready to join Iona.

If you have a question which isn't answered here, please email peoplesupport@carnivalukgroup.com

