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http://insidefederated/depts/bisd/EOC%20Events/EOC_events.asp

PORT TO PORT: 5-DAY VOYAGE

2011 Customer Service Week

ITINERARY

On Board *The Eagle's Splendor*

Monday, October 3, 2011			
9:00 a.m. & 10:00 a.m.	Sansom Auditorium (Bldg. 4000)	Bon Voyage Breakfast with Remarks from Admiral Territ	All Warrendale Staff
11:30 a.m. – 3:30 p.m.	Birmingham CR (Bldg. 5000)	Lido Deck Team Photos with Captain Mark Stubing-Chodor	Bldg. 5000 – 4th Floor BISD Employees Only*
All Day		Resort Casual Dress for the Day	See your Cruise Saavy Dress Guidelines.
Tuesday, October 4, 2011			
8:45 a.m. – 3:00 p.m.	Main Lobby (Bldg. 4000)	Lido Deck Team Photos with Captain Mark Stubing-Chodor	Bldg. 4000 – 1st & 2nd Floors Employees Only*
All Day		WOW Postcard Distribution	All Warrendale Staff
All Day		Resort Casual Dress for the Day	See your Cruise Saavy Dress Guidelines.
Wednesday, October 5, 2011			
1:30 – 4:00 p.m.	Main Lobby (Bldg. 4000)	Port of Call: Caribbean Popcorn Bar	All Warrendale Staff
Thursday, October 6, 2011			
All Day		Shore Leave Voucher Distribution	All Warrendale Staff
Friday, October 7, 2011			
All Day		Disembarking & Farewell Faux Champagne Toast with Teams	All Warrendale Staff**

*See your manager for team's scheduled photo shoot time.

**See your manager for your team's scheduled toast time.

All offers and any shipboard credits, upgrades or special amenities are subject to availability at time of departure, are capacity controlled and may be withdrawn without prior notice. All expenses have been paid in U.S. dollars by your Federated management team. No ship fuel surcharges apply. No priority boarding, special seating or overnight baggage allowed. The EOC team reserves the right to correct errors or omissions and change at any time.

Your 2011 EOC Hospitality Team



True passion is born when a team is devoted to excellence. **Federated Cruise Lines** presents the finest experience at sea for our staff. Immerse yourself in the 5-day voyage activities and be reminded of the importance of refreshing, recharging and reconnecting yourself so you are equipped to deliver the very best in customer care to all of our Federated customers.

Our passion is VALUE without compromise.

SUPPLEMENTAL ITINERARY

On Board *The Eagle's Splendor*

All Week Long		
Bldg. 4000 Main Lobby & Bldg. 5000 Kitchen Lobby	Life On Board the Ship Photo Display Walls	Stop by to peruse these display walls to see photos of your sea mates.
Visit www.csweek.com	Refresh – Recharge – Reconnect Puzzles	Take a few minutes to simply relax and try your hand at an online puzzle.
Front End Phone Message Greetings w/ our Customers	Call center employees are asked to answer incoming calls using a CSW script.	If applicable, see your manager for script language.
www.FederatedInvestors.com & http://insideFederated/	CSW Feature Articles on both our internal and external websites.	
Friday, October 7, 2011		
Firm-wide	Distribution of Ship-to-Shore Cookie Cakes to department(s) who have excelled in supporting service to our customers.	In advance of CSW, business unit managers of participating departments identified those favored departments to be recipients. Your EOC ship hospitality team has arranged for deliveries of the cookie cakes for Friday, October 7th.

For additional details, visit http://insidefederated/depts/bisd/EOC%20Events/EOC_events.asp