Welcome to our first issue
Growth is Never by Mere Chance; It is the Result of Forces Working Together.
– James Cash Penney

We are pleased to present the first issue of NEW HORIZONS, where through a collaborated effort, the management companies, CRUISE MANAGEMENT INTERNATIONAL, INC. (“CMI”) and CMI LEISURE INC. (“CMIL”) will share news and information.

This section of the newsletter will be split into two parts; with CMI reporting on the technical management of the fleet including safety, upgrades, drydockings, crew members, new and existing maritime rules and regulations; and CMIL will share information regarding the onboard product including, food and beverage, housekeeping and the constant endeavor of introducing new features which will enhance the passenger experience.

We look forward to receiving your comments, suggestions, as well as contributing articles, crew insights, photographs, etc.

~Charmaine Morris, Editor
It’s been ten months since I was asked by a group of Danish shipowners to form, and startup a ship management company to manage the vessels they control. It was a very exciting project to start the company from scratch, from selecting a name, to purchasing computers, servers, accounting and telephone systems, office supplies, etc.

In the beginning, new ISM Manuals had to be written to get ISM, ISO, ISPS and MLC certifications in a very short period of time. To be able to do so, former ISP marine and technical personal were hired, along with new personnel for the long term. We succeeded in getting all the required items completed to start the company and one month later took on the first vessel.

The company has grown fast, and today we operate eleven ships with twenty-five employees in the Marine, Technical and Accounting departments of CMI.

We are in the former ISP offices and work closely with our sister company, CMI Leisure who is also back in full swing.

I am extremely pleased and happy with everything that has been done in getting CMI up and running efficiently. Not only the people in the office, but especially the officers and crew on the ships have all risen to the occasion and have performed extremely well.

Soon after taking over the vessels, a number of upgrades were done to passenger areas, technical matters, dry-dockings carried out and overall improvements, etc. Within a very short time we have been able to perform well with the support of our owners, charterers, suppliers, and other colleagues in the industry, and with everyone’s support, CMI successfully thriving.

While we have come a long way, there is still a lot of work ahead as we continue to strive to be the premier passenger ship manager in the world.

Again, our sincerest thanks to everyone for making CMI possible, and a success.

Kenneth Engstrom
PRESIDENT-CEO
The owners of the M/V OCEAN DIAMOND started on a cabin upgrade program a little over a year ago, with the complete refurbishment of the 10 luxury suites on Deck 7. This past Spring 2016, cabin refurbishments continued, moving down one deck to carry out upgrades to 24 cabins and bathrooms on Deck 6. The cabin upgrades took place over 21 days in early April 2016, while the vessel was berthed in the Port of Vigo, Spain.

The color schemes and overall design elements of the previously upgraded Deck 7 cabins was maintained thru the Deck 6 cabin upgrades to ensure continuity of the product and passenger cabin amenities.

This first-time collaboration between the re-fit contractors, I.S. Makinen of Finland, and the SunStone/Cruise Management International team, proved challenging but through close communication with the onboard project managers to solve emergent issues, the overall success of the project was achieved.

The Makinen team was ready with manpower and materials to commence the demolition of the existing cabins and bathrooms upon the vessels arrival in Vigo on April 8th. The demolition phase of the project, provided the opportunity to carry out a thorough examination of the steel plating and piping systems, particularly in way of the cabin bathrooms, where future steel renewals will be planned. Cabin upgrades included new carpets, cabinetry, desks, TVs and furnishings, as well as newly designed headboards, lighting, window treatments and wall coverings. Original art work by Tomas Tillberg, was provided/installed in each cabin, which added a personnel touch to the spaces. The bathrooms were completely re-done, with new porcelain tiled flooring and bulkheads, vanities, toilets, showers and fixtures.

The refurbishments were completed successfully on-time to ensure the vessel was delivered to her next charter. To date, feedback from our charterers, passengers and guests has been very positive, as the visual differences they are seeing onboard the M/V OCEAN DIAMOND, are certainly adding to the overall onboard experience.

Next stop – Deck 5 Cabins . . . . .
M/V SEA SPIRIT
Spring 2016 Refurbishments

Following the vessels repositioning voyage north from Buenos Aires this past spring 2016, the M/V SEA SPIRIT entered dry-dock in Vigo, Spain on April 1.

After undergoing a routine dry-docking, the vessel went alongside to a lay berth at Metalships & Docks Shipyard to commence a 24 day re-fit/refurbishment period, where upgrades to various public areas onboard took place—The Oceanus Lounge on Deck 3 and the Main Dining Room on Deck 2 were the focus of these upgrades.

In the planning stages of the refurbishment project, the interior design team from Tillberg Design & Associates worked closely with the vessel owners and charterers to understand their need to preserve the upscale nautical character of the vessel, while providing an updated and refreshed look. This meant introducing new color palettes and materials that would complement the existing rich wood textures of these spaces.

The Oceanus Lounge, was perhaps the most challenging, as the designers were tasked with maintaining the dual functionality of this space, enhancing the casual cocktail lounge atmosphere, while ensuring the space was functional as a presentation/lecture space for expedition guests.

New banquette seating was built into the space along the side walls with built-in side tables, and new lounge chairs and cocktail tables were installed throughout the main areas of the lounge.

The careful spacing of tables and chairs throughout, combined with four new 80” flat screen televisions mounted across the aft bulkhead, provide for an enhanced viewing experience for passengers during onboard presentations. New carpeting, draperies, accent stone flooring, and lighting all combine to give that updated and fresh look, while still preserving the richness of the space.

In the end the Lounge-Dining Room refurbishments on SEA SPIRIT were completed within the 24 days allotted; the vessel back on charter, and delivered on-time to Poseidon Expeditions in Rekjavik on May 20, to begin her summer cruising season in the Arctic.
2016 marks the first business year of our new company. Our fiscal business year started on January 1st and finishes December 31st.

We are at the halftime point for 2016 and it has certainly been a very exciting year thus far. I’d like to share a quick reflection.

In January we had three of our ships operating in Antarctica. Quark Expeditions operating the M/V Ocean Diamond and M/V Sea Adventure and Poseidon with the M/V Sea Spirit. The season finished in mid-March and the M/V Ocean Diamond repositioned to Las Palmas.

The M/V Sea Adventurer continued with Zegrahm’s cruising around the west coast of South America and in May it transferred to Quark Expeditions sailing from Amsterdam.

The M/V OCEAN DIAMOND repositioned for a short charter from England to Hamburg to start the season with Iceland Pro Travel. Iceland is a very popular travel destination these days due to their beautiful landscape, geysers and the Northern Lights. They have also recently garnered world-wide attention with their soccer team reaching the quarterfinals of the European 2016 Soccer Championships. Go Iceland.

The M/V SEA SPIRIT was upgraded during the season break in April and May. The new public areas are beautiful. She will be doing some interesting and historical cruises in the Arctic during the 2016 season to commemorate the 120th anniversary of Fridtjof Nansen overwintering in Franz Josef Land. The cruises will feature original dishes from the menu served at the Norwegian Palace to celebrate Nansen’s return from Franz Josef Land.

We started operating three additional ships for the summer season. The M/V QUEST had a name change and became the M/V SEA ENDURANCE and is chartered by Albatros, our Danish partner, and sub-chartered for a few cruises by PolarQuest, a Swedish operator, and the main charterer for the last five years.

The M/V OCEAN ENDEAVOUR had a very good start to her second season with Adventure Canada. Now that the first half of 2016 is already behind us, I would like to take the opportunity to thank our onboard management teams and everyone in our corporate office in Miami for a job well done. We had a very good Antarctica season and our overall guest satisfaction scores have all been above target. It takes a team effort to pull it off.

Our goals for the rest of the year are to continue our high level of guest satisfaction and staying within targets on all of our Key Performance Indicators. We spent a lot of time on our logistics planning, which has been a strategic focus for us this year. We had some supplier changes in Europe and are working to strengthen our relationships with our key partners in Europe, the US and in Antarctica. The main objective with this initiative is to improve our planning and ships conveyances becoming more efficient, and delivering a consistent supply of consumables and produce.

I am looking forward to a successful and prosperous second half of 2016. It is, after all an Olympic year again and in that spirit, I would like to share with you a story about the “Olympic Creed” which is inspiring and I believe relevant for us in the hospitality business.

The OLYMPIC CREED

This Olympic Creed (or “Olympic Message”) has appeared on the scoreboard during Opening Ceremony at every modern Olympic Games. Baron de Coubertin was inspired to adopt this creed after he heard a sermon by the Bishop of Pennsylvania, at a service for Olympic Athletes in 1908. It reminds us that in our life, just like in the Olympics, winning is not the most important thing. It is the ultimate challenge for which we all struggle as we strive to be “Swifter, Higher, Stronger.”

“The most important thing in the Olympic Games is not to win but to take part, just as the most important thing in life is not the triumph, but the struggle. The essential thing is not to have conquered, but to have fought well.”

Thank you again for all your fine contributions and support.

Dietmar Wertanzl, President CMIL
New Horizons
Spring 2016

CMIL
Shore Side Organization

Top from left to right: Donald Cameron/Ace President Hotel Operations; J.C. Segui/IT; Dietmar Wertanzl/President; Jorge Rodriguez/Purchasing Agent; Shahbaz Kazi/Vice President Finance; Luis Guerra/Purchasing Agent; Peter Hofler/Corporate Executive Chef

Sitting from left to right: Danyer Perez/Accounting Assistant; Elenita Delgado/Purchasing Manager; Annie Tompkins/HR Director; Anna Rendon/Senior Accountant

Featured
Hotel Manager
Luis de Sousa Marques - Victory I
08/18/1960 – Present

Born in Lisbon, Portugal, Luis lived a happy childhood between his grandfather’s farm in the north close to the border with Spain and later on returned to Lisbon. Against his father’s will, (wanted him to follow his career and become an airline pilot), he decided to leave Portugal to Switzerland to start his studies in the Hospitality industry.

In the late eighties, at Celebrity Cruises, Luis launched new ships, and was part of the Start Up team with Michel Roux (Owner and Patron of “The Waterside In”), giving his contribution to make Celebrity the best premium Cruise line in the world in food and service. In Carnival Cruise Lines, he worked as Senior Restaurant Manager, successfully finishing several achievements, when it came to focusing on controlling (Profit & Loss Management) and guest quality service satisfaction perspective, setting up profitable Event Catering, Restaurant & Bar operations for the upscale market. Returning shore side, he managed the F&B operation on a converted convent of the XVI century into a successful 4 Star property, and after was the general manager of a Small Luxury Hotels of the World property in Portugal. Returning to ships with AmaWaterways, this time through the rivers of Europe and Vietnam, achieved with success the operation in France with one of the fleet best annual results for three years in a row.

Luis has a comprehensive knowledge of Hotel and Food and Beverage Operations, with a vision and entrepreneurial mind to push the business to the next level. Skilled at taking projects from conception through implementation, to successful completion; a seasoned food and beverage professional with an accomplished track record in the cruise industry, restaurants and hotels, in managing of High Quality and Volume producing operations and Start Up experience, gathered from his many years in the industry.

A self-made man who worked his way up the corporate ladder, he has a no-nonsense, open-minded and positive management style. He uses his experience and knowledge to accomplish change.

A Customer-driven Manager and a leader, Luis has the proven ability to work effectively with a team of truly multinational managers and employees, with a track record of excellence, possessing that rare talent of managing “upward” exactly the same way he does with those who report to him, treating everyone around him with great respect. Luis is fluent in English, French and Spanish and proficient in Italian. During this time, Luis has established a vast resource network within the industry with guests, management, suppliers/vendors and employee recruiters, carrying a wealth of knowledge and expertise in the field which would be extremely valuable to any operation.

Specialties: Managed successfully operations with up to 390 Staff contained in High Quality and Multinational environments. Introduced and monitored standard operational procedures on a High Quality Level, trained employees, in order to guarantee consistent Quality to ensure successful operations and/or “Start Ups”, effectively brought together strong Teams, in order to secure an Exceptional Service.

Passionate and committed to the Hospitality industry, Luis exceeded the Expectations of various well-established Firms.
Introduction of New Clients and Ships Visits

**VICTORY CRUISE LINES**
The new kid on the block is our partnership with a brand new cruise line called Victory Cruise Lines. Their first ship is the M/V VICTORY I, the former M/V SAINT LAURENT.

We are very excited about this new opportunity serving this newly formed small ship cruise line. The plan is to cruise in the Great Lakes in the summer, and circumnavigating Cuba in the winter, thereby operating year round. We all visited the ship in Montreal for her first inaugural cruise and the ship was chartered to GoNext, one of our top clients out of Minneapolis, Minnesota.

One of our latest innovations onboard the M/V VICTORY I is three themed tea times called the “Royal Afternoon Tea”, the “Viennese Afternoon Tea” and the “Spirit of the Maharajahs Afternoon Tea” to add a little drama to our culinary and service experience.

**AURORA EXPEDITIONS**
CMIL added a cooperation agreement to its portfolio with Aurora Expeditions, a very successful Australian expedition operator, with whom we are very proud to be associated. We are looking forward to working with them onboard the M/V POLAR PIONEER and discussing future opportunities to help grow the brand.

News and Updates

We are proud to announce that our largest long term client Quark Expeditions has been voted NO. 2 in the World’s Best Small-Ship Ocean Cruise Lines category of Travel and Leisure World’s Best Awards 2016. As per Travel and Leisure, “for an intimate, exclusive experience, nothing beats these winners in the small-ship category.”

“Every year for our World’s Best Awards survey, T+L asks readers to weigh in on travel experiences around the globe—to share their opinions on the top hotels, resorts, cities, islands, cruise lines, spas, airlines, and more. Readers rated individual cruise ships on their cabin and facilities, food, service, itineraries and destinations, excursions and activities, and value. Those assessments were combined to generate results for the cruise lines in five categories; small-ship ocean cruise lines have vessels that can carry up to 249 passengers.”

New Website

We are very happy about the implementation of our new website. We are planning to set up a Facebook page and hope to receive some nice pictures from your onboard adventures, to share with our CMI-Leisure world community.

Please visit us out at: http://cmi-leisure.com/