

PERSONAL INFORMATION

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| Name | Elisabetta Garnero |
| Address | Talatpaşa Bulvarı 11, Sırrı Bey Apt. Alsancak Konak Izmir, Turkey |
| Telephone | 0090 541 5060090 |
| Fax | 0090 232 4651168 |
| E-mail address | betty.garnero@msccruises.com.tr |
| Nationality | Italian |
| DOB | 30.09.1978 |
| Residential Permit | 32-112950 |
| Work Permit | Recorded in the residential permit booklet |
| Insurance number | 3890674802 (Izmir/Kordon) |

WORK EXPERIENCE

2008 – until now

From August 2008 - ... Msc Cruises Company, in Turkey, Cruise Department Manager working as İzmir Port Msc Operation Responsible Marketing & Sales controller.
Gazi Osman Paşa Bulvarı 1/N, ARKAS TURİZM Seyahat acentesi, Alsancak İZMİR.

2007

From January to Beginning March 2008 Msc Cruises Company, embarked on MSC Armonia as Deputy Purser, second Hotel Manager

From November 2007 Aker Yards St. Nazaire / **MSC Cruises** – following MSC Poesia building (Hotel Dept. / passengers and crew cabins / public spaces executive housekeeper).

From August to October 2007 Msc Cruises Company, embarked on MSC Melody as Hotel Manager

From May to August 2007 Msc Cruises Company, embarked on MSC Orchestra as Second Hotel Purser/ Executive Housekeeper.

2007

From February to May 2007 Aker Yards St. Nazaire / **MSC Cruises** – following MSC Orchestra building + Launching (Hotel Dept. / passengers and crew cabins inspector / public spaces as executive housekeeper).

2006

From June to December 2006 Msc Cruises Company, embarked on MSC Musica as Second Purser/ Executive Housekeeper.

From January to May 2006 Aker Yards St. Nazaire / **MSC Cruises** – following MSC Musica building + Launching (Hotel Dept. / passengers and crew cabins inspection / public spaces executive housekeeper).

2005

From 2005 to January 2006 MSC Cruises Company, embarked on MSC Opera as Third Purser/ Reception manager & Chief Housekeeper.

2004

From 2004 to 2005 Msc Cruises Company, embarked on MSC Opera as Cadet Purser/Reception Manager, Following the Launching at the Accomodation Area/ Suites Area as Chief Housekeeper.

2003

From 2003 to 2004 Msc Cruises Company, embarked on MSC Lirica as Reception Manager, following the Launching at the Reception + VIP Areas.

2002

From 2002 to 2003 Msc Cruises Company, embarked on MSC Rhapsody and MSC Melody as Guest relation Manager.

Msc Cruises Hotel Dept/Launching:

In charge of collecting all information concerning ships' visits, daily visitor passes (Travel Agents, Technicians, etc.), VIP and Management guests with relative onboard treatment, daily onboard events, Media/journalists interviews, groups/incentives with relative program preparation and follow up on board. Information delivery to the involved ships / Technical Dept. / local Port Agents and assistance on board during cruises (check-in assistance, daily program follow-up, assistance during cocktails/meetings organization, Captain's table arrangement, Bridge visit, etc.).

Functional relation with:

Msc Cruises Owners, Msc Cruises Management, PR, Human Resources, Marketing, Booking departments and Port Agents.

2000

From 2000 to 2003 Hostess and translator during several shows in Milan Exhibition as BIT / MACEF / MIMO

EDUCATION AND TRAINING

Educational qualification 2002/Translator and simultaneous translator (Spanish & German)

1997/Diploma Liceo Linguistico (English, French, German)

Certificates Crowd and Crises Management certificate
Crisis Management And human Behaviour Course
Basic safety Training certificate
Food Safety Training H.A.C.C.P. Certificate

All the above mentioned certificates have been issued by the Msc Cruises Company and all trainings have been hold on board of the cruises ships as above indicated.

Mother Tongue Italian

Other Languages English (reading, writing, verbal skills: very good)
Spanish (reading, writing, verbal skills: very good)
French (reading, writing, verbal skills: very good)
Turkish (reading, writing, verbal skills: very good)
German (reading, writing, verbal skills: good)
Portuguese (reading, writing, verbal skills: basic)

SOCIAL SKILLS AND COMPETENCES

On board of the Msc Cruises Company ships, I covered positions where daily I worked in a multicultural environments and where the teamwork was the keyword. I worked as Reception Manager, Accomodation Manager, as Hotel Manager, three important managing positions in which I improved my skills working and living with people coming from all around the world. I gave trainings regarding the golden rules to the accommodation area's staff and reception staff in order to teach them how to deal with the passengers aboard.

ORGANISATION SKILLS AND COMPETENCES

Organisation skills and competences have been acquired on the ship as Chief Housekeeper, Hotel Purser and Hotel Manager and above all during the launching of the new ships, in which I have been every time in touch with the owner and all the board staff.

TECHNICAL SKILLS AND COMPETENCES

Computer knowledges Word / Excel system
Reservation Programs knowledges Fidelio system (very good Knowledge)
Amadeus System (good knowledge for hotel reservation)
Micros system, accounting system for cruise ships

DRIVING LICENSE

European Driving License Category B, issued in Vercelli, Italy, on 06.05.1998,
No: VC5025825P

REFERENCES

Mr Pierfrancesco Vago Msc Cruises Company's Senior Officer, Geneva, Switzerland
Mr Antonio Cuccaro Msc Cruises Company, Corporate Hotel Manager, Italy
Mr Marco Maresca Msc Cruises Company, Crew Dpt Manager, Italy
Mr Ulvi Güner Op. Dr., Talatpaşa Bulv., Alsancak, Izmir, **Turkey**
Mr Fatih Sarioğlu Arkas Turizm, General Manager, İzmir Turkey
And Msc Cruises Turkey general Manager Assistant

Faithfully,
Elisabetta Garnero