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#### **CARNIVAL CORPORATION**

Micky Arison, Chairman & CEO	
and FCCA Chairman	.3
Giora Israel, V.P., Strategic Planning	.3
Francisco Nolla, V.P., Port Development	.3

#### CARNIVAL CRUISE LINES

Gerry A. Abraham, V.P., Corporate Purchasing4
Roger Blum, V.P., Cruise Programming4
Gordon Buck, Director, Port Operations4
Amilicar "Mico" Cascais, Director,
Tour Operations
Brendan Corrigan, Sr. V.P., Cruise Operations 5
Dianelys Garcia, Coordinator, Tour Operations5
Joe Lavi, Staff V.P., of Purchasing5
Henry Lopez, Purchasing Director
David Mizer, V.P., Strategic Sourcing5
Gardiner Nealon, Supervisor, Port Logistics6
Mary Sloan, Director, Risk Management
Terry L. Thornton, V.P., Marketing Planning6

#### **CELEBRITY CRUISES**

Richard E	. Sasso,	President														.6	)
-----------	----------	-----------	--	--	--	--	--	--	--	--	--	--	--	--	--	----	---

#### **COSTA CRIUSE LINES**

Hans Hesselberg, V.P., Hotel Operations7
Mario Minuto, Director, Shore Activities
& Shore Excursion7
Capt. Domenico Tringale, V.P., Marine
& Port Operations

#### **DISNEY CRUISE LINE**

Russell Daya, Manager, Marine Operations	•	 7
Larry Stauffer, Manager, Recreation		
& Land Operations		 8

#### HOLLAND AMERICA LINE

Mike Bush, Manager, Port Operations
Mark M. Kammerer, V.P., Marketing
Lisa Rome, Supervisor, Shore Excursions9
Matthew T. Sams, V.P., Caribbean Relations9
Herman Van Deursen, Director, Cruise
Development

#### NORWEGIAN CRUISE LINE

Capt. Kaare Bakke, V.P., Port Operations9
Sharon Dammar, Purchasing Manager,
Food & Beverage

Alvin Dennis, V.P., Purchasing & Logistics10
Armando Martinez, Director of Onboard
Revenue
Joanne Salzedo, Manager, International
Shore Programs

#### **PRINCESS CRUISES**

#### **REGAL CRUISES**

Larry Cross, V.P., Operations	
-------------------------------	--

#### ROYAL CARIBBEAN CRUISES, LTD.

#### **ROYAL CARIBBEAN INTERNATIONAL**

Tellef Lie-Nielsen, Port Development Director . .14 Maria Sastre, V.P., Total Guest Satisfaction . . . .14 Lia Wilson, Manager, Hotel Purchasing . . . . .14

#### STARBOARD CRUISE SERVICES

Hugh Treadwell, V.P., Operations	
----------------------------------	--

#### SUN CRUISES

Tracey Marsh, Onboard Revenue Manager ....15 Myra Shacklady, Marine Operations Manager ...15

#### TOPAZ INTERNATIONAL CRUISES



# Carnival Corporation

#### Micky Arison ~ Chairman & CEO and FCCA Chairman



ike his father, Ted, Micky Arison grew up in the shipping business. But unlike his father, who never particularly wanted a career in the industry, Micky embraced the business and spent the better part of two decades learning it from the ground up.

Arison, 49, followed his education with a two-year stint in the Carnival Cruise Lines sales department. He became reservations manager in 1974, and took over the post of vice president of passenger traffic in 1976, succeeding to the presidency of Carnival in 1979. In 1990 he was appointed chairman of the company's board of directors.

Under his direction, Carnival Cruise Lines has introduced 13 new ships since 1982 - tripling capacity and making it the largest, most successful cruise line in the world. Following the introduction of the fourth vessel, Arison took the company public raising \$400 million for future expansion. The company continued its growth through the traditional avenue of new ship building and also began to diversify into land-based resort operations. But Arison also sought to expand the company's cruise operations by entering new market segments of the industry.

By early 1989, Arison engineered the acquisition of the venerable Holland America Line giving Carnival entree to the premium segment of the cruise industry. Carnival Corporation also holds interests in the ultra-luxury Genoa, Italy-based Costa Crociere, Europe's leading cruise operator, and Cunard Line Limited, comprised of Cunard Line and Seabourn Cruise Line.

Arison's keen attention to marketing and growth priorities has resulted in revenues more than quadrupling to approximately \$2.5 billion in just an eight-year period.

Today, as Chairman of Carnival Corporation, he oversees diversified travel and tourism holdings including 43 cruises ships marketed under six different brand names as well as the largest tour operator and hotel chain in Alaska and the Yukon territory. In addition, he is chairman of the Florida-Caribbean Cruise Association (FCCA). And, as managing general partner of the Miami Heat, he oversees the Arison family's majority holdings in this NBA franchise.

Giora Israel ~ Vice President, Strategic Planning



fter completing his studies in Hotel Management at an Israeli College in 1975, Mr. Israel joined the Tel Aviv Hilton in different positions in the Sales & Marketing Dept., quickly reaching the position of Director of Sales & Marketing for Hilton in Israel. After five years with the Hilton chain, Mr. Israel served as General Manager in two resort hotels in Israel, the Swiss Hotel in Ashquelon and the Grand Beach in Tel Aviv.

In 1984, he left Israel for a tourist attraction development company in the Caribbean, Coral World International, with two facilities – U.S. Virgin Islands and The Bahamas – and spent six years between St. Thomas and Nassau. His project in The Bahamas also included a small luxury hotel. In 1990 Mr. Israel

moved with his family to Miami and became a cruise industry and project development consultant for the Caribbean.

In 1992 he was offered to join Carnival Corporation as Director of Special Projects, engaging in a variety of international developments for the cruise line in Europe. In this capacity Mr. Israel moved to Greece in 1994, assuming the responsibilities for the marketing and operations as Senior Vice President of Epirotiki, a joint venture between Carnival Corporation and Epirotiki Cruise Lines. Once the joint venture concluded he returned to the U.S. to continue his involvement with Carnival Corporation's group of cruise brands in a variety of strategic initiatives and the company expansion in Europe and Asia.

In his present position as Vice President of Strategic Planning, Mr. Israel is involved with Carnival's international expansion and strategic developments in several areas. In addition Mr. Israel heads the corporate port development initiatives, project developments, construction and operation of ports worldwide.

Mr. Israel has been a lecturer in the Seatrade Cruise Academy in Oxford and Cambridge, England. He is a frequent speaker at cruise industry forums in Europe and the Americas. Mr. Israel is also the co-author of the "Dictionary of the Cruise Industry", published in 1999 by the Seatrade Cruise Academy Publications.

#### Francisco Nolla ~ Vice President, Port Development



r. Nolla started in the tourism industry 24 years ago. After receiving his Juris Doctor Degree, he began working for the Tourism Company of Puerto Rico holding various positions there: legal department, assistant to the executive director, and secretary to the board of directors. In 1979 he was appointed Director of the Gaming Department of Puerto Rico, responsible for the supervision and law enforcement at the casinos of Puerto Rico.

control, supervision and law enforcement at the casinos of Puerto Rico.

In 1980, he joined the Sands Corporation as Vice President of Casino Operations at the Condado Plaza Hotel in San Juan. In 1983 Mr. Nolla was appointed Vice President of Palmas del Mar Casino in Humacao, Puerto Rico.

In 1985, Mr. Nolla was retained by the government of the Dominican Republic to review the tourism and gaming legislation and drafted the laws under which slot machines in that country are allowed to operate. As a consultant, he was also involved in negotiations for various hotels in that country such as Jack Tar Village Resorts.

Since 1991 he has been home based in Miami, working for Carnival Cruise Lines' gaming department as Vice President of Development for the division Carnival Hotels and Casinos throughout Latin America. While in this position, he headed the committee that drafted the master plan for the casinos and tourism industry in Panama. His involvement in tourism has led him to travel to over 20 countries.

Currently, Mr. Nolla holds the position of Vice President at a division of Carnival Corporation's Port Development Group.

As a charter member of the International Association of Gaming Attorneys, Mr. Nolla has lectured in gaming and tourism in Latin America, the Caribbean and the United States.

## Carnival Cruise Lines

#### Gerry A. Abraham ~ Vice President, Corporate Purchasing



erry Abraham is Vice President of Corporate Purchasing, Carnival Cruise Lines. After moving from Israel to the United States in 1978, he started a small business. He joined Carnival Cruise Lines as Purchasing Agent in 1983 and received numerous promotions.

In 1990 he became Vice President of Corporate Purchasing, where he is responsible for Carnival Cruise Lines purchasing, as well as those of Carnival Corporation.

#### Roger Blum ~ Vice President, Cruise Programming



oger Blum joined Carnival Cruise Lines in 1972 as a bar waiter aboard the Mardi Gras during a summer break from high school. After working on board during vacations and school breaks and graduating from the University of Florida with a degree in economics/business administration in 1978, Roger began working for Carnival full-time as a junior purser.

In 1979, he was promoted to executive chief purser (now called hotel manager) and served in this capacity until coming ashore in October 1985 to work in the operations department; three months later he was promoted to operations manager.

In 1991, the lure of the sea called once again and he returned to travel to Helsinki for the *Ecstasy's* final stages of construction during which he served as hotel manager and producer of Carnival's first in-house production shows, Apure Ecstasy and Aoba Oba du Caribe. Roger then continued at sea to establish the on-board procedures currently used by the line's hotel managers.

In 1993, he came ashore to assume the position of director of operations and earlier this year was promoted to his present position of vice president of hotel and port operations. In addition to being executive producer of all of Carnival's production shows, his responsibilities include on-board and port operations, as well as the start-up and commissioning of all new ships.

#### Gordon Buck ~ Director, Port Operations



ordon graduated from Lehigh University in 1976 with a master's degree in Business Administration. Gordon's career began in 1978 as Equipment manager at Concord Nopal Lines, a corporate affiliate of Carnival Cruise Lines. He was hired by Carnival in June 1986 as Operations Supervisor and served in that capacity on the Mardi Gras, Jubilee, and Holiday.

Beginning with the Ecstasy in 1992, he has been instrumental in the start-up operations of each of the new vessels that have subsequently joined the fleet. Gordon was promoted to manager of Port Operations in March 1996. In March 1999, he assumed his current position as Director of Port Operations.

#### Amilicar "Mico" Cascais ~ Director, Tour Operations



ico Cascais is a veteran of seventeen years in the cruise industry, with twelve of these at sea. He currently oversees all of the Shore Excursion Operations for Carnival Cruise Lines.

#### Brendan Corrigan ~ Sr. Vice President, Cruise Operations



rendan Corrigan, 44, is Vice President of Operations for Carnival Cruise Lines and is responsible for overseeing all operational aspects of Carnival's 14 vessels. Corrigan joined Carnival in 1978, working aboard several ships as a sanitation officer until 1982, when he became shoreside ship supervisor of the Festivale. He as since served as operations manager and director of operations. In 1992, he was promoted to his current position.

Prior to joining Carnival, Corrigan was a marine and fumigation surveyor for the British company, Rentokil Limited. He received his bachelor of science degree from the Glasgow University in 1976. Corrigan is a member of the International Council of Cruise Lines/U.S. Coast Guard (ICCL/USCG) Partnership Action Team and is involved in the ICCL/USCG's Joint Technical Working Group for Interpretation and Implementation. Corrigan is an active member of the Florida-Caribbean Cruise Association's Operations/Security Committee.

#### Dianelys Garcia ~ Coordinator, Tour Operations



ianelys Garcia has been with the Carnival family since 1997 and with the Tour Operations department since 2000. Ms. Garcia's role with regards to tour operations is varied. As Coordinator, Tour Operations she interfaces with Carnival's Groups Department to schedule tours for charters and large groups. Ms. Garcia works with operators for custom tours as well as with the incentive group contact or meeting planner.

Beyond her group responsibilities Ms. Garcia works closely with the Director, Tour Operations to ensure smooth day to day communication among the ship board staff, tour operators and the Carnival Executive offices. Ms. Garcia resides in Miami, Florida.

#### Joe Lavi ~ Staff Vice President of Purchasing



oe Lavi joined Carnival in 1981 as a clerk in the purchasing/warehouse department and moved to the casino department as a purchasing/distribution agent in 1983.

He left Carnival in 1984 to work as a general contractor and returned in 1989 as an agent in the purchasing department. Following that he held a variety of managerial positions, including director of purchasing, prior to being named staff vice president earlier this year. Before joining Carnival, Lavi worked in the security division of an Israel-based airline.

As staff vice president, Lavi is responsible for the supply of all deck, engine and hotel items necessary for the operation of the vessels, and oversees all shoreside purchases. He is a member of the National Association of Purchasing Management and resides in Coral Springs, Florida.

#### Henry Lopez ~ Purchasing Director



enry is responsible for the purchasing of food, beverage, hotel and technical supplies for the Cunard and Seabourn fleet which consists of the *Queen Elizabeth 2, Caronia, Seabourn Sun* and the ultra-luxury yachts of Seabourn.

Henry joined the Carnival organization in August 2000 with over 15 years of purchasing, logistics and shipboard experience. Henry is married with three children.

### David Mizer ~ Vice President, Strategic Sourcing



avid Mizer's career began with Carnival Cruise Lines from 1980 to 1984 in the position of Food Services/West Coast Manager for Seachest Associates. In 1993 David rejoined the Carnival team as Director of Purchasing, Food & Beverage. His extensive knowledge of the food industry has extended into the publishing arena where he as authored college textbooks in this field. In June 2000 David was promoted to Staff Vice President of Purchasing, Food & Beverage. As of June 2001 David received another promotion to Vice President Strategic Sourcing for Carnival Global Source.

David resides in Fort Lauderdale with his wife, Rieta. His is the father of two grown daughters and grand-father to four.



rior to joining Carnival, Mr. Nealon graduated from the United States Merchant Marine Academy, Kings Point, N. Y. Mr. Nealon received a Bachelor of Science degree, Commission in the U.S. Naval Reserve and a Third Mates license in 1984. Capt. Nealon was a maritime deck officer on various types of vessels, culminating with serving as Captain. During his sailing career, Capt. Nealon served during the Persian Gulf war for Operation Desert Shield and Storm. He was also involved in humanitarian missions to Somalia and the Haitian/Cuban refugee crisis. Capt. Nealon then went shore side, working as a consultant and surveyor for various ship owners and charterers, and was a designated inspector for the Bahamas Maritime Authority. In Jan 2000, Capt. Nealon joined the Carnival family as a Supervisor of Port Logistics. He is responsible for organizing berthing requests for present and future itineraries.

#### Mary Sloan ~ Director, Risk Management



ary Sloan was Director of Risk Management at Marine Transport Lines in New York, an operator of tankers, bulk carriers and special purpose built vessels. Subsequently, she joined Lykes Lines, a liner company operating container and breakbulk ships, as head of their Risk Management and Claims Department in New Orleans.

Mary joined Carnival Cruise Lines in 1993 as Director of Risk Management and became Director of Risk Management at Carnival Corporation overseeing the corporation's insurance program in 1999.

#### Terry L. Thornton ~ Vice President, Marketing Planning



erry Thornton's background in the cruise industry spans more than 20 years beginning with financial and marketing positions at Norwegian Cruise Line from 1977 to 1982. He then moved on to spend five years at Sea Goddess, where, as co-founder and chief operating officer, Thornton played an integral role in launching that operation. Thornton then served as vice president of finance for Windstar Cruises for two years until joining Carnival.

In 1989, Thornton joined the Carnival marketing team as manager of special projects. He was promoted to Vice President, Marketing Planning in 1992 and is responsible for Carnival's marketing and revenue planning functions. Terry represents Carnival Cruise Lines in the Florida-Caribbean Cruises Association as Chairman of the Marketing Committee.

#### elebrity Cruises

#### Richard E. Sasso ~ President



30-year veteran of the cruise industry, Richard E. Sasso is President of Celebrity Cruises, a fivestar premium cruise line with one of the youngest, most innovative fleets in the industry.

Sasso, considered one of Celebrity's "Founding Fathers," was a member of the senior management team that successfully launched Čelebrity Cruises in 1990 and supervised the development of the brand, which has become synonymous with impeccable service and innovative ship design. Under Sasso's direction, Celebrity Cruises has been consistently rated one of the top premium cruise lines by many of the industry's travel guidebooks and consumer surveys; most recently, ranking second in the world in the elite Conde Nast Traveler's annual Readers Choice Awards and similar awards announced in Travel & Leisure.

Sasso is intimately involved in the development of the new generations of Celebrity Cruises' ships-four Millennium-class vesselswhich will bring the fleet to a total of nine ships by 2002. The first in the class, Millennium, which made its maiden voyage in July 2000, was the first cruise ship with gas turbine propulsion, and like its sister ships, has established a number of other industry firsts.

Sasso was promoted to president of Celebrity Cruise since January 1995, after serving as the company's Senior Vice President of Sales and Guest Services. Sasso's industry experience includes executive positions as Senior Vice President and Executive Officer for Costa Cruises, from 1983-1987; General Manager of Chandris Cruises, from 1979-1982; and Regional Sales Manager for Costa Cruises from 1971, when he began his industry career.

Sasso, in 2000, was named chairman of Cruise Lines International Association (CLIA), an organization for which he previously served as vice chairman. He served as chairman of the Florida-Caribbean Cruise Association (FCCA) from 1992-2000, held an executive committee member position in the International Council of Cruise Lines (ICCL), and is a former member of the grievance committee of the Florida Bar Association.

Sasso currently holds memberships in the Association of Retail Agents (ARTA), American Society of Travel Agents (ASTA), the National Association Cruise Only Agencies (NACOA), and serves on the Nature Conservancy's International Campaign Committee. His charity affiliations include the FCCA Foundation for the Caribbean and the Untied Way.

In 1996, Travel Agent magazine honored Sasso as "Cruise Industry Man of the Year." In 1999, NACOA named him "Cruise Industry Executive of the Year." Sasso and his wife, Carmen, have two children, Krystal and Richard, and reside in Miami-Dade County, Florida.

# Costa Cruise Lines

#### Hans Hesselberg ~ Vice President, Hotel Operations



ans Hesselberg began his professional career in the mid 60's at Bergen Line. He later joined Norwegian America Line, remaining until 1970 when he entered the military and attended the Norwegian Air Force Technical Officers School.

Arriving in the US and returning to the cruise industry in 1979, he worked for Norwegian Cruise Lines as Hotel Manager, followed by Scandinavian World Cruises and Commodore Cruise Lines as Director of Hotel Operations. Later he joined American Hawaii Cruises in Honolulu as Vice President of Hotel Operations. Hans came to Costa Cruises in 1995 as Vice President of Hotel Operations/Services after one year with Hallmark and Stellar Services.

Mr. Hesselberg created product guidelines for the Caribbean season for Costa and also oversees the administration/operation of other departments. Hans is married to Mary Thieme and resides in Miami. He is a member of the Rotary Club of Miami, the Chaine des Rotisseurs, the Torque Blanc, and was founder and former President of Les Amis d'Escoffier Society of South Florida.

He graduated from Norwegian Hotel Management School in Stavanger, Norway in 1978 with a BS in Hotel Management. He later completed advanced Financial Management courses at Cornell University, USA.

#### Mario Minuto ~ Director, Shore Activities & Shore Excursion



native of Italy, Mario Minuto began his professional career at Costa Cruises in 1970 and worked as Purser onboard Costa ships until 1979.

In 1979, Mario moved from his shipboard position to begin working shoreside at Costa's main office in Genoa where he has managed several departments: On-Board Personnel, On-Board Sales, Hotel Operations, Entertainment, Tour Operations and Shore Excursions. Specially in Shore Excursions he has achieved extraordinary results both in terms of revenues and quality of services.

After having successfully launched the Costa Port Shopping Program in the Mediterranean cruises, he was recently assigned the responsibility of all Shoreside Operations where he has optimized and coordinated a range of actions aimed at improving the quality of these services in a significant way.

Residing in a small town neighboring Portofino on the Italian Riviera, Mario enjoys listening to music and reading books in their native language (he speaks five languages fluently).

#### Capt. Domenico Tringale ~ Vice President, Marine & Port Operations



native of Italy, Capt. Domenico Tringale began his career in 1957 as Deck Cadet Officer with Sitmar Cruise Line. In 1978 was promoted to Master. In 1985, he moved shoreside in Los Angeles as Vice President Fleet Operation. In 1990, after Sitmar was absorbed by P&O (Princess Cruises), he moved to their office in U.K. as Marine Director.

In 1992 he moved with Costa Cruise Lines to Miami as Vice President Marine Operation and in 2000 he became Senior Port Captain with Carnival maintaining his responsibility with Costa Cruise Lines.

# <u>Disn</u>ey Cruise Line

#### Russell Daya ~ Manager, Marine Operations



ussell Daya is the Manager of Marine Operations for Disney Cruise Line. In this role, Russell is a critical member of the team that has directed the expansion of The Walt Disney Company into the family cruise vacation market with the successful launch of Disney Cruise Line. His responsibilities include ship safety, security, itinerary development, environmental issues, port operations and maritime affairs.

Russell is a 25-year maritime veteran of six major companies. In 1991, for a period of seven years, he served as Captain onboard passenger vessels for Stena Line carrying more than 2000 passengers. In this role, Russell assumed the responsibility for all onboard ship management and operations as part of a decentralized business unit. He was a key leader in the development team of Safety Management Systems for the Stena

Sealink Company, the first British passenger ferry company to become ISM Certified in 1996. He then consulted privately in the area of Safety Management Systems for two years.

He is a member of the Nautical Institute and holds a Class 1 Captain's License Unlimited. Russell is also an active member in the Florida-Caribbean Cruise Association representing Disney Cruise Line on the Security and Operations Committee.

He was born and educated in the United Kingdom and currently resides with his wife, Lisa, in Orlando, Florida. They are keen golfers, enjoy fishing and are active in local voluntary work.

#### Larry Stauffer ~ Manager, Recreation & Land Operations



arry Stauffer is the Manager of Recreation and Island Operations for Disney Cruise Line. In this role, Larry is responsible for the development and continuing operations of Disney's private island, Castaway Cay. This includes the areas of recreation, custodial, landscaping, maintenance, logistics and transportation. Other responsibilities include partnering with key operations managers in the areas of Merchandise and Food & Beverage to ensure a smooth and seamless island experience for our guests.

In addition, Larry is also responsible for the development, operation and continuing evaluation of shore excursions for all Disney Cruise Line itineraries including eight ports in The Bahamas; and both Eastern and Western Caribbean. Larry also oversees onboard recreation areas including the Vista Spa & Salon, the Photography Department, and the Arcade on both ships.

Larry, a twelve year Disney veteran, held various operational management roles at The Walt Disney World Resort prior to joining Disney Cruise Line. These roles included Water Parks Manager for Typhoon Lagoon, Food & Beverage Manager for Disney's Yacht & Beach Club and Regional Food & Beverage Manager.

Larry is active in the industry as a member of the FCCA's Security and Operations Committee.

# Holland America Line

#### Mike Bush ~ Manager, Port Operations

ike Bush has been in his current role at Holland America Line since January 1998. It is his responsibility to provide a reliable management system to enable ship calls in all ports world-wide. He manages a system that generates information necessary to plan ship calls, meet port authority requirements, plans and controls appropriate shore activities, and formulates and controls the associated budgets. He also maintains effective liaison with state, federal, and international regulatory agencies.

Prior to assuming his current position with Holland America Line, Mr. Bush was Manager of Shore Operations for Holland America Line in Tampa, Florida. In this role he oversaw all facets of passenger service involved with the embarkation/disembarkation and transportation of Holland America Line and Carnival Cruise Lines guests in Tampa. Mr. Bush served in this capacity from September 1994 until January 1998.

Mr. Bush is a graduate of the University of Washington in Seattle, Washington.

#### Mark M. Kammerer ~ Vice President, Marketing



olland America Line-Westours Inc. announced the appointment of Mark M. Kammerer as the new Vice President, Worldwide Cruise Marketing, on February 29, 2000.

Kammerer is responsible for directing the development and execution of all marketing programs for cruises in Alaska, the Caribbean, Europe, Panama Canal, Hawaii, Mexico, South America and Canada/New England, as well as the company's annual Grand World Voyage.

"Mark Kammerer is an able senior executive who brings a wealth of experience and knowledge in the area of travel industry and cruise marketing and brand management to Holland America's marketing team. This is a truly exciting time to join our company as we expand our fleet and our cruise programs," David

Giersdorf, Senior Vice President, Marketing and Sales, said at the time.

Kammerer joined Holland America Line from Club Med Sales Inc., Coral Gables, Florida, where he served as Vice President, Marketing, responsible for advertising, marketing services, promotions, barters, events, public relations, internet, product development and customer relations. Previously, he was Director of Marketing for Royal Caribbean International, leading the team responsible for all trade and consumer marketing. Prior to that, he spent 10 years in consumer brand marketing for The Pillsbury Company.

Kammerer has a B.A. from Duke University, Durham, N.C., and an MBA in marketing/accounting from the University of Chicago-Graduate School of Business.

Holland America Line is a member of the exclusive World's Leading Cruise Lines Alliance, which also includes Carnival Cruise Lines, Cunard Line, Seabourn Cruise Line, Costa Cruises and Windstar Cruises. Together, these member lines share a commitment to quality and value, offering cruise vacations that appeal to the widest range of lifestyles and budgets and sail to some of the world's most exciting destinations. Among the highest rated major cruise lines, Holland America leads the cruise industry's 7 premium niche. Holland America Line has won the "Best Value in Cruising" award from the World Ocean & Cruise Liner Society for the last eight years.

#### Lisa Rome ~ Supervisor, Shore Excursions



isa Rome, who is responsible for the shore excursion programs for Holland America Line -Westours, was appointed to her current position in 1995. She oversees the development, sales and promotion of the company's shore excursions for Alaska, Caribbean, South America and Canada/New England.

Rome has been with Holland America Westours since 1990, when she joined the company as an on-board shore excursion manager. Prior to joining the company, Rome was field office coordinator for University of Pittsburgh's Semester at Sea World Cruise, Shore Excursion Manager for World Explorer Cruises in Alaska and Assistant Shore Excursion Manager for American Hawaii Cruises Tahitian program.

#### Matthew T. Sams ~ Vice President, Caribbean Relations



atthew T. Sams is currently vice president, Caribbean relations, for Holland America Line-Westours Inc., a subsidiary of Carnival Corporation.

Appointed in June 1997, Sams is responsible for representing Holland America's interests with the various governmental and regulatory agencies with which the company is involved in the Caribbean, Latin America and Florida. He also is responsible for the overall operation of the company's private island destination, Half Moon Cay, in the Bahamas. Based in Ft. Lauderdale, Florida, Sams is Holland America Line's representative to the Florida-Caribbean Cruise Association.

Sams joined Holland America from its sister company, Carnival Cruise Lines, where for the previous 12 years he held successively more responsible positions in operations. Prior to joining Holland America, he was the Director of Port Operations for Carnival, responsible for all port arrangements, shore excursions, Alaska and Hawaii operations, tender construction and port expansion program and interior design for existing vessels.

A graduate of Bakersfield College in California, Sams also is a member of the American Institute of Wine and Food. He and his wife Michelle, whom he met on a cruise to Alaska, reside in a suburb of Ft. Lauderdale.

#### Herman Van Deursen ~ Director, Cruise Development



erman van Deursen has traveled the world with Holland America Line, holding numerous managerial positions with the company throughout his 40-year career in the cruise industry.

Born in the Netherlands, van Deursen joined Holland America Line in 1956 and sailed on HAL vessels as a purser for seven years before moving into the corporate side of HAL's operations in New York in 1963. He held various sales and marketing positions, including Sales Director for Australia, New Zealand and the Far East, for which he lived in Singapore and Sydney. He is currently Director of Cruise Development for Holland America, overseeing worldwide cruise itinerary and deployment planning.

## Norwegian Cruise Line

#### Capt. Kaare Bakke ~ Vice President, Port Operations



aare Bakke, a 28-year employee of Norwegian Cruise Line, was promoted to Vice President of Port Operations in May 2000. In his current position, he is responsible for the development and risk assessment of new itineraries; berthing surveys, requests and confirmations; port agent network; terminal operations including docking, storing and stevedoring; operations at NCL's private island, and liaising with Customs, Immigration and governmental authorities.

Bakke began his career onboard as a First Officer and was later promoted to Chief Officer, Staff Captain and to Captain in 1980. From 1987, and prior to his current role, Bakke was Superintendent of Maritime Operations until his recent promotion to Vice President. Bakke is based at NCL's corporate headquarters in Miami.

#### Sharon Dammar ~ Purchasing Manager, Food & Beverage



haron Dammar is Purchasing Manager of Food and Beverage for Norwegian Cruise Line. She has been in their employ for the last 14 years and her current responsibilities covers all issues and activities pertaining to the procurement of Food and Beverage for the entire fleet. Sharon holds a Masters Degree in Hospitality Management from Florida. International University.

#### Alvin Dennis ~ Vice President, Purchasing & Logistics



lvin Dennis, Vice President of Purchasing and Logistics, is responsible for corporate purchasing including consumables, food, beverage and maritime spares for NCL's fleet of modern passenger cruise ships.

Born in Trelawny, Jamaica, Alvin has more than 25 years of experience in hotel management and purchasing having previously held positions as Assistant General Manager at the prestigious Frenchman's cover in Port Antonio, Jamaica; General Manager of the Villas Negril. He joined NCL's former purchasing division of Caribbean ship chandlers in 1981 and served as Manager of Consumables Purchasing and Director of Purchasing before being named Vice President for Purchasing and Logistics in 1999. Alvin represents Norwegian Cruise Line in the **Florida-Caribbean Cruise Association as Chairman of** 

#### the Purchasing Committee.

Alvin holds a Masters Degree in Management with a major in international Business from St. Thomas University in Miami and did his undergraduate studies at Barry University. He is based in Miami, Florida.

#### Armando Martinez ~ Director of Onboard Revenue



rmando E. Martinez, a 21-year veteran of the cruise industry, is Norwegian Cruise Line's Director of Onboard Revenue and Concessions, which is responsible for many of the revenue areas onboard the ships.

Martinez joined Norwegian Cruise Line in 1977 and has served in several capacities including Manager of Cruise Staff and Cruise Programs.

Martinez has a Business Administration degree from Florida International University. Armando is based at Norwegian Cruise Line's corporate headquarters in Miami.

#### Joanne Salzedo ~ Manager, International Shore Programs



oanne began her career in the travel industry as a tour director for a large tour operator in Boston and traveled extensively throughout the world in that capacity. After moving to Miami she operated a destination management company in the Miami area and worked with many incentive and convention groups. Joanne joined Norwegian Cruise Lines in 1999 as Manager of Shore Programs. Her department plans the shore excursions offered on board all of NCL ships worldwide.

# Princess Cruises

#### Tom Anderson ~ Manager, Caribbean & Atlantic Shore Operations



om Anderson is the Manager of Shore Operations for Princess Cruises and is responsible for the Adventure Ashore Tour Program, the New Waves Scuba Program and the logistics operations for San Juan, New York, Boston, Montreal, Puerto Caldera and Ft. Lauderdale (summer). He has been with Princess Cruises for seven years and involved in the cruise industry for fourteen years. Prior to that, Tom was a supply officer in the United States Navy and graduated from the University of Colorado in Boulder.

He and his wife Nancy live in Miami with their two children Chandler and TJ.

#### Dean Brown ~ Executive Vice President, Sales, Marketing & Customer Service



ean Brown, Princess Cruises' Executive Vice President of Sales, Marketing and Customer Service, is responsible for leading the company's sales and marketing efforts, as well as overseeing the customer service area which includes reservations and all travel agent support activities. In addition, Brown serves as Chairman and CEO of Princess Tours, with responsibility for the company's extensive operations in Alaska including passenger logistics, rail operations, land excursions, hotel operations and construction,

and product development. He also oversees the company's land program around the world.

Brown began his career at Princess Tours in 1979 in the reservations department and subsequently held management positions in operations, planning and development. He was appointed V.P. of Reservations and Operations in 1989, promoted to President in 1995, and Executive V.P. of Sales, Marketing and Customer Service in 2000.

Brown has been Chairman of the North West Cruise Ship Association since April 2000. Prior to his appointment he served as Vice Chairman and Chairman of Finance. Brown has been an active member of the Alaska Visitors Association (AVA) for more than 15 years and joined the organization's board of directors in 1989, holding the position of AVA President in 1996. A native of Washington, he graduated from the University of Washington with a B.A. degree in communications and history. He and his wife Susan have three children.

#### Jeffrey Danis ~ Vice President, Purchasing & Logistics



s Vice President of Global Purchasing and Logistics, Jeff Danis is responsible for the worldwide operations of buying, storing, and moving products and services for the four company brands: Princess Cruises (US), AIDA/Seetours (Germany), P&O Cruises (UK), and P&O Cruises (Australia). In this position, Danis determines strategy and processes for global sourcing of food, medical, hotel, furnishings, entertainment, engineering, corporate items, and other miscellaneous items and services; planning and inventory management; and warehouse and logistics operations. At Princess Cruises, he also manages the corporate facilities and customer documentation's center.

Danis is a 20+ year veteran of supply chain management. Prior to joining Princess Cruises in 1999, he was Executive Director of Worldwide Sourcing at Raytheon Systems Company. Before Raytheon, he held sev-

eral management positions at Hughes electronics in purchasing, inventory/production control, shipping/receiving, strategic sourcing, and supply chain integration.

Danis graduated from the California State University, Long Beach and was a volunteer in the United States Peace Corps in Peru. He currently lives in the Los Angeles area with his wife and four children.

#### Stephen A. Nielsen ~ Vice President, Caribbean & Atlantic Shore Operations



tephen A. Nielsen is a 30 year veteran of Princess Cruises, having joined the company in 1969 as a Marine Operations Assistant. He rose within the ranks to Vice President of Marine Operations in 1974, responsible for vessel scheduling, port planning, passenger transfer and shore excursion programs for the line's worldwide ports of call.

In early 1995, Mr. Nielsen was appointed to his current position, managing Princess' relationships with federal, state and local government officials in the Caribbean and Florida. He is also responsible for managing marine and other related operational matters in the Caribbean, where six of the line's cruise ships are based, and is administratively responsible for Princess' office in Fort Lauderdale, Florida.

Mr. Nielsen is a member of the Florida-Caribbean Cruise Association's Executive Committee and formerly served as Chairman of that organization's Security and Operations Committee. He is also a member of the U.S. Immigration and Naturalization Services User Fee Advisory Committee.

Mr. Nielsen presently resides in Fort Lauderdale, Florida with his wife Dorine and their son Arne.

# Regal Cruises

Larry Cross ~ Vice President, Operations

Ifter college Larry started with Norwegian Caribbean Line in 1972 as Port Agent. In 1975 he joined Carnival Cruise Lines as Chief Purser. In 1983 he moved to Commodore Cruise Line as Hotel Manager. In 1990 Larry stopped sailing on ships and became a member of the group that formed Seawind Cruise Line as Vice President, Operations.

Wanting to move from Miami, Larry relocated to the Tampa Bay area in 1995 and joined Regal Cruises as Vice President, Operations.

# Royal Caribbean Cruises, Ltd.

#### Lisanne Bogle ~ Manager, Hotel Purchasing



isanne Bogle has been with Royal Caribbean Cruises Limited for three years as Manager, Hotel Purchasing and is responsible for overseeing the Company's worldwide procurement of hotel consumables, such as cabin linen, industrial paper, glassware, china, flatware and janitorial. Prior to joining Royal Caribbean, Lisanne was with HPI, the purveyors for SANDALS Resorts. Prior to that, she was with J. Wray & Nephew Limited as Export Marketing Manager for the world renowned Appleton Rum.

Lisanne earned a Bachelor of Science Degree from the University of the West Indies and a MBA in International Marketing from Florida International University. Lisanne, who is originally from Jamaica is participating in the FCCA for the second year and is a firm supporter of the relationship between the cruise lines and the Islands in the Caribbean.

#### Richard D. Fain ~ Chairman & CEO





ichard D. Fain is Chairman and Chief Executive Officer of Royal Caribbean Cruises Ltd., the global cruise company operating 17 ships under the Celebrity Cruises and Royal Caribbean International brand names.

Fain joined Royal Caribbean in 1979, serving as an outside director on the company's Board of Directors. He became increasingly involved in the management of the company in the late 1980's and was named Chairman and CEO of the cruise operator in 1988. Fain joined Royal Caribbean from Gotaas-Larsen Shipping Corp., a London-based owner and operator of cargo ships. During a 13-year tenure, he served as Treasurer, Chief Financial Officer, and later became Joint Managing Director.

Fain is the 1999 co-chair of the United Way Campaign of Dade County, and was the Chair of the 1999 POW WOW Host Committee in Miami. In other community roles, he serves on the University of Miami Board of Trustees, the Board of Trustees of Temple Beth Am, The National Conference of Christians and Jews' Florida Society of Trustees, and is current Chairman of the International Council of Cruise Lines. He served as Chair of the Greater Miami Convention and Visitors Bureau for two years from 1995-1996. He is on the Board of Directors for The South Florida Annenberg Challenge. He is a director of the Assuranceforeningen Gard, a Norway-based insurance underwriting firm. And, he is a member of the World Wildlife Fund National Council, a member of the Council of 100, and the Alliance for Ethical Government.

Honors include 1999 Statesman of the Year of the Wharton School Club of South Florida, 1998 Humanitarian of the year by the American Red Cross of Greater Miami and the Keys, Chevalier de la Legion d'Honneur (French Legion of Honor). This year he will receive the Anti-Defamation League of B'nai B'rith Distinguished Community Service Award.

Fain holds a B.S. degree in economics from the University of California at Berkeley and a B.A. from the Wharton School of Business at the University of Pennsylvania. Fain and his wife, Colleen, have four children and reside in Miami-Dade County, Florida.

#### Bill Fay ~ Insurance Specialist, Risk Management



ill Fay is Insurance Specialist, Risk Management for Royal Caribbean Cruises Ltd. He is responsible for the shoreside and marine insurance programs for both Royal Caribbean International and Celebrity Cruises.

Prior to joining Royal Caribbean in 2000, Mr. Fay worked as Risk Manager for General Roofing, the largest commercial roofer in the US. Mr. Fay holds a Bachelor of Arts Degree from LaGrange College and has obtained the designation of Certified Insurance Counselor (CIC).

#### James Haller ~ Manager, Strategic Planning

amie Haller is Manager, Strategic Planning for Royal Caribbean Cruises Ltd. He is responsible for itinerary development for for the Royal Caribbean International and Celebrity Cruises brands as well as corporate strategic planning and business development.

Mr. Haller holds a B.S. in Accounting from the State University of New York at Buffalo.

Andy Horton ~ Executive, Shore Excursions & Explorations



ooking for more of a challenge, I left the hotel industry and joined Carnival Cruise Lines in the early 80's. I spent another 10-years at Regency Cruises as Manager of Vessel Operations before joining Royal Caribbean International in 1995 as Manager of Port Planning and most recently, Shore Excursions Executive.

#### David Lait ~ Manager, Shore Excursions



avid Lait started working on cruise ships in 1973, for the then Chandris family of companies. Starting as an entertainer he soon became a Cruise Director and remained in that capacity until deciding that it was time to "come ashore" in 1990.

So, after seventeen years at sea and with a tremendous amount of port knowledge, he was offered a managerial position with the shore excursion department of Celebrity Cruises. After the merger with RCCL in 1997, he became the Manager of Administration and Finance of the Shore Excursions and Explorations department for both Royal Caribbean International and Celebrity Cruises Inc.

#### Michael Ronan ~ Associate Vice President, Destination Development



s Associate Vice President of Destination Development for Royal Caribbean Cruises Ltd., Michael Ronan is responsible for developing and maintaining relationships between the ports visited by the ships operated by Royal Caribbean International and Celebrity Cruises and the cruise brands. Ronan has played an important role in achieving excellent relations with communities from Alaska, the Caribbean and Europe, to Asia, Australia and South America. As the cruise brands expand their fleets, Ronan will continue to identify new opportunities and assure a good strategic relationship with more than 150 destinations around the world, with major emphasis in the Caribbean region.

Prior to his current position, Ronan served as Director of Shore Excursion Programs and Destination Development, and was responsible for developing relationships with private and public venues, and excur-

sions vendors for more than 1,000 tours and excursions in more than 150 ports of call worldwide. Although primarily responsible for the selection of tour operators and excursions, Ronan was also very involved in fostering and strengthening relationships with destination governments, the private sector and retailers in particular.

Ronan joined Royal Caribbean International in 1989 as Director of Port Planning, a newly created department within Hotel Operations. Ronan's responsibilities included shore excursions, the selection of port agents, the berthing of ships worldwide and industry associations.

Prior to joining Royal Caribbean, Ronan worked for Norwegian Cruise Line as Director of Cruise Programs. Before working directly in the cruise industry, Ronan spent more than 12 years as an owner and manager of two tour and excursion companies servicing major cruise lines that use the Dominican Republic as a port of call. In 1972, he co-founded and managed Cafemba Tours in Puerto Plata and in 1978, he co-founded and was president of Seatur, a Santo Domingo based tour operator. Both organizations still exist today.

Ronan represents Royal Caribbean International in the **Florida-Caribbean Cruise Association as Chairman of the Operations Committee.** He is also a member of the North West CruiseShip Association in Vancouver, is on the board of the Los Angles Cruise Ship Terminal, and occupies a seat on the Board of Directors of the Caribbean Tourism Organization.

Ronan received a Bachelor of Arts in Sociology from Western Michigan University. Following graduation in 1970, he joined the Peace Corps as a volunteer in the Dominican Republic. He and his wife Patricia have two children, Michael Jr. and Christine, and live in Pinecrest, Florida.

#### Alfred Sanchez ~ Community Relations Executive



Ifred Sanchez recently assumed an expanded role of Director of Government & Community Relations for Royal Caribbean Cruises Ltd. Since April of 1998, Mr. Sanchez has been responsible for carrying out the company's vision of enhancing the well being of the communities throughout 160 ports of call. Overseeing a corporate charitable program that in 2000 was responsible for more than \$7.5 million of assistance to communities around the world, Mr. Sanchez also helped initiate RCL's volunteer program called G.I.V.E. (Get Involved, Volunteer Everywhere) that provides the 20,000 employees worldwide with an opportunity to give tens of thousands of volunteer hours in service of worthy causes. Among some of the charitable projects Mr. Sanchez has helped advance are the building of the first children's library in Antigua, the construction of the first public swimming facility in St. Thomas,

USVI, and the development of an annual relationship with the Make-A-Wish Foundation to fulfill the cruise wishes of 200 children and their families battling life-threatening diseases. Prior to his post at Royal Caribbean Cruises Ltd., Mr. Sanchez was the CEO of the American Red Cross of Greater Miami & The Keys.

Mr. Sanchez is very active in the community, sitting on many boards, including The International Council of Cruise Lines, the Beacon Council, The Donor's Forum, Hands-On-Miami, Tickets-to-Paradise, and the United Way of both Dade and Broward counties. Mr. Sanchez is married to Rose M. Livingston-Sanchez, and has two daughters, Jessica, 19, and Martina, 10.

#### John Tercek ~ Vice President, Commercial Development



ohn Tercek brings nearly 20 years experience in project investment and development to this position as Vice President of Commercial Development for Royal Caribbean Cruises Ltd. He is responsible for overseeing infrastructure projects and ventures to support the company's strategic growth objectives, with a special emphasis on port and facilities development to support fleet

Tercek's achievements also include arranging acquisition of twelve shopping centers in Southern California for Burnham Pacific Properties, where he played a key role in creating and implementing that company's urban infill investment program that grew to \$1 billion on the West Coast. Previously, Tercek was vice president of International Development for SeaWest Energy Corporation, where he developed the first private gas

co-generation power plant in Spain and structure project financing for the largest renewable energy project in Europe in the United Kingdom, among other accomplishments. His professional career spans many large-scale projects in the areas of retail, industrial and multi-family real estate development and investment, and co-generation power development and investment; he has been involved in over \$1 billion of development transactions.

John is a graduate of the Wharton School of Finance at the University of Pennsylvania and Fordham University Law School and is a member of the New York Bar. He and his wife, Linda, have one child and live in Coconut Grove, Florida.

#### James Walton ~ Associate Vice President, Supply Chain



im Walton is Associate Vice President, Supply Chain at Royal Caribbean Cruises, Ltd. Having been with Royal Caribbean four years, Jim's primary areas of responsibility are logistics, supply chain planning, inventory management, and newbuild/drydock projects. Jim was recently promoted to Associate Vice President from Director of Materials & Logistics.

Prior to joining Royal Caribbean, Jim was Corporate Transportation Manager for Compaq Computer Corporation in Houston for six years, and he worked 18 months with third party logistics provider Fritz Companies. Jim earned a Bachelors degree in Materials & Logistics Management from Michigan State University and is currently attending the University of Miami MBA program.

# Royal Caribbean International

#### Tellef Lie-Nielsen ~ Port Development Director



aptain Tellef Lie-Nielsen worked with Norwegian Cruise Line for 11 years, 8 years on the ships and 5 years shoreside in Marine Operations.

Captain Lie-Nielsen joined Royal Caribbean International in 1995 as Port Captain and was then promoted to Marine Superintendent. In 2000 he became the Director for the Marine Nautical Department and currently holds the position of Port Development Director dealing with all the port issues.

#### Maria Sastre ~ Vice President, Total Guest Satisfaction Services



s Vice President, Total Guest Satisfaction Services for Royal Caribbean International, Ms. Sastre is responsible for Royal Caribbean's culinary and beverage operations, entertainment, shore excursions, guest cabin services, private island destinations, cruise activities and programming, as well as other areas.

Ms. Sastre joined Royal Caribbean International after serving as Vice President of Customer Satisfaction for United Airlines. She was appointed to that position in July 1999, to lead the newly created division charged with refining the customer experience. Ms. Sastre joined United in 1992, as Director of Sales and Planning for Latin America. In 1994, she was promoted to the position of Director of International Sales Planning for Asia, Europe and Latin America. In 1995, she was promoted to Vice President for Latin America operations

which included Latin America, the Caribbean and Miami. In that position Ms. Sastre earned the highest customer satisfaction ratings for any region in the airline's worldwide operations. Ms. Sastre also served as Senior Director of Sales and Distribution at Continental Airlines where she began work in 1989. Prior to that, she held a variety of managerial positions in finance, technology, marketing, international operations, and sales at Eastern Airlines.

Ms. Sastre's education includes an Associates degree in accounting from Miami-Dade Community College, a Bachelor's degree in marketing from the New York Institute of Technology and a Master's in Business Administration also from the New York Institute of Technology.

Ms. Sastre's professional affiliations include serving on the Board of Directors of Darden Restaurants, parent of Red Lobster, Olive Garden and Bahama Breeze Restaurants, as well as serving on the boards of the Greater Miami Chamber of Commerce and the Greater Miami Convention and Visitors Bureau. She is a member of the International Aviation Women's Association (IAWA) and the International Women's Forum (IWF). Ms. Sastre has also served on the executive Boards of United Way of Dade County, new World Symphony and the Beacon Council.

Lia Wilson ~ Manager, Hotel Purchasing

ia Wilson, Manager, Food Purchasing, oversees the sourcing, purchasing and contracting of all food related commodities for Royal Caribbean. Lia joined the company in May, 2000 as a Senior Purchasing Agent and was promoted to Manager in January 2001.

Prior to joining Royal Caribbean, Lia held purchasing management positions at two major foodservice distributors. Lia received her Bachelor of Science degree in Communications from the University of Miami in 1993.

# Starboard Cruise Services

#### Hugh W. Treadwell ~ Vice President, Operations



ugh W. Treadwell is the Vice President of Operations for Starboard Cruise Services, a wholly owned subsidiary of LVMH, Moet Hennessey-Louis Vuitton based in Miami, Florida. Starboard provides onboard duty-free and travel retail shopping operations for Carnival Cruise Lines, Celebrity Cruises, Costa Cruises, Cunard Line, Festival Cruises, Holland America Line, Discovery, Norwegian Cruise Line, Radisson/Seven Seas, Royal Caribbean International, Rennaissance, Seabourne, Silver Seas, and Wind Star.

Treadwell is in charge of operations for Celebrity Cruises and Royal Caribbean International and is currently developing a company-wide "trunk show" program to sell various products and brands on Starboard's ships worldwide.

Prior to joining Starboard, Treadwell was the Vice President of Onboard Media, an LVMH sister company based in Miami Beach, Florida offering publishing, promotion, video and management services to the cruise and hotel industry worldwide. He was Onboard Media's first Port & Shopping Guide prior to becoming Manager of Port Shopping Programs and then Vice President in 1995.

Treadwell is an author of various articles on luxury products and trade articles, the creator and Executive Editor of "Time and Design, The Cruising Guide to Fine Watches and Jewelry," and often serves as an expert speaker at industry-related conferences and seminars. He is a graduate of Texas Tech University and holds a degree in Marketing.

# Sun Cruises





and, air and sea—with a sound background knowledge of sales, marketing and customer service, Tracey started within the travel industry in resort almost 17 years ago gaining valuable front of house experience. After several years on land she then moved into the airline, with working knowledge of individual areas of cabin service.

Within the last five years she has changed career path, to the sea, working for Sun Cruises, firstly on board as Shore Excursion Manager moving into her current role in Manchester as Onboard Revenue Manager monitoring all aspects of shore excursions and retail departments on board their vessels.

#### Myra Shacklady ~ Marine Operations Manager



yra has worked in shipping since 1976, she was a management graduate with P&O and spent 15 years in operations and marketing at P&O before moving to Stena Line, where for 5 years she was Port Manager for the UK-France ferry operation.

Myra has worked for Sun Cruises as Marine Operations Manager since 1996.

# Topaz International Cruises

#### Paris Katsoufis ~ President



Master Mariner, with 30 years in the cruise industry out of 42 years in shipping, is the President of Kyma and Topaz International Cruises, owners of the *TSS "The Topaz"* chartered to Thomson Holidays. Kyma is also managing two Casino ships the *M/V "Texas Treasure"* and *M/V "Contessa"*. In his prior position as President of Cunard Line Ltd., he succeeded in the turnaround of the Company from a negative operating income to positive in a very short time.

Prior to Cunard, Captain Katsoufis was the Co-Founder and President for 15 years of Dolphin and Majesty Cruise Line operating at their peak with five (5) ships.





FLORIDA-Caribbean Cruise Association



# September 24 - 27, 2002

# 9th Annual FCCA Caribbean Cruise Conference & Trade Show



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