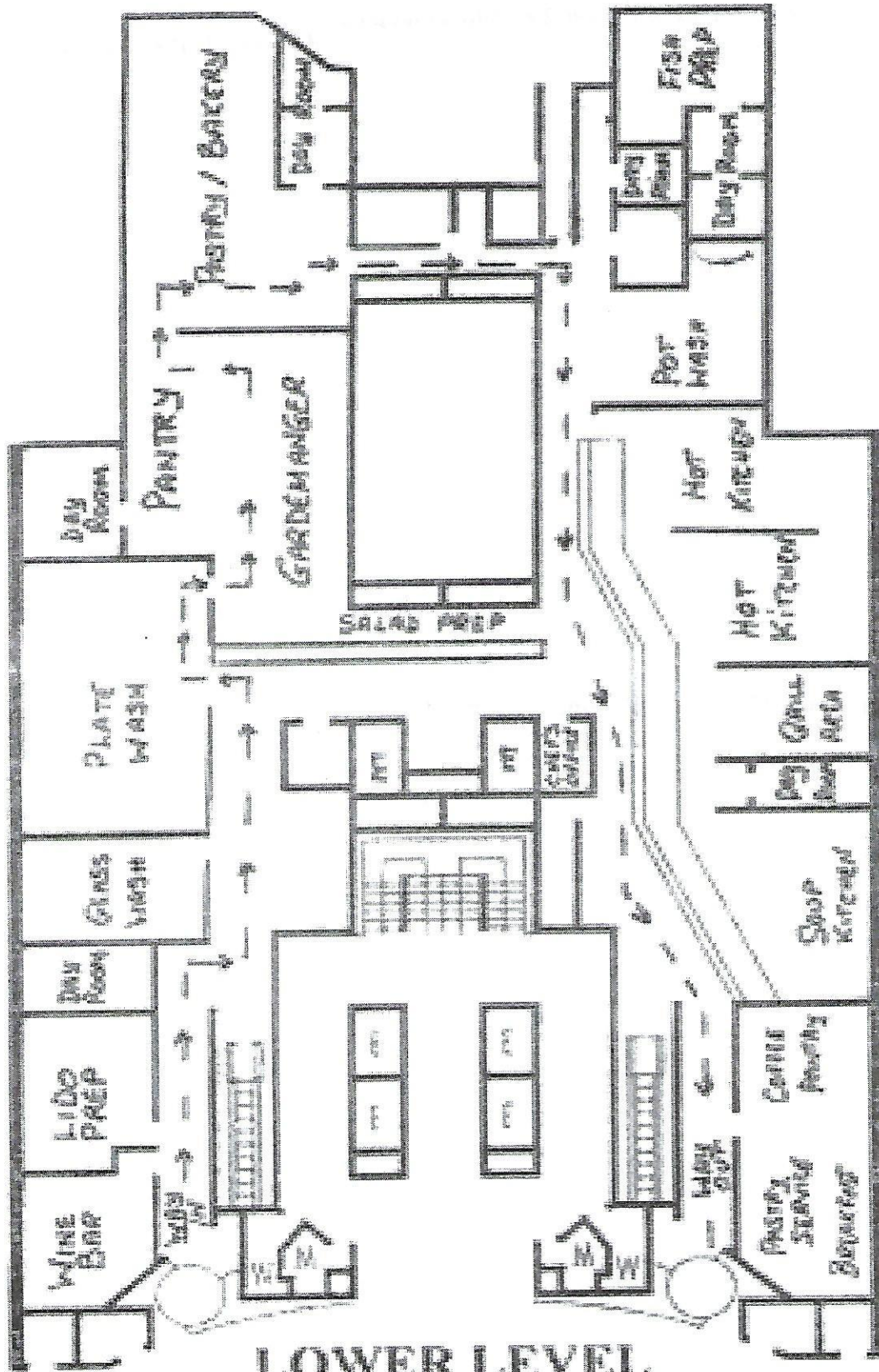


VEENDAM KITCHEN PLAN



LOWER LEVEL

DINING ROOM

WELCOME

TO THE KITCHEN OF THE VEENDAM

We wish to thank you for your interest in our operation and would like to show you where we prepare 90% of the food for 1400 guests and 579 crew members.

You will enter the kitchen at the same place your Steward Restaurant and his Assistant do when serving you on the lower level of the Dining Room. Since you are entering through the Dining Room it might interest you that our Dining Room Staff of 72 consists of the following:

Dining Room Manager	1
Assistant Dining Room Manager	3
Head Steward	5
Restaurant Steward	25
Assistant Restaurant Steward	25
Room Service Steward	5
Food Runner	10
Assistant Lido Steward	7
Doorman	2
Wine Steward	7

When entering the kitchen you will see the Wine Bar at your left hand side, where your Wine Steward collects his/her orders. Continuing you will see the Lido preparation pantry where all the cold food for the Lido is prepared. If you look on your right hand side you will see the escalator which is used by the Dining Room Staff who serve you on the upper level of the Dining Room.

Now you are entering the dishwashing area where the Foreman and his crew work hard to clean the items right after they return to the kitchen. This area is divided in two. The first part is only for our glassware and the second part for all our chinaware. In the evening there are two crew members assigned in the glass washing and 7 in the main dishwashing. In total we have 19 crew members and one Foreman Dishwashing working, not only in this dishwashing area, but also in the Lido and Room Service areas. In this particular area they wash approximately 3,000 dinner plates, 7,000 dessert plates, 2,000 side plates, 5,000 glasses etc. Not to speak of ramekins, plate covers, silver cutlery, trays and other odds and ends.

From the dishwashing area you will enter the cold kitchen where all cold appetizers, sandwiches, cheese platters, fresh juices and salads are being prepared. This is most likely the healthiest part of our kitchen.

Continuing with our tour, you will now enter the pastry and bakery area. This is an area where you all, most likely, would like to stay a little longer. The Pastry Chef and his staff prepare a wide variety of cookies, pies, chocolates, petit fours etc. A lot of extra work needs to be done when we have one of our beautiful show buffets, Dessert Extravaganzas or Royal Dutch High Teas. Our Baker and his staff prepare over 20 kinds of different breads daily. That would include about 120 loaves of bread, 100 loaves of French Bread, 4,000 dinner

Leaving the Pastry and Bakery area behind us, you will see right in front of you the Fish Preparation Room, where our Fish Cook and his assistant make fillets from freshly bought fish, approx. 300 lbs of fresh fish for one dinner serving. Of course we also have frozen fish, lobster, shrimp, mussels etc.

After we pass the Fish Prep. you will see the Pots and Pans Wash on your left hand side, where 2 crew members under the supervision of the Foreman take care of cleaning all pots and pans used for the preparation of your meal. The Foreman Kitchen supervises 19 crew members in total who are working hard to keep the floors, walls and ceiling of the Main Kitchen and also the Lido Pantry, Room Service Pantries and Crew Kitchen, in a clean and shiny condition.

Then we walk right into the busiest area of the kitchen during service; the Hot Kitchen, where your Restaurant Steward picks up your hot appetizers, soup and main course. Behind the service counter each Chef de Partie of the Hot Kitchen has his own little area to prepare his items. All items are prepared in small batches to maintain perfect taste, texture and temperature. Several Cooks prepare the plates when a Steward passes on his orders to them.

When you look to your right you will see the side of the cold kitchen that the Stewards pass when they pick up your cold appetizer or salad during service. All items are put in the refrigerators, the Steward just needs to open the door and "reach in" to get the right dish. Also on your right hand side you will see the Executive Chef's Office. Right in front of you, you will see the escalator used by the Stewards to go back to the upper level of the Dining Room. A little bit further down you see our Coffee Pantry where we freshly brew your coffee and also have espresso and cappuccino available. In the far corner we have the service counter for the pastry and the working area of the Breakfast Cool.

All together the Kitchen Staff (total 80 persons) consists of:

Executive Chef	1
2nd Executive Chef	1
Sous Chef	2
Chef de Partie/Demi Chefs	3
Bakery	4
Pastry	5
Butcher	2
Assistant Cooks	14
Apprentice Cooks	2
Pantry	15
Crew Kitchen	3
Chief Steward	1
Foreman Kitchen	1
General Purpose Attendants	18

Behind the Executive Chef's Office we have 2 elevators that go down to B and C deck where our Storerooms are located, as well as our Butcher Shop and Vegetable Preparation Room. The last two areas are located in the vicinity of the storeroom. We have 3 refrigerators, 4 freezers, 3 thawing rooms and 5 dry stores. The Provision Master, his Assistant and 3 of his staff members work hard in these rooms to keep them clean, well organized (esp. after loading) and make sure that nothing goes out without a signed issue paper. Our Crew Galley is also located on B-deck close to the mess rooms where all our Filipino and Indonesian crew members eat their food prepared by 2 Indonesian and 1 Filipino Cook.

Even though it is not directly part of the kitchen, we feel that it is partly the result of the kitchen that we should explain some of our garbage disposal procedures. In line with the Environmental awareness, Holland America is committed to preserve, protect and maintain the environment that its fleet of cruise ships operates in. Within that concept we have in each dishwashing area a Somat Pulper in which all biodegradable food items are turned into a mulch which goes down to the garbage room. Here the mulch is decanted before it goes down to the incinerator where it is burned together with all shredded dry waste. Plastics and all other non-burnable garbage is collected in compactor boxes, kept in cold storage and landed ashore when we are in port. Glass is crushed and tin and aluminum cans are turned into bricks for recycling purposes. We have 5 very hard working men in this not so particularly favorable area of the ship under the supervision of a Foreman.

We thank you once more for your interest in our kitchen operation and wish you, on behalf of the kitchen staff an enjoyable continuation of your cruise.

Following is a listing of our average weekly consumption:

Meat and meat products	5500	lbs
Poultry	2000	lbs
Fish	1200	lbs
Seafood	1500	lbs
Butter and Margarine	1100	lbs
Fresh Vegetables	8000	lbs
Potatoes	2500	lbs
Water Melon	1800	lbs
Eggs	13500	pcs
Dairy	3000	qts
Sugar	700	lbs
Ind. Sugar Packages	20000	pcs
Rice for crew	2100	lbs
Flour	2900	lbs
Ice Cream	200	gln