



**Holland America Line**

*A Signature of Excellence*

# WELCOME

## TO THE GALLEY OF THE ZUIDERDAM

We would like to thank you for your interest in our operation and like to show you where we prepare 90% of the food for 1950 guests and almost 800 crew members.

You will enter the Galley through the service entrance coming from the Vista Dining Room. The Galley under supervision of our Executive Chef consists of 134 persons and is divided as follows;

Executive Chef	1
2nd Executive Chef	1
Sous Chef	3
Pinnacle Chef	1
Chef de partie/Demi Chefs	13
Bakery	5
Pastry	7
Butcher	2
Assistant Cooks	31
Apprentice Cooks	3
Pantry	22
Crew Galley	4
Chief Steward	1
Foreman Service Area	2
General Purpose Attendants	29

Since you are entering through the Dining Room it might interest you that our total Service Staff is built up as following:

Dining Room Manager	1
Pinnacle Manager	1
Asst. Dining Room Managers	7
Lido Manager	1
Pinnacle Steward	12
In Room Dining Steward	12
Dining Room Steward	51
Assistant Dining Room Steward	51
Doorman	2
Wine Steward	14

At first you see our Coffee Pantry where we freshly brew your coffee and also have espresso and cappuccino available.

On the left hand side we have the dishwashing area where the Foreman and his Crew work hard to clean the items right after they return to the Galley. 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 crewmembers assigned in the glass dishwashing and 7 in the main dishwashing. In total we have 11 crewmembers and one Foreman Dishwashing working, not only in this dishwashing area, but also in the Lido and in room dining 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.

An area that is very busy as well is the In Room Dining, which is located at your left hand side next to the Cold Kitchen. All your orders are being prepared here. The other part of this is the service area where your orders are being taken and dispatched to the various outlets.

When you look to your left you will see the side of the Cold Kitchen (Garde Manger) all cold appetizers, sandwiches, cheese platters, fresh juices and salads are being prepared. This is most likely the healthiest part of our Galley. All items are put in the reach in refrigerators; the Steward just needs to open the door and "reach in" to get the right dish.

Then we walk right into the busiest area of the Galley, during service; the Hot Kitchen, where you're Steward picks up hot appetizers, soups and main courses. Behind the service counter each Chef de Partie of the Hot Kitchen has his own section to prepare his items. All items are prepared in small batches to maintain the perfect taste, texture and temperature of the food.

In this "behind the scenes" part of the Galley almost all the preparation is done for the wonderful entrées you are having every night. Here we have 4 soup kettles that all have a capacity of 48 gallon. Next to this there are 4 large combi-ovens which are used for roasting the meats, baking quiches and to prepare all kinds of delicious hot appetizers. There are two braising pans where we can braise vegetables and there are three hot plates where we prepare our sauces to "finish off" all our excellent dishes. Located next to this area you will find the Pot and Pan Wash.

Our Baker and his staff daily prepare over 20 kinds of different breads. That would include about 120 loaves of bread, 100 loaves of French bread, 4,000 dinner rolls, 800 croissants and 800 Danish and Sweet rolls. However this part of the operation is located on B Deck. Another part which is located on B Deck is the Fish Preparation (Poissonier) where our Fish Chef and his staff make nice fillets from freshly bought fish, approximately 440 lbs. of fresh fish for one dinner serving.

On your left hand side you will see the Pastry shop where all cakes are home made. This is an area where you all, most likely, would like to stay a little longer. The Pastry Chef and his staff daily prepare here 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 Extravaganza's or High Tea's. The last part of the main Galley consists out of the Pinnacle kitchen and the Pinnacle Dishwashing. This is the area where the Pinnacle team prepares all the excellent dishes served each and every night.



We have 2 elevators that will go down to A and B 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 and garbage & recycling room in order to keep most of the garbage out of the Galley. We have 3 refrigerators, 5 freezers, 3 thawing rooms and 3 dry stores. The Provision Master, his Assistant and 3 of his staff members work hard in these rooms to keep them clean, well organized and make sure that nothing goes out without a signed issue paper. Our Crew Galley is also located on A-deck close to the mess rooms where all our Filipino and Indonesian crew members eat their food prepared by 3 Indonesian Chefs and 1 Filipino Chef.

Even though it is not directly part of the Galley, we feel that it is partly the result of the Galley that we should explain some of our waste 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 waste, cuttings etc. are turned into mulch, which goes down to the garbage room. Here the mulch is dehydrated 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 tins/aluminum cans are turned into bricks for recycling purposes. We have 5 very hard working men working in this area of the ship under the supervision of the Engineering department.

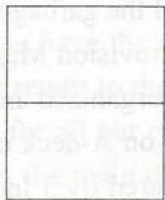
Following is a listing of our average consumption per cruise:

Meat and meat products	11,830 lbs
Poultry	3,814 lbs
Fish	3,000 lbs
Seafood	2,575 lbs
Butter and Margarine	1,675 lbs
Fresh Vegetables	13,750 lbs
Potatoes	7,750 lbs
Watermelon	4,000 lbs
Eggs	23,040 pcs
Dairy	5,500 qts
Sugar	2,500 lbs
Individual Sugar Packages	24,000 pcs
Rice for Crew	6,000 lbs
Flour	7,500 lbs
Ice Cream	1,150 gln

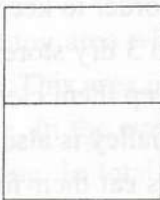
We thank you once more for your interest in our Galley operation and wish you, on behalf of the Galley staff an enjoyable continuation of your cruise.

VISTA DINING ROOM

MAIN DISHWASHING



ELEVATORS



BEVERAGE STATION

IN ROOM DINING

IRD PANTRY

EXPLORER'S LOUNGE

MAIN GALLEY PREPARATION

SOUP

GARDE MANGER (COLD GALLEY)

MEAT

GIVE OUT COUNTER

SALAD STATION

MAIN GALLEY

POULTRY

PASTRY / BAKERY

FISH

PINNACLE GALLEY

PINNACLE BAR

SOUP PREPARATION

MAIN GALLEY POT WASH

CHEF'S OFFICE

PINNACLE DISH WASHING

PINNACLE RESTAURANT

