



To whom it may concern,

As Maitre d'hôtel onboard cruise liners I am constantly in direct contact with all the guests. The atmosphere and the moods in all the venues are of utmost importance, being essential to their smooth operation.

My time and experience on the QE2, Queen Mary 2 and Carnival Australia's Pacific Dawn leads me to thank Charlie Griffin for his performance onboard the Pacific Sun on my watch for the June 2009 long cruises from Auckland, New Zealand to the Fiji Islands and beyond.

He was rotated on a daily basis amongst Smugglers Bar, The Terraces Ballroom and the Pool Deck at varying times of the day. Whilst roaming the venues, I always felt a settled and appropriate tempo of music - never the wrong tune or sound, never too high a volume. He was constantly aware of the surroundings, the weather and the atmosphere as we travelled north. He has an intuitive and experienced ability to move with the crowd's mood and feel, fully in tune with guest satisfaction. Charlie's extensive repertoire made song requests easy. His lead of the room was always appropriate for each venue and situation. He was careful to limit his repertoire at the pool, to voice and guitar mostly, reserving his repertoire with excellent, well arranged backtracks for the later hours in Smugglers Bar when appropriate, or for the large dance floor in the ball room. Guests often showed open appreciation of their enjoyment of his music, many regarding him as their favourite entertainer on board.

On Cocktail nights, including the Captain's cocktail party, Charlie adjusted his play accordingly, whilst constantly keeping an eye on the surrounding guests and scene. He plays with diligence and knowledge, has an excellent voice, is stylistically versatile and coaxes really tasteful sounds out of the guitar.

On a hot afternoon in the Pacific islands, I passed through the outer decks to find Charlie playing to a subdued, quiet crowd who were sat reading or lay back sleeping in the late afternoon shade around the pool. He played all the right songs, even getting guests to lift their heads in acknowledgement - a pleasing and soothing sight to an afternoon tea time situation. Bravo!

I would like to take this opportunity to thank Charlie for his professional efforts and approach whilst onboard Pacific Sun for Carnival Australia and would recommend him to any level ship in the future.

Kindest regards



Craig John Hammond  
*Maitre d'hôtel*  
*Carnival Australia / P & O*