



**THE OFFICERS AND  
STAFF ONBOARD**



**TOR ISAK OLSEN, CAPTAIN**

Captain Tor was born in Tromsø, Norway, far north of the Arctic Circle and grew up outside Bergen, on the picturesque west coast of Norway. Growing up on an island, spending a lot of time on the water and listening to his father's many stories from the seven seas, he decided early in life to go to sea, and at age 16 after finishing sea school in Bergen, he started his career on cargo ships and tankers. After completing Navigation School and Nautical College, Captain Tor did his National Service in the Norwegian Navy, and in January 1987 got a job as Quartermaster on Royal Caribbean International's, Song of America. As he already had his Navigation license, he was quickly promoted to 2<sup>nd</sup> Officer and then to 1<sup>st</sup> Officer. After completion of Captain's School in 1989 he returned to the fleet of Royal Caribbean International and started working his way up through the ranks of 1<sup>st</sup> Officer, Chief Officer and Staff Captain and in February 1998 he was promoted to Captain on Splendour of the Seas. After serving time on Splendour, Voyager and Mariner of the Seas, Captain Tor returned to his old favorite Vision Class, Legend and Enchantment of the Seas, before he was delegated the task of overseeing the preparation and planning of Oasis of the Seas. He spent a year in the Royal Caribbean International Miami office commuting between Miami and Turku, Finland and then spent the last 6 months of construction time in Turku. When he's not sailing the seven seas, Captain Tor spends his time at home in Louisville, Kentucky with his wife of 20 years and their two children. Captain Tor wants to welcome all our guests onboard Serenade of the Seas, and he is looking forward to serve as the Captain for the best crew in the world.



**JERZY GRAMCZYNSKI,  
CHIEF ENGINEER**

Jerzy was born in the city of Szczecin in Poland, a port city on the Baltic Sea where he still lives with his family. He graduated from Marine Academy in 1982 with a Master of Science degree and began sailing on deep sea going cargo ships. Gaining engineering experience on different types of ships (general cargo, ro-ro, ferry, reefer and platform supplier) and broadening his knowledge, he passed the Chief Engineer examinations and received his Chief

Engineer License in 1993. Jerzy joined Royal Caribbean International in 1999 as a 2nd Engineer Environmental onboard the Nordic Empress and had sailed on Splendour, Grandeur, Vision and Enchantment of the Seas as 2nd Engineer, Facilities Manager, 1st Engineer, Chief Engineer Junior and Chief Engineer. He welcomes you onboard the Serenade of the Seas and wishes you a great cruise vacation.



**MARKUS ZIHLMANN,  
FOOD & BEVERAGE DIRECTOR**

Markus was born and raised in Switzerland. As a young adult he traveled the world and ended up staying in Melbourne, Australia. Markus is married and has two beautiful girls. He trained in Switzerland in a number of 5 star Hotels in various positions, alternating between winter and summer resorts. After finishing compulsory army training, he left to

see the world. He worked in Germany, France, New Zealand, before settling for good in Australia. In Melbourne, where Markus now lives, he worked in a number of 5 star International Hotels. He owned his own Restaurant, which was well patronized and with a great reputation. Markus joined the cruise industry in 2002 for the opening of the Navigator of the Seas. Working in the food and beverage department has given him lots of joy and fulfillment over the years due to the fact that he greets guests from all over the world. He's looking forward to serve you onboard.



**PATRICK OLIN, HOTEL DIRECTOR**

Patrick was born in Chicago and raised in Southern California. He graduated from California State Polytechnic University with a degree in Hotel and Restaurant Administration and did some post-graduate seminar work at Cornell. Following college, he joined Western Cruise Lines onboard the SS Azure Seas sailing from Los Angeles to Mexico for two years. He was recruited by American Hawaii Cruises as Executive Housekeeper onboard the American flag passenger vessels SS Independence and SS Constitution cruising the Hawaiian Islands. Following a year in Tahiti onboard the SS Liberté, he returned to the Hawaiian ships as the Hotel Director. Patrick joined Royal Caribbean International in May of 1998 and lives in California with his wife Diane and their two children.



**CARLY BOILEAU, CRUISE DIRECTOR**

Carly comes to you from Swansea in South Wales, United Kingdom. She is a graduate of The Laban School of Contemporary Dance and before joining ships, enjoyed a professional dancing career performing in shows all over the world. It was during her travels that she first saw a cruise ship sitting in the harbor and the idea of a life at sea took hold. She eventually joined her first cruise ship as a dancer in the Production Show and discovered that she had sea water in her veins. She is now happy to be celebrating 29 years in the cruise industry! Since hanging up her tap shoes, she has held the positions of Shore Excursion Manager, Port Lecturer and Activities Manager. When not onboard, Carly and her husband Paul are busy taking care of their Lavender Farm in New Brunswick, Canada.



**RENATA NOBRE SARAMAGO,  
CRUISE SALES MANAGER**

Renata is our Cruise Sales Manager, born and raised in Lisbon, Portugal, believes the best assets to work in Royal Caribbean International is the diversity of the people, either guests and crew and the power to acknowledge different cultures and traditions around the world. Renata is a certified Physical Educational Teacher and started in the company in 2012. Excited with the possibility of helping our guests to plan and accomplish their dream cruise vacation with the best deals, happy and with a smile on their face, that's her goal, welcomes everyone to the beautiful Serenade of the Seas and hope to see you all soon in our NextCruise Office located on Deck 5, Centrum.

**WE LOOK FORWARD TO MEETING YOU**

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