



COVER STORY

## **Interferry Conference 2022**

FRS Clipper as host at this year's interferry conference

Page 7

SPECIAL

## **Christmas Special - Traditions around FRS**

Get to know all the different christmas traditions around the FRS Entities

Page 11



INTRODUCTION	3
BUSINESS UPDATE	4
Operations of FRS Entities in December 2022	
INTERFERRY CONFERENCE	7
INTERVIEW	9
Sabrina Hornig, Corporate Director Fleet Management	
CHRISTMAS SPECIAL	11
Traditions around FRS	
VACATION AROUND FRS ENTITIES	14
Finland	
A WORKDAY IN PICTURES	16
Johanna Leitner, International Onboard Service Manager at FRS	
COOKIE RECIPE	18
EDITORIAL DEPARTMENT	20
FRS RIDDLE	21





## Dear FRS Team,

As we approach the holiday season, we cannot help but feel a sense of excitement and anticipation. The holiday spirit is in full swing and it is a time to come together and celebrate all that we have accomplished as a team.

Looking back on the year, we are proud of the resilience and hard work that has gotten us through the challenges of the pandemic. Despite the restrictions we faced, we were able to have a successful summer season at FRS.

This October FRS Clipper co-hosted one of the most important conferences for ferry operators in the world, the 46<sup>th</sup> Interferry Annual Conference.



Matthias Pahnke, CEO of FRS Clipper, giving a speech at the Interferry Conference.

We are happy to introduce our colleague, Sabrina Hornig. She joined FRS this year as Corporate Director Fleet Management and has given us an interview about her tasks and role in the company.

For this festive season we are going to present the different Christmas traditions across all FRS entities and nationalities. You will also find the most interesting facts about Christmas for FRS workers worldwide in the article.

To finalize this issue, a member of the Editorial Department shared his secret cookie recipe for Christmas. This year you can bake the perfect cookie by following this recipe.



Cookies ready to be baked.

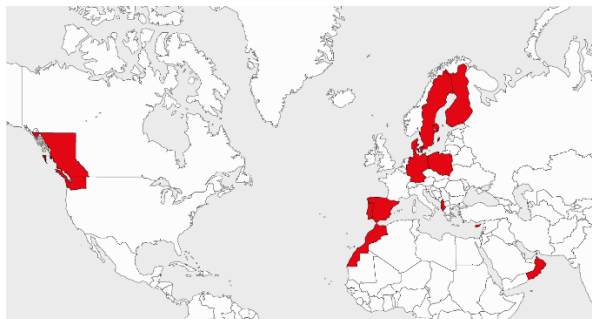
We are grateful for each and every one of you and the dedication you bring to your work. Your efforts have not gone unnoticed and we are truly blessed to have such a talented and driven team.

We hope that you will have a wonderful holiday season and we look forward to what the new year will bring.

**Götz Becker**  
CEO



## BUSINESS UPDATE Operations of FRS Entities in December 2022



**The new "Business-Update" will inform you about current operations and interesting developments at the several FRS entities.**

### **FRS Baltic, Germany/Sweden:**

FRS Baltic finished its 2022 season as planned on October 31<sup>st</sup>.

Thanks to big effort from the entire FRS Baltic team on shore and on board we had a very smooth season with regards to technic and operation. With glance to the economic situation the months of April, May and June were not as successful as July till October. In the last four months of our operation, we were able to hit our budget and could partly even exceed the budget. However, the unplanned high fuel prices burned a lot of this success. FRS Baltic is now preparing for the next season and looking forward to welcome its guests in 2023 on the old kings line between Sassnitz and Trelleborg.

### **FRS Helgoline, Germany:**

The "Halunder Jet" finished the 2022 season on 31<sup>st</sup> October successfully. The vessel is now in Hamburg until January, then the "Halunder Jet" will go to the shipyard in Cuxhaven for the annual inspection. The touristic season in Helgoland was challenging but the "Halunder Jet" performed very well compared to other vessels.

### **FRS Syltfähre, Germany/Denmark:**

This season was satisfactorily for FRS Syltfähre. The "RömöExpress" was in the shipyard from the beginning until mid of November. Between the 22<sup>nd</sup> and 24<sup>th</sup> November, the Hindenburg Dam, which is being used by our competition was closed for reparation works, therefor we operated with both vessels. Until Christmas we are now going to continue with just one vessel only.

### **FRS Elbfähre, Germany:**

FRS Elbfähre is working according to the schedule plan. Currently three vessels are transporting passengers and one vessel is in the shipyard for routine inspections. The performance of the vessels this season was very satisfactory.

### **Weiße Flotte/Reederei Hiddensee, Germany:**

"The 9-Euro ticket followed the mask requirement."

On the last Christmas wish list the word "normality" was written in large letters. However, this wish was replaced by the "new normality" which was in no way inferior to the years 2020 and 2021 in its effects on tourism in north-east Germany. In addition to the exploding fuel prices and inflation, the German government launched the "9-Euro ticket" – a heavily subsidized ticket, that allowed limitless travel within Germany for only nine euros a month during summer season. It became a considerate competition to our ferry destinations. As a result, passenger numbers in 2022 fell far short of the pre-Corona figures from 2019 in some places.

Nevertheless, a heartfelt thank you goes out to all colleagues for their performance under the adverse (in some cases still masked) conditions. As in previous years, all transport

could be served and handled as planned in the corona year 2022.

We hope that the surprises in 2023 will be limited and that people will develop a noticeable desire to spend their vacations on the German Coast.

#### **FRS Windcat Offshore Logistics, Germany:**

FWOL is operating very well and had a good season. Four Windcat-Vessels are chartered and operating right now. We are looking forward for the new Hydrogen Windcat that will be delivered in the first quarter of 2023.

#### **FRS Systems/flexIT:**

Currently we are in the season wrap-up and already set our focus on the upcoming season 2023. Our preparations are already in full gear for the new season and we are already highly motivated and looking forward to the upcoming challenges.

#### **FRS Finland:**

FRS Finland's season 2022 ended in October and all vessels have been lifted out of water for winter storage on land. Several maintenances will be conducted during the winter months by FRS Finland's maintenance team. 2022 was the first season for FRS Finland to offer a connection from the city centre of Helsinki to the fortress island of Suomenlinna. However, the aftermath of the pandemic and decreased volumes from Asia were still visible in 2022. FRS Finland is now preparing for the upcoming season 2023 and looking forward to further recovery of local and international tourism.

#### **FRS Portugal:**

FRS Portugal is operationally very active in the river Tagus, although we operate with a reduced schedule in winter. In addition, a product introduced in the spring (Hop-On-Hop-Off)

was discontinued, due to operational inefficiency.

However, demand for the MS "Hanseblick" remains high. The possibility of being able to take a seat in a "convertible" vessel and thus enjoy the panorama, despite poor climatic conditions, is very appealing. We are successful in comparison with our direct competitors because our onboard service sets the standard on the river Tagus.

The future also looks very promising, taking into account that we have great plans for the Portuguese market.

#### **FRS Iberia/FRS Maroc:**

In 2022 all fleet units are on schedule, thanks to an excellent crewing and maintenance policy. One focus of the operations was fuel savings and optimization of loading and unloading on operating times. In this year there has been an increase of our fleet during the last OPE/Marhaba 2022, and therefore an increase by two vessels of the offer in the line between Tanger Med and Algeciras. However, the passenger sector is not recovering to pre-pandemic levels of 2019. The vessel demand in the cargo sector is growing significantly and between 2023 and 2024, there will be more freight units than passenger vehicles. This will involve the evolution of the existing fleet towards one with greater cargo capacity.

Another important topic is decarbonization, which is considered as a great challenge to be met, some aspects are still deemed critical and are still hindering innovative processes. This situation generates the impossibility of having the technology that would allow the implementation of new fuels such as hydrogen or ammonia, which are still options that are not available on a large scale in the short term.

**FRS Shipmanagement, Cyprus:**

The number of seafarers we are managing the past few weeks have been reduced due to the end of the season for some of our entities or drydocking season started. We are now working in the preparation of the next season to be ready with the most suitable candidates. Our newly created procurement department is working over the past weeks on the implementation of common procurement procedures with the support of our technical department, that is focusing on the implementation also of AMOS software to enable the crew to place orders through that platform.

**AFTO, Albania:**

Despite a strong recovery in travel demand during the past months the overall passengers' volumes did not yet fully recover to pre-pandemic levels. Cargo and vehicle volumes throughout 2022 were in accordance with the expectations and are back to 2019 levels. The Albanian tourism continued its recovery throughout 2022. Pandemic-related concerns are not affecting travel demands any further and customer confidence seems to be fully restored.

On the other hand, the cost-of-living crisis and a looming recession was affecting travel behaviour during the last months and will certainly impose a challenge for the recovery in tourism in the foreseeable future. Overall, we are expecting the pent-up demand for traveling to remain strong which should soften customer restraints resulting in a positive development for the business year 2023. We are expecting overall higher expenses throughout the following year, led by a considerable increase in energy prices as well costs for maintenance, materials and third-party services and will certainly turn our focus to

additional cost saving measures in all of the above-mentioned segments.

**Clipper Navigations, USA/Canada:**

FRS Clipper had a very busy fall co-hosting a successful annual Interferry Conference with FRS colleagues and industry partners from around the world visiting Seattle.

In addition, our whale watching season wrapped up in mid-October. The team did an excellent job testing out a full season of our Seattle half-day whale watching tour. Off-season efforts are underway to continue to improve the product offering and guest experience. The Fall/Winter sailing schedule for our mainstay Seattle-Victoria route with "Victoria Clipper V" was reduced to maximize recovery efforts during shoulder season. The vessel continues to operate proficiently.

The team is celebrating managing through a recovery year and busy peak season. Marketing, Product and Sales efforts continue in high gear as the focus shifts to annual partner contracting and establishing revised strategies for continuing to grow and improve the business in 2023.



## INTERFERRY CONFERENCE

The 46<sup>th</sup> annual Interferry Conference was held in Seattle in October of this year. Interferry is a non-profit association with more than 260 ferry operators as members worldwide. The association has evolved from an association that helps the members to network with each other to a global association that specializes not only in networking but also in passenger, crew, cargo, and vessel safety. Not to mention the work they do to ensure fair competition and protect the environment in the ferry industry. Of course, FRS is a member of this prestigious association, too.

### Host: FRS Clipper

In this year's conference, FRS Clipper participated with Washington State Ferries (WSF), a ferry company based in Seattle, Washington. WSF transports about 24 million passengers and about ten million vehicles a year on their 21 vessels. In addition to that WSF is the biggest ferry company in the US and the second largest worldwide. Both companies received the Presidential status as they were the hosts of the conference and proudly hosted participants from all around the globe that are active in the ferry industry.



Matthias Pahnke giving a speech at the conference

## The Conference

The speeches started on 3<sup>rd</sup> October with an opening speech by Mike Corrigan, CEO of Interferry and moderator of the conference. Right after the moderator finished, the CEO of FRS Clipper, Matthias Pahnke, took his place and gave an opening speech, followed by the CEO of WSF, Patty Rubstello and Marko Liias, a senator from the state of Washington. Following the opening ceremony, many participants gave speeches about many important issues in the ferry sector.



Nina Tegatz explaining the Dual study at FRS

FRS' Director of Human Resources, Nina Tegatz, was also present and gave a speech about the importance and advantages of the German concept of dual study that could bring a new and better way to train young people from the start to be suitably trained for the industry.

The speaker program continued the fourth day and ended with a closing ceremony, again hosted by the CEOs of Interferry, FRS Clipper and WSF. On the 5<sup>th</sup> of October and the last day of the conference, the participants could take part in a technical tour. This tour was held on the San Juan Clipper, a vessel of FRS Clipper. On the San Juan Clipper, the participants enjoyed a sightseeing tour of Elliot Bay with waterside visits to the Port of Seattle's container terminal and Washington State



Ferries' Colman Dock. The tour also included a walking tour of the maintenance facility of Washington State Ferries. And with the end of this tour, the conference was brought to a finale.



Participants at one of the activities throughout the conference

### FRS and REGENT

FRS' CEO, Götz Becker, and FRS' Director of Business and Corporate Development, Moritz Bruns, were present at the conference, too. While they did not give speeches on stage, they were closing an agreement with an innovative company in the maritime industry, REGENT. This company is the developer of an [all-electric Seaglider](#), that combines the advantages of air and water transportation. FRS is planning to use this revolutionary mode of transport to provide harbour to harbour, over water transportation in the domestic and international segment in the near future. And the advantages of the Seagliders do not end by combining sea and sky, these Seagliders are eco-friendly and cost effective. They can be used for passenger transportation and for cargo shipment, as our Director of Business and Corporate Development, Moritz Bruns said after the signing ceremony: "REGENT's Seagliders are a perfect fit for our product

range in many of our global operations. Providing safe and fastest travel options, be it for commuters, tourists or even cargo clients is part of our DNA."

Overall, the conference was a total success for FRS, be it hosting the 46<sup>th</sup> Interferry Conference or the new agreement with REGENT. FRS will be the only host of the 48<sup>th</sup> Interferry conference in Morocco in 2024.

Written by

**Haytam Chtioui El Bouzdoudi**

Apprentice & Bachelor Student of Business Administration





## INTERVIEW

### Sabrina Hornig, Corporate Director Fleet Management

This spring, a new position has been added to ensure our future fleet and zero emission strategy is going to take FRS forward. We got the chance to talk to our new *Corporate Director Fleet Management* Sabrina Hornig and get to know her and her job. Here is what she told us.

*Would you please introduce yourself briefly?*

**Sabrina Hornig:** Hello, my name is Sabrina Hornig and I am the Corporate Director Fleet Management. I have been working at FRS since May this year. Previously, I worked in aviation, where I held various positions in different business areas over the years. I have also spent three and a half years living and working in Bulgaria. I moreover have a little daughter and live with my family near Hamburg. Originally, I come from Karlsruhe in the southern part of Germany.



Sabrina Hornig – Corporate Director Fleet Management

*For those of us who do not know, would you please explain what you do as a Corporate Director Fleet Management briefly?*

**Sabrina Hornig:** I like to categorise the tasks my team and I are engaged with into three main sectors. Number one is the operational sector, where we ensure that the vessels are technically in a good shape and work well. We are responsible for inspections, maintenance and overhauls as well as planning of such tasks. The second sector focuses on green shipping, meaning we develop strategies and implement measures on our vessels to use the fewest resources possible and release minimum emissions. In addition to that, the third sector focuses on our future fleet strategy.

*What do you like best about your job?*

**Sabrina Hornig:** In my opinion the best part of my job is that it never gets boring. Due to the diversity in our fleet and operating areas, every vessel from every subsidiary needs its own strategies and requires different solutions. I like being directly accountable for future strategies in our fleet and green shipping.

*What do you think is one of the biggest future challenges?*

**Sabrina Hornig:** That is presumably the question of how we can become climate neutral in the future until 2050. Like I said, the diversity of our fleet – I am referring to size, type, technology, location, purpose – requires many different solutions. You cannot just develop one and copy it for every vessel in our fleet.

*You have worked for an Airline before. In your opinion, what is the biggest difference between working with planes and vessels?*

**Sabrina Hornig:** The biggest difference I noticed is the nature of regulations. If you are working with planes every single movement is



prescribed. Working with vessels, you still have a lot of regulations, but you have more space to be creative – especially when developing new concept ideas. Another big difference is that, on planes, you do not have technicians as a solid member of the crew, but you do on vessels.

*What do you appreciate about FRS?*

**Sabrina Hornig:** The international set-up in combination with the family-like atmosphere are what I appreciate the most. Due to the speedy decision processes projects can be implemented relatively quickly. It is satisfying to see that your work has an impact.

*What is an upcoming task/ project you are especially looking forward to?*

**Sabrina Hornig:** Since I started working for FRS, I have been involved in several green shipping projects which will soon be implemented on our vessels. It is incredible to see the changes our work causes. Aside from that I have set myself another goal. I want to visit every single FRS vessel as soon as possible. Considering that I managed to be on sixteen so far, I still have a fair few waiting for me.

*When you are not busy managing all of FRS' vessels, where can we catch you in your free time?*

**Sabrina Hornig:** I am a passionate traveller! During my time in Bulgaria for instance I travelled through most of the Balkans. Since I enjoy Kitesurfing a great deal, I often travel to warm and sunny beaches all over the world as well. If I am not travelling you will probably find me outside, spending time with my family. In addition, I love practicing kick boxing or playing Tennis in my free time.

Written by

**Vanessa Wittig**

Apprentice & Bachelor Student of  
Business Administration

In cooperation with

**Sabrina Hornig**

Corporate Director Fleet Management



## CHRISTMAS SPECIAL Traditions around FRS

As we enter the festive season, we would like to provide you with a Christmas update on the celebrations planned by each FRS entity and provide some insights into what Christmas looks like in their respective countries.

### FRS Clipper – Christmas in the United States of America and Canada



At Christmas, decorations are put up everywhere.  
©FRS Clipper

#### *What is FRS Clipper doing?*

Normally FRS Clipper has an evening event for the employees and their families with food, drinks and dancing, but as in the last two years, this event will not take place because of the pandemic.

However, there is a business special in December: The Seattle to Victoria Overnight & Butchart Gardens Christmas Lights Tour – a two-day trip to Victoria including a tour through Butchart Gardens full of Christmas lights and free time for Christmas shopping.

### FRS Finland – Christmas in Finland



A trimmed Christmas tree and lots of sweet goodies make Christmas right in Finland.

#### *What is FRS Finland doing?*

FRS Finland hosted an end-of-season party in October for all its employees. Starting with an introduction of the winter warehouse, the FRS taxi boat “Taxen” shipped everyone to the nearby hotel Rantapuisto where they were served dinner – and, of course, there was a sauna, too. Those brave enough to try even got the chance to take a plunge in the Baltic Sea to cool down afterwards.

### FRS Baltic – Christmas in Sweden



Christmas in Sweden is a winter wonderland!



### *What is FRS Baltic doing?*

FRS Baltic pauses its operations during winter, and only a small crew will be on board the "Skane Jet". To make sure they have a happy Christmas, FRS Baltic will order a special Christmas dinner at a brasserie in Sassnitz.

### **FRS Elbfähre, FRS Helgoline, FRS Syltfähre, FWOL, Weiße Flotte, HQ Flensburg – Christmas in Germany**

#### *What is FRS Germany doing?*

In early December there was a Christmas celebration in Flensburg, where all the employees based at the HQ gathered. This traditional celebration has been suspended for the past two years due to the pandemic and its restrictions. It is a FRS tradition, that newcomers perform a show in front of everyone. The performance this year were also special, as there were about 50 new colleagues from the previous two years.



Sven Michaelis performed a telekinesis show at the Christmas party. ©Andreas Rother

FRS Helgoline held an end-of-season celebration on 1<sup>st</sup> November with all employees and crew, enjoying a meal at a Brazilian restaurant in Hamburg.

Unfortunately, it is impossible to gather all FWOL's employees and crew to celebrate, but as many as possible were able to come together on 15<sup>th</sup> December in Sassnitz to have a meal.



Baking Christmas cookies is popular in Germany. ©Katharina Freise

The plan for FRS Syltfähre was to host a party on 25<sup>th</sup> November on board MS "Rømø Express". All employees and crew were invited.

#### *Did you know?*

Having a real Christmas tree is very important in Denmark – so much so that, in fact, there is a train shuttle service from Copenhagen which takes tree-choppers out into the forest and brings them and their trees back home.



Christmas trees in Germany are trimmed on Christmas Eve. ©Katharina Freise



## FRS Iberia, FlexIT – Christmas in Spain

### *What is FRS doing?*

All offices will be decorated in a Christmassy manner, and HR will offer all employees the opportunity to participate in the National Christmas Lottery. A present will also be given to every employee, and before the pandemic FRS Iberia also organized a meeting with the *Reyes Magos (the Three Kings)* in the HQ in Tarifa for employees with small children. The Three Kings bring the presents, and not - as in Germany - the Christ Child or Father Christmas on Christmas Eve. The day is all about spending time as a family and having good food. Typical dishes usually include meat or seafood and dessert: the almighty roscón.



Spanish Christmas dinners can be almost anything – as long as it is delicious. ©Katharina Freise

## FRS Portugal – Christmas in Portugal

### *What is FRS Portugal doing?*

FRS Portugal hosted a quiet Christmas dinner with all its employees in a restaurant in Lisbon at the end of November. It will also pause its operations as of 24<sup>th</sup> December to enable employees to celebrate Christmas with their families and resume them on 26<sup>th</sup>.



Christmas decorations are put up everywhere at Christmas Time in Portugal.

**The Editorial Department wishes you all a Happy Christmas and a Happy New Year!**

Written by

**Katharina Freise**

Bachelor Student of Business Administration



## VACATION AROUND FRS ENTITIES Finland

Finland is home to one of FRS subsidiaries, FRS Finland, based in the city of Helsinki. The Finnish subsidiary is one of the youngest family members of FRS since the acquisition in 2020. FRS Finland has 12 vessels operating around Helsinki, most of them connecting Helsinki with the islands in the region, then there are two lines in the city of Espoo and a line in Loviisa. But apart from operating ships, FRS Finland operates several restaurants, saunas, a golf course, lodging and other activities.

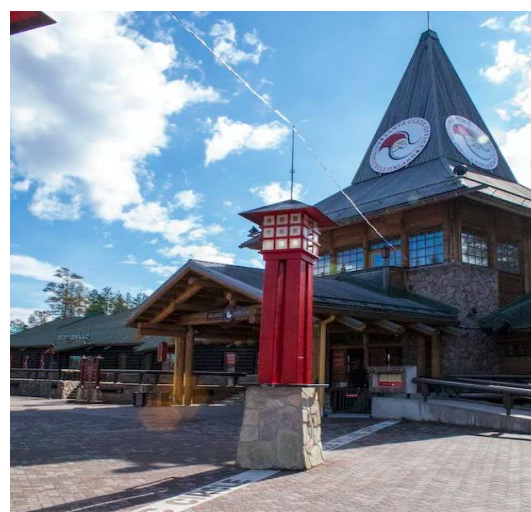
### Why Finland?

The focus goes to the country itself this time, the beautiful Finland. Let's start with a few facts to familiarize you with Finland. Finland is one of the Nordic countries and lies east from Norway and Sweden and shares a very long border with Russia. Another name for the country is "The Land of a Thousand Lakes". The truth however is that there are 187.888 lakes inside the borders of the country, so the nickname is very misleading. One fact that the Finns are proud of is that Finland is the happiest country in the world according to the UN annual World Happiness Report. Saunas are very important for the Finns, estimations say that there are around two million saunas in Finland, that is a whole lot for a country with a 5.3 million population.

### Magical Vacation in the North: Rovaniemi

Since we are approaching the cold season, which lasts from November to March, this Nordic country is perfect for some vacation. The winter in Finland can be magical, and that has various reasons, for example the snow, the northern lights, the frozen lakes and many more. The first spot we want to introduce you to is Rovaniemi. Rovaniemi is a city in

northern Finland, only 8 km away from the arctic circle. This city is perfect for vacation in this time of the year. In the outskirts of the city, you can find the Santa Claus Village, the hometown of Santa Claus, and visit Santa personally. Even his elves are present and happy to interact with you. This city also offers all types of winter sport activities: you can go skiing, snowmobiling, ice fishing, go dog sledding, but also other sport arts like boating, river walk, trekking and many more activities to explore. If you want to experience the arctic way where to sleep, you should visit the Arctic Snow Hotel and stay overnight in a glass igloo or ice room. With a little bit of luck, you can experience the northern lights, also called Aurora Borealis, the most beautiful view of the dark night sky in the world.



Santa Claus Village ©Unsplash

### Charm and Architecture: Helsinki

If you want to experience a more romantic and charming vacation in Finland, then the capital Helsinki is the key. In the wintertime, the streets are usually covered in snow, and when you add the beautiful architecture of the city, it becomes an incredible place to be. Another fact about Finland we spared for this moment is that Finland is the number one coffee drinker in the world, which means you can find super charming and cosy cafés all over the city. You can order a warm coffee and





wander the streets of Helsinki or enjoy the warmth inside a café. Not to forget, as any other capital city, Helsinki offers all kinds of shopping and activity possibilities there are.



Helsinki ©Unsplash

Should you get too cold, you can enjoy a sauna by going to one of many saunas in the city, in the end of the day you are in the Land of the saunas.

### Escape the City: Isosaari

When you have had enough of the capital city, you can always take a vessel of FRS Finland and visit one of the nearby islands, like Isosaari. This island is a 100-years old fortress reachable by boat from Helsinki. It combines all the peace and beauty of the world at the same time, thanks to the unique nature of the island. In the fortress island you will find restaurants, saunas, picnic areas, tours, beaches and even a golf course.

### Gastronomy

The Finnish gastronomy is also worth of mentioning. You can find all kinds of restaurants offering Nordic dishes.

While you are touring Finland, you will get hungry for sure, but do not worry: the Finnish food will have you covered. The Finns have a very long history of food, they are passionate about it and created unique dishes over the centuries. Let's begin with the most important food for many Europeans: bread. Ruisleipä is

the name of the Finnish rye bread made from sourdough. It is a must for the Finns for breakfast and a must for tourists to try it while staying in Finland. If you are a cheese lover, Leipäjuusto is what you need. This Finnish cheese is a typical side dish in Finland and the best part is that you do not need bread or anything to accompany it, only cloudberry marmalade, because the cheese itself is considered a type of bread due to its consistency. And lastly, the Lohikeitto, a typical creamy salmon soup. The soups descriptions already reveal what it tastes like, therefore you can have it in a cold day and warm your body after a long day touring.



Finnish Rye Bread ©Unsplash

Visiting Finland will give you a look into a magical and beautiful country, with a lot of unique destinations, views, magical nature occurrences, kind people, tasty gastronomy, incredible architecture, and many other things, it will combine to an unforgettable trip experience to remember in the future.

Written by

**Haytam Chtioui El Bouzdoudi**

Apprentice & Bachelor Student of Business Administration



## A WORKDAY IN PICTURES

### Johanna Leitner, International Onboard Service Manager at FRS

As International Onboard Services Manager, Johanna works for FRS Syltfähre and FRS Helgoline on their vessels as well as in the office ashore. She works closely with the F&B Manager. Her responsibilities include the travel value shop, with the selection of goods for sale, price calculation and anything else related to it. In addition, all matters that are concerning catering staff are part of her responsibilities, in cooperation with her colleagues from FRS Shipmanagement. She also maintains the master data for items and the data for sales.



Her working day starts on the “RömöExpress”, after she arrives from Flensburg. It can happen that she spends the whole day on the vessel. In this case it is only one crossing.



The first thing on the agenda is an initial situation meeting with the purser. Here they talk about the duty roster and general topics concerning the staff. Johanna acts as the contact person for various crew subjects, so to speak. She is the contact between the crew and the responsible persons at FRS Shipmanagement.



Next, she talks to the catering staff about any changes to the master data of the cash registers and looks at them together with the staff. She also looks at any problems the staff may have with the data within the software.





In between, there is also a quality control to make sure that everything is perfectly prepared for the customers. In this case, the coffee is very good and there is nothing to complain about.



When there is time, a visit on the bridge cannot be skipped. Here there is another exchange of information with the captain to get a general overview of the catering crew. Again, she acts as a contact person for the crew and the responsible person in Cyprus.



At the end of the vessel stay, she receives the delivery notes and daily closings from the vessel for the accounting of the FRS Syltfähre, as this is also on her way.



Back at the office, the invoices from the shops must be checked. She also maintains possible changes to the master data for the cash register systems, which she has found out from the discussions with her colleagues on the vessel. These are classic follow-up tasks for her vessel visits.

Written by  
**Maikel Benthin**  
 Apprentice IT System Integration Specialist

In cooperation with  
**Johanna Leitner**  
 International Onboard Services Manager





## COOKIE RECIPE

### It is Christmas time!

We probably all love the cheerful Christmas time once a year. Because a good Christmas evening with the family cannot go without some sweet hot chocolate and delicious cookies, here we have our favourite cinnamon cookie recipe for you!

You only need seven ingredients and some time to bake these awesome cookies.

Here is a list of all the ingredients you need for one portion (one portion equals approximately 22 cookies):

1. 100g icing sugar
2. 170g butter
3. 100g flour
4. 100g ground almonds
5. 3 tablespoons of cinnamon
6. 1 pinch of salt
7. 100g sugar



You can multiply the ingredients for as many portions as you like.

Now you have all the ingredients and we can start with the preparation:

Blend the icing sugar with 100 g butter until it is creamy. Add flour, almonds, 2 tablespoons of cinnamon and a pinch of salt. Knead everything into a smooth dough and let it cool for 1 hour.

Roll out the dough until it is about 4mm thick and cut out cookie shapes as you want. This can also be done with a cookie cutter.

Now place the cookie dough on a baking tray lined with baking paper.



Preheat the oven to 190°C and place the baking tray in the oven for eight minutes.



The remaining ingredients will be used as cookie toppings. Melt the remaining butter and mix the sugar and cinnamon.

After your cookies are done baking, brush them with the butter and press them into the cinnamon and sugar mix.

And last but not least: enjoy your freshly baked cookies with a hot chocolate on the couch.

Written by

**Felix Wilhelmy**

Apprentice IT Systems Integration Specialist



## PROJECT TEAM FRS 360°

Apprentice & Bachelor Students of Business Administration, Germany:



Jörn Ole Rörig



Katharina Lohoff



Lara Thurow



Haytam Chtioui El  
Bouzdoudi



Vanessa Wittig

IT-specialist for system integration apprentice, Germany:



Maikel Benthin



Felix Wilhelmy



Tim Schuppe

Apprentice & Bachelor Students of Business Informatics, Germany:



Jan-Hauke Lorenzen

Bachelor Students of Business Administration, Spain:



Katharina Freise



Lukas Schmitz-  
Peiffer



# FRS Riddle



Which port can be seen in the picture and which FRS entity operates here?

The FRS 360° team wishes you a lot of fun solving the FRS Riddle!

Check here if you guessed right:

[https://bit.ly/FRS360\\_Issue04\\_2022\\_riddle](https://bit.ly/FRS360_Issue04_2022_riddle)



We are looking forward to any news, information or press releases of your entity that may concern or be of interest to the employees of FRS.

Please send your material to

[360@frs.world](mailto:360@frs.world)