



THE BASICS

- Introduction to the world of cruising – what to expect onboard
- Guests cruise perception – how do they view cruising
- The cruise markets – concepts, ports of call, ship developments
- Overview of cruise ship operations - who, how and why
- Officer and management structure – maritime law and basic corporate law
- Employee ethics 101 – building the basics before you're even onboard
- Guest interaction - personal liability and corporate liability
- Advancement and career placement – how to achieve the right future
- Physical and emotional preparedness – prepare and overcome



SAFETY

- Basics of safety onboard – it's more than just entertaining
- Medical situations – point by point, know your responsibilities
- Basic overview of crowd and crisis management and crowd control
- Overview of safety equipment onboard – what to know before you go
- Liability environments – what to watch for and how to report it
- Environmental responsibilities – what to know about the ship and the sea





ENTERTAINING

- Position overview – what is expected and how to shine
- Basics of entertaining - music, perception and planning
- Entertainment electronics familiarization
- Microphone technique – evaluation and training
- Stage technique – evaluation and training
- Guest interaction – evaluation and training
- Internal guest interaction – evaluation and training
- Management responsibilities and interaction – evaluation, training and ethics
- Activities overview – detailed responsibilities & execution of every standard event
- Activity inceptions – how to create new idea's, approval process and execution



RATINGS & REVENUE

- Ratings overview – the inner working of guest satisfaction
- Revenue overview –balancing onboard revenue generation and guest satisfaction
- Position and department specific ratings – you are the star
- Department ratings – how to effectively lead others towards positive ratings
- Ship ratings - it's not all about one but about all
- Revenue activities – how to make revenue generation entertaining for the guest
- Step by step revenue activities – what to expect & how to achieve required goals
- Revenue responsibilities – your direct responsibilities onboard
- Revenue concepts – opening the mind to new avenues and how to present them





THE OFFICE

- Clerical demands overview – know what's expected
- General overview onboard forms and industry procedures
- Shipboard internal office expectations – the do's and don'ts
- Stream lining – overview of what to look for to save time and money



EVALUATION

- Certification exam
- One on one evaluation
- Creating personal goal plan
- Resume evaluation
- Personal video/DVD consult
- Career placement assistance
- Specific cruise line training if applicable.
(This information is provided by the cruise line for the applicant to review, if instructed)

*Course Curriculum Subject to Change

