

Course title	Skills at Sea (Practical)				
Course code	CSH - 121				
Course type	Elective				
Level	Certificate				
Year / Semester	Year 1/Semester 1				
Teacher's name					
ECTS	5	Lectures/week	-	Laboratories	125 pr. hours
Course purpose and objectives	<p>The "Skills at Sea" practical module is designed to provide students with hands-on experience and practical skills essential for working on a cruise ship. This module focuses on real-world applications of cruise ship operations, safety procedures, customer service, and teamwork. Through interactive workshops, simulations, and role-playing exercises, students will develop the competencies needed to excel in the dynamic environment of cruise hospitality.</p> <p><u>Objectives:</u></p> <ul style="list-style-type: none"> ▪ To provide hands-on training in key operational tasks specific to cruise ship hospitality. ▪ To ensure students can effectively implement safety and emergency procedures. ▪ To develop students' abilities to communicate and collaborate within a multicultural team. ▪ To enhance customer service skills tailored to the cruise industry. ▪ To prepare students to handle real-life scenarios and challenges encountered at sea. 				
Learning outcomes	<p>By the end of this module, students should be able to:</p> <ol style="list-style-type: none"> 1. Perform essential operational tasks involved in housekeeping, food service, and front office duties with proficiency. 2. Execute safety protocols and emergency procedures to ensure the well-being of passengers and crew. 3. Communicate effectively with colleagues and passengers from diverse cultural backgrounds. 4. Collaborate efficiently within teams, demonstrating strong interpersonal skills and teamwork. 				

	<ol style="list-style-type: none"> 5. Provide exceptional customer service, addressing and anticipating passenger needs. 6. Adapt to the living and working conditions aboard a cruise ship with resilience and flexibility. 7. Demonstrate cultural awareness and sensitivity in all interactions. 8. Resolve customer complaints and challenging situations with professionalism. 9. Uphold ethical standards and comply with industry regulations, including sustainability practices. 		
Prerequisites	N/A	Required	N/A
Course content	<ul style="list-style-type: none"> ▪ Introduction to Maritime Operations ▪ Safety Protocols and Emergency Procedures ▪ Demonstration of safety equipment ▪ Role-playing emergency scenarios ▪ Hands-on practice with personal safety equipment ▪ Demonstration of cleaning techniques and use of equipment ▪ Practical exercises in maintaining hygiene standards ▪ Role-play different housekeeping scenarios ▪ Time management drills for housekeeping tasks ▪ Simulated cleaning of various cabin types ▪ Handling special dietary requests and food safety ▪ Practical exercises in serving meals and beverages ▪ Front Office Operations ▪ Effective Communication and Customer Service ▪ Teamwork and Collaboration ▪ Cultural Awareness and Sensitivity ▪ Ethical Practices and Sustainability ▪ Real-World Problem Solving and Adaptation 		
Teaching methodology	<ol style="list-style-type: none"> 1. Demonstrations / Video recordings for students' review 2. Role Plays 3. Simulations 4. Reflective Practice 5. Group Projects 		
Bibliography	N/A		
Assessment	<ol style="list-style-type: none"> 1. Practical Assessments 25% 2. Written Reports 25% 3. Practical Examination 30% 4. Case Study Analysis 15% 5. Attendance: 5% 		

Language	English
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