



Level 2 Diploma in Cruise Hospitality Services

An introduction to the growing cruise industry and to the skills required to secure a first role on board one of the world's many ocean-going cruise ships or superyachts.

This Level 2 Diploma programme offers a carefully-structured balance of practical and academic learning, including hands-on training in cruise services skills.

It is designed for individuals who aspire to begin a career in cruise hospitality or those who already have some skills but lack professional training and wish to have their skills formally recognized.

The programme includes both hands-on practical training and a substantive practical placement, typically in a land-based hospitality setting designed to enable students to engage with hospitality roles prior to joining ship.

The objective is to enable prospective students to gain a thorough understanding of this unique and niche employment area and have a critical awareness of best practice. In addition, students are introduced to relevant management skills for their longer-term career development.



“ The CTH Level 2 Diploma in Cruise Hospitality Services offers candidates aspiring to a career in the world of cruise ships a useful primer of underpinning knowledge and skills for their first job on board one of the great ships travelling the globe. ”

Neil Shorthouse, Founder & CEO - SHI

Contact

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Syllabus

This 315 Guided Learning Hours (990 hours TQT) qualification offers 99 Credits and comprises 8 units:

- **Basics of cruise ships** - An overview of the basics of cruise ships, cruise geography, types of vessels and its classification of privileges from economy to luxury. Equips the students to grasp the overall framework of cruise ships and the procedures from embarkation, customs, immigration facilities and disembarkation.
- **Effective customer service & corporate grooming** - An understanding of effective methods and strategies for creating excellent customer service, the challenges and problem-solving methods of customer service, and communications in customer service.
- **Food & beverage services** - Takes the students through the concepts of food and beverage services, enabling them to identify the different styles.
- **Culinary theory** - Food production and essential culinary techniques for food service, including the safe use of knives. Dry and moist cooking methods through daily cooking exercises. Fundamental culinary concepts and the use of kitchen equipment, plus French terminology through recipes & cooking techniques.
- **Restaurant setting & management** - Covers the different types of restaurants; managing kitchen and staff; customer relations; booking, marketing; using a point-of-sale system; scheduling employees; and dealing with difficult guests.

- **Cruise housekeeping** - Management concepts and responsibilities in the housekeeping division of cruise ships. It examines cleaning functions, inventory and equipment management, characteristics of materials and supplies, linen and laundry room management.
- **Alternate communication in tourism & hospitality services (Spanish or French)** - Basic communicative skills in a second language, plus knowledge about the cultures of the Spanish or French-speaking world.
- **Practical training internship** - The purpose of this internship is to empower the students to integrate their professional development through a coherent academic platform alongside a 4-month placement experience in the hospitality industry. Designed to help the students to get real life experience, providing them with insights and improved opportunities for their career.

Admission requirements

- Minimum age: 16 at enrolment.
- This is an open access qualification, however all students should have completed full time secondary education up to age 16.
- All students must have reasonable English fluency (to IELTS 4.5 standard or equivalent).

Important note: This leaflet only provides an overview of this qualification. For full details please refer to the relevant CTH Qualification Specification document.



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