



Course Description

HFT2774 | Shipboard Operations | 3.00 credits

Provides an understanding of shipboard operations on cruise ships and their relationship to the shore side headquarter office. Students will gain knowledge of the history of cruise ships and the activities and facilities that make cruise line operations complementary both to the industry and the guest. This course will focus on the ship as a hotel for passengers with the winning and dining aspects of service, as well as casino practices on board. Prerequisite: HFT 2775.

Competency 1: The student will outline the terminology and components of shipboard operations by:

1. Researching and compiling a comprehensive glossary of key terminology used in shipboard operations, including terms related to navigation, safety, hospitality, and guest services
2. Identifying and describing the various components of shipboard operations, such as the bridge, engine room, crew areas, passenger accommodations, dining venues, entertainment facilities, and other onboard amenities
3. Creating an organizational chart or diagram that illustrates the hierarchy and interdependence of different departments and functions within shipboard operations, highlighting the roles and responsibilities of each component

Competency 2: The student will define "moments of truth" and identify crew members needed in shipboard operations by:

1. Defining the concept of "moments of truth" in the context of shipboard operations, understanding that these are critical interactions or touchpoints between crew members and guests that significantly impact guest satisfaction and overall cruise experience
2. Identifying the specific crew members involved in shipboard operations who are responsible for creating positive moments of truth, such as guest services staff, housekeeping personnel, food and beverage service staff, entertainment team members, and onboard activity coordinators
3. Analyzing the roles and responsibilities of these crew members, understanding their importance in delivering exceptional customer service and creating memorable experiences for guests

Competency 3: The student will detail legal restrictions and liability issues affecting the service of alcoholic beverages by:

1. Researching and understanding the legal requirements and regulations related to the service of alcoholic beverages on board, including age restrictions, licensing, responsible service practices, and compliance with local and international laws
2. Identifying the liability issues that arise from the service of alcoholic beverages, such as potential overservice, intoxication-related incidents, and the duty of care towards guests' safety and well-being
3. Outlining the necessary policies, training programs, and protocols that cruise lines implement to ensure responsible alcohol service, mitigate liability risks, and maintain a safe and enjoyable environment for guests

Competency 4: The student will evaluate the essential sanitation procedures and issues involved with controlling food service operation supplies and equipment by:

1. Assessing the key sanitation procedures and protocols implemented in food service operations on board, such as proper hand hygiene, food storage and handling practices, cleaning and sanitization of equipment and work surfaces, and waste management
2. Identifying potential issues that may arise in controlling food service operation supplies and equipment, such as contamination risks, maintenance requirements, adherence to health and safety standards, and compliance with regulatory guidelines
3. Evaluating the effectiveness of quality control measures, inspections, and training programs implemented by cruise lines to ensure proper sanitation and hygiene practices are followed throughout the food service operation

Competency 5: The student will summarize design, décor, and cleaning issues for cruise line operations by:

1. Summarizing the importance of design and décor in creating a unique and appealing ambiance for cruise line operations, considering factors such as branding, guest experience, functionality, and aesthetics.
2. Identifying the specific design and décor elements relevant to cruise line operations, such as interior design, color schemes, furnishings, lighting, signage, and artwork
3. Exploring the cleaning issues involved in maintaining a clean and hygienic environment on board, including cleaning schedules, procedures, and the use of specialized cleaning products and equipment to ensure guest satisfaction and compliance with health and safety standards

Learning Outcomes:

- Communicate effectively using listening, speaking, reading, and writing skills
- Solve problems using critical and creative thinking and scientific reasoning
- Formulate strategies to locate, evaluate, and apply information
- Demonstrate knowledge of ethical thinking and its application to issues in society
- Demonstrate an appreciation for aesthetics and creative activities