

Gurukul Educational And Research Institute

SHIKSHA SANKUL, SAHASTRADHARA ROAD, NEAR BY IT PARK,
DEHRADUN, UTTARAKHAND PIN CODE - 248013



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Diploma in Cruise Line Hospitality

Duration

1 Year (12 Months)

Eligibility

10th / 12th Pass Basic English
Communication Good
Personality & Grooming
Medical Fitness Required

Course Modules

Module 1: Introduction to Cruise Industry

Cruise Industry Overview
Types of Cruise Ships
Departments on Cruise Ship
Career Opportunities

Module 2: Hospitality Fundamentals

Customer Service Skills
Guest Handling
Communication Skills
Professional Etiquette

Module 3: Food & Beverage Service

Restaurant Service Basics
Table Setting
Bar Service Knowledge
Beverage Service Techniques

Module 4: Housekeeping Operations

Cabin Cleaning Procedures
Linen Management
Hygiene Standards
Guest Room Maintenance

Module 5: Front Office Operations

Check-in / Check-out System
Reservation Handling
Complaint Handling
Guest Relationship Management

Module 6: Cruise Safety & Security

Basic Fire Fighting
Emergency Procedures
Passenger Safety Rules
Maritime Safety Awareness

Module 7: Personality Development & English

Spoken English
Interview Preparation
Grooming & Body Language
International Work Culture

Module 8: Onboard Practical Training (Simulation)

Mock Restaurant Setup
Cabin Demonstration
Customer Interaction Practice
Final Practical Assessment

Practical Training

Service Practice
Housekeeping Demonstration
Mock Cruise Environment Training
Interview Preparation Sessions

Examination Pattern

Theory – 100 Marks
Practical – 150 Marks
Project – 100 Marks
Viva – 50 Marks

Career Opportunities

- Cruise Ship Steward
- F&B Crew Member
- Cabin Steward
- Guest Service Associate
- Housekeeping Crew

