

Cruise Line Professional

Introduction to Culinary Arts

Course Syllabus



The **ULTIMATE** Cruise Line
Training Experience



Chart YOUR course to *Success!*

Online and Onboard Training Modules

Since 1986, The American Hospitality Academy has inspired thousands of employees around the world to provide service excellence with an Amazing Hospitality Attitudes also known as “*a ha!*”. Today, created in collaboration with Maritime Holdings Group and Princess Cruise Lines, AHA is proud to offer Cruise Line Professional Course (CLP). The CLP is the first of its kind, providing an introduction to the cruising industry through a combination of online and onboard training.

CLP will introduce you to the dynamics of the modern cruise industry and will acquaint you with the essential skills and work ethics needed for a successful cruising career. Your onboard training will take place during a 7 day cruise onboard *Princess Cruise Lines*. During the shipboard training, you will have the unique opportunity to attend live training seminars presented by accomplished cruise line professionals, view and observe key cruise operations and interact with cruise line management giving you the advantage to build and foster professional relationships.

Online Modules

Module #1	Professional Development and Cultural Awareness
Module #2	Introduction to the Cruise Line Industry
Module #3	Cruise Geography and Terminology
Module #4	Hierarchy of a Cruise Ship

On Ship Modules

Module #5	Living and Working Onboard
Module #6	Organization of the Cruise Line Production Department
Module #7	Food Safety Operation
Module #8	Essential Food Production Operations
Module #9	The Menu
Module #10	Provision Store Organization
Module #11	Food Safety

MODULE TITLE **Professional Development and Cultural Awareness****MODULE DESCRIPTION**

This module focuses on the essential skills, attributes and work ethics needed to be successful in today's hospitality industry and how they impact the provision of outstanding guest service. There is particular emphasis on the development of cultural understanding and awareness of the benefit of developing cultural competence in order to serve and effectively interact with both a diverse workforce and customer base.

MODULE OBJECTIVES

At the completion of this module, students should be able to:

1. Discuss essential work ethics and qualities that are highly valued in the hospitality workplace, and identify how these can be manifested in day-to-day work performance to achieve guest service excellence.
2. Discuss the value of good appearance and etiquette and describe how they can generate positive impressions and respect from co workers and guests.
3. Discuss how a positive attitude can be both developed and demonstrated in the workplace and how it improves outcomes.
4. Discuss the process of effective teamwork and identify the elements that constitute effective communication and how they can contribute to organizational performance.
5. Discuss the importance of understanding one's culture and that of others, identify the process of breaking down stereotypes and analyze how this contributes to effective performance in a culturally diverse hospitality workplace.
6. Identify ways that cultural diversity can be celebrated in the workplace and how it can be used to enrich the workplace and better the organization's outcomes.

METHODOLOGY

Online Lecture/Discussions

ASSESSMENT

Individual Study

Exam

MODULE TITLE **Introduction to the Cruise Line Industry**

MODULE DESCRIPTION

This module provides an overview of the history and development of the cruise line industry and the reasons for its success. It familiarizes students with the special features, facilities and target markets of key brands and provides an insight into the scale and scope of employment opportunities available in the industry.

MODULE OBJECTIVES

At the completion of this module, students should be able to:

1. Summarize the history of the cruise line industry and the evolution of recent trends
2. Identify key cruise line brands, how they differentiate themselves and what they perceive as their main purpose.
3. Discuss reasons why certain key brands are so successful at what they do.
4. Understand the factors and experiences that create a memorable cruise experience and what expectations of passengers a cruise line needs to fulfill to be perceived as successful.
5. Identify the scope of employment opportunities with the industry.

METHODOLOGY

Online Lecture/Discussions

ASSESSMENT

Individual Study

Exam

MODULE TITLE **Cruise Geography and Terminology**

MODULE DESCRIPTION

This module identifies the major oceans of the world and how geography affects and influences the destinations that cruise ships visit. Students learn Cruise Industry Terms and Nautical Terms - including the Phonetic Alphabet - the specialized language used by employees, port authorities and the shipping industry. This terminology is essential for a cruise line employee to successfully perform their duties.

MODULE OBJECTIVES

At the completion of this module, students should be able to:

1. Identify oceans of the world and typical geographical pathways for cruise liners.
2. Analyze geography from a cruise industry perspective and how it determines ports of call.
3. Recognize and recall the phonetic alphabet
4. Identify cruise industry terms and their meaning
5. Identify nautical terms and their meaning
6. Discuss the importance of learning and using cruise line terminology correctly in relation to the security, safety and experience of passengers and crew.

METHODOLOGY

Online Lecture/Discussions

ASSESSMENT

Individual Study

Exam

MODULE TITLE **Hierarchy of a Cruise Ship**

MODULE DESCRIPTION

This module reviews historical hierarchical structures of command and examines the differences in the organizational structure in place on a cruise ship today. It focuses on the importance of the chain of command, which exists to ensure the operational effectiveness, safety and security of the vessel and the growth of the customer services divisions within that command structure today.

MODULE OBJECTIVES

At the completion of this module, students should be able to:

1. Identify the differences between the historical command structure of the past and the organizational structure of the modern cruise industry.
2. Identify the chain of command on a cruise ship and discuss the rationale for that chain of command and its effect on operational effectiveness, safety and security of the vessel.
3. Identify the various roles and importance of the ships officers
4. Understand and discuss the function of the major departments onboard, how they interact with each other and their relative importance in delivering a memorable cruise experience.

METHODOLOGY

Online Lecture/Discussions

ASSESSMENT

Individual Study

Exam

MODULE TITLE **Living and Working Onboard**

MODULE DESCRIPTION

The purpose of this module is to introduce and prepare students for life on board a cruise ship. It covers the differences in the way of life, shipboard culture, expectations, rules and regulations, the discipline of working at sea and the facilities available to crew.

MODULE OBJECTIVES

At the completion of this module, students should be able to:

1. Identify the differences between land life and ship life and the adjustments that new crew need to make.
2. Understand and appropriately respond to shipboard culture in order to quickly integrate into life on board.
3. Outline the disciplinary procedure
4. Discuss the importance of discipline to shipboard life and to the experience of both crew and passengers.
5. Identify the most important rules and regulations on board and discuss why they are essential.
6. Identify the key services and facilities available to crew and how they support crew in their life at sea and life on land.

METHODOLOGY

Onboard Lecture/Discussions

ASSESSMENT

Supervised Practice

Role Play/ Group and Individual Practice

Case Studies

Group and Individual Study

Exam

MODULE TITLE Organization of the Cruise Line Food Production Department

MODULE DESCRIPTION

This module focuses on the operation and organization of the food production during a cruise with an in depth review of each department, position, their purpose and functions. Students also gain an understanding of general operating procedures necessary to become a professional food worker within the cruise line industry.

MODULE OBJECTIVES

At the completion of this module, students should be able to:

1. Identify the different food production positions and discuss the major responsibilities attached to each position.
2. Identify the qualities needed for each position and discuss the importance each position plays in the overall cruise experience.
3. Discuss the importance of relation and cooperation with other departments.

METHODOLOGY

Onboard Lecture/Discussions

On Board Tours/Observations

ASSESSMENT

Supervised Tours

Cruise Line Professional Q & A Sessions

Group and Individual Study

Exam

MODULE TITLE **Food Safety Operations**

MODULE DESCRIPTION

This module focuses on the safe flow of food onboard with an in depth review of each operation their purpose and functions. Students also gain an understanding of general operating and safety procedures that all crew must follow in order to effectively and efficiently perform their roles, deliver services and maintain safety and quality.

MODULE OBJECTIVES

At the completion of this module, students should be able to:

1. Identify the role each position plays in food safety.
2. Distinguish between the different safety levels of each food production area.
3. Identify the different service positions and discuss the major responsibilities attached to each position.
4. Discuss the importance of receiving, storing, thawing, preparation, cooking, holding, cooling, rehearsing, and serving plays in the safe flow of food through the operation.

METHODOLOGY

Onboard Lecture/Discussions

On Board Tours/Observations

ASSESSMENT

Supervised Tours

Cruise Line Professional Q & A Sessions

Group and Individual Study

Exam

MODULE TITLE **Essential Food Production Operations**

MODULE DESCRIPTION

The focus of this module is the essential and effective operation of food production. Students will learn about the standard operating procedures of food production and how to maintain expected standards.

Students will have the opportunity to observe and tour food production areas.

MODULE OBJECTIVES

At the completion of this module, students should be able to:

1. Identify the essential food production areas; distinguish between the different levels of each operation
2. Understand the implementation of standard operating procedures through observation.
3. Discuss the importance of each area to include appetizers, soups, salads, pasta and rice, main course, sandwich, breakfast, buffet, bakery and pastry.

METHODOLOGY

Onboard Lecture/Discussions

On Board Tours/Observations

ASSESSMENT

Supervised Tours

Cruise Line Professional Q & A Sessions

Group and Individual Study

Exam

MODULE TITLE **The Menu**

MODULE DESCRIPTION

This module focuses on the demographics, nutritional and budget considerations of cruise line menu planning.

MODULE OBJECTIVES

At the completion of this module, students should be able to:

1. Discuss recipes, its structure and use.
2. Identify and describe the nutritional guidelines.
3. Describe the process of food cost control.

METHODOLOGY

Onboard Lecture/Discussions

On Board Tours/Observations

ASSESSMENT

Supervised Tours

Cruise Line Professional Q & A Sessions

Group and Individual Study

Exam

MODULE TITLE **Provision Store Organization**

MODULE DESCRIPTION

This module focuses on the role of the provision store on a cruise ship, the various positions and responsibilities within the department and their importance. Students also review standard operating procedures essential to the effective operation of purchasing and inventory.

MODULE OBJECTIVES

At the completion of this module, students should be able to:

1. Understand the importance of the role of provision store department on a cruise ship
2. Describe the various positions within the department, the responsibilities of those roles and
3. how they interact with and support each other.
4. Describe purchasing and inventory procedures.
5. Identify food receiving and storing procedures and their importance to the overall operation of the department.

METHODOLOGY

Onboard Lecture/Discussions

Onboard Tours/Observations

ASSESSMENT

Supervised Tours

Cruise Line Professional Q&A Sessions

Group and Individual Study

Exam

MODULE TITLE **Food Safety**

MODULE DESCRIPTION

This module addresses the various policies and procedures to ensure food safety on a cruise ship with special emphases on the invisible food safety enemy and the micro world.

MODULE OBJECTIVES

At the completion of this module, students should be able to:

1. Identify the major foodborne illnesses caused by bacteria, virus and parasites.
2. Describe Norovirus and the cruise industry.
3. Identify the rules of personal hygiene and safe habits to include galley cleaning and sanitation guidelines.
4. Discuss how waste management and garbage disposal is handled on a cruise ship.
5. Identify Principles of H.A.C.C.P. (Hazard Analysis Critical Control Point), Principle of I.P.M. (Integrated Pest Management) and V.S.P. (Vessel Sanitation Program) and ship's inspections

METHODOLOGY

Onboard Lecture/Discussions

Onboard Tours/Observations

ASSESSMENT

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Exam