

EDUCATIONAL ORGANISATION C.C. SAVERIADES

Casa College



Final reply for accreditation

“Certificate in Cruise Ship Hospitality Operations”

EFFECTIVENESS OF TEACHING WORK - AVAILABLE RESOURCES

1.1 Organisation of teaching work

Q. 1.1.4 Adequate and modern learning resources are available to students including the following:

- Library

A: New books related to the programme of study were bought and are available in the college library (Appendix 1: List of Books/order payment).

- Facilities

A: Building expansion: the decision to expand the college building (addition of four floors) has been finalised and the construction is starting within the next few months. Architectural plans are ready for submission to the Department of Town Planning and Housing.

Q. 1.1.11 The programme of study applies an effective policy for the prevention and detection of plagiarism.

A: The college, in collaboration with other educational institutions, is in the process of subscribing to the Turnitin plagiarism software. This software is very expensive and some educational institutions cannot afford to buy it at the moment.

Q. 1.1.12 The programme of study provides satisfactory mechanisms for complaint management and dispute resolution.

A: The Disciplinary Committee and the Student Affairs Department consider all matters constituting or pertaining to any breach of rules and regulations by the students. The committees do not only investigate actions and misconduct or decide on recommendations and/or penalties, but they also provide academic leadership and discipline, including student advising. Additionally they have the responsibility to oversee the standards pertaining to the discipline and the preservation of disciplinary integrity with the Director of Academic Studies. The Disciplinary Committee and the Student Affairs inform, if needed, the Director of Academic Studies on any matters relating to the discipline in the college. They contribute to the policy formation and strategic planning. They participate in quality reviews and deal with professional issues affecting discipline, complaints and disputes.

The legal advisor of Casa College might interfere in order to provide legal assistance, organise various legal activities, complete them, create legal documents and advise all the staff, students and directors of the college on all the relevant legal issues. He/she is responsible for taking a lead role, especially during meetings and hearings as well as for prioritising work to ensure that the services delivered are of high quality. He/she assures that he/she adheres by the agreed deadline and that the assigned work is completed effectively and satisfies or surpasses the expectations of the college.

1.2 Teaching

Q. 1.2.1 The methodology used in each course is suitable for achieving the purpose and objectives of the course and those of individual modules.

A: The college has reached to an agreement with Oracle Enterprise with regard to the Micro Fidelio System. This software has been installed and will be used in the course of “Front Office Services on a Cruise Ship” (Annex I: Agreement)

Q. 1.2.6 Teaching incorporates the use of modern educational technologies that are consistent with international standards, including a platform for the electronic support of learning.

A: The Moodle platform has already been installed and all lecturers/students have been trained and have started to use it. Please visit casacollege.com/moodle.

Q. 1.2.7 Teaching materials (books, manuals, journals, databases, and teaching notes) meet the requirements set by the methodology of each course and are updated regularly.

A: Courses are enriched with books and other material related to cruise hospitality.

1.3 Teaching Personnel

Q. 1.3.1 The number of full-time academic personnel, occupied exclusively at the institution, and their fields of expertise, adequately support the programme of study.

A: The college has already employed three new staff members with related studies in the shipping and cruise industry. They will be teaching the following courses:

- CSH–113 Health and Safety on a Cruise Ship
- CSH-117 Terminology and Operations on a Cruise Ship
- CSH-121 Improving Skills at Sea (Appendix 2: CVs of new staff members)

Q.1.3.2 The members of teaching personnel for each course have the relevant formal and fundamental qualifications for teaching the course, as described by the legislation, including the following:

1.3.2.1 Subject specialisation, preferably with a doctorate, in the discipline.

A: Subjects are distributed according to the field of expertise of each lecturer (Appendix 3: Teaching personnel, qualifications and total teaching periods).

Q. 1.3.9 The academic personnel's teaching load does not limit the conduct of research, writing, and contribution to the society.

A: The lecturers’ teaching hours have been reduced in order to have the time to conduct research within the programme (see Appendix 3).

2.1 Purpose and Objectives and learning outcomes of the Programme of Study

Q.2.1.2 The purpose and objectives of the programme and the learning outcomes are utilised as a guide for the design of the programme of study.

A: Students attending the programme will be entry-level staff in various job positions in a cruise ship and they will have the opportunity to evolve and acquire diplomas and other qualifications higher than the certificate. These individuals will provide services to hospitality industry, focusing specifically on cruise ship hospitality.

Learning outcomes: The successful learners of this programme will be able to obtain basic knowledge in order to develop a professional profile which meets the demands of the cruise lines especially in the area of services and in entry-level positions like the kitchen on board, the restaurant, the housekeeping on board, the Front Office, health and safety on board, basic cruise ship terminology etc.

Q.2.1.4 The programme’s content, the methods of assessment, the teaching materials and the equipment, lead to the achievement of the programme's purpose and objectives and ensure

the expected learning outcomes.

A: After reviewing the course syllabi, major changes have been made to several courses. For this reason, the content of the programme is now consistent with the stated purpose and objectives, as well as the learning outcomes of each course.

Q.2.1.6 The learning process is properly designed to achieve the expected learning outcomes.

A: The learning outcomes have been reconsidered and they are now consistent with the courses offered by the certificate programme.

Q.2.1.7 The higher qualification awarded to the students, corresponds to the purpose and objectives and the learning outcomes of the programme.

A: Any subjects that were not appropriate for this qualification level have been removed. More specifically, 'Introduction to the History and Trends of Cruise Industry and Maritime Transportation' has been replaced by 'Introduction to the Cruise Shipping Industry' and 'Hospitality Supervision' has been replaced by 'Terminology and Operations on a Cruise Ship'. All other subjects have been revised and corrected according to the programme of study (Appendix 4: List of Compulsory, Elective and Optional Courses).

2.2 Structure and Content of the Program of Study

Q.2.2.4 The higher education qualification awarded, the learning outcomes and the content of the programme are consistent.

A: These have been reviewed and corrected.

Q.2.2.6 The content of courses and modules, and the corresponding educational activities are suitable for achieving the desired learning outcomes with regards to the knowledge, skills, and abilities which should be acquired by students.

A: Practical Subjects:

- Food and Beverage Service on a Cruise Ship (practical training in the college restaurant/bar)
- Guest Services at Front Office Desk on a Cruise Ship (Micro Fidelio programme)
- Food preparation on a Cruise Ship (Kitchen Lab)
- Improving Skills at Sea (Appendix 5: Agreement with Amathus Navigation for training)

Q.2.2.7 The number and the content of the programme's courses are sufficient for the achievement of learning outcomes.

A: The content of the programme has been revised and corrected in order to meet the purpose and objectives.

Q.2.2.8 The content of the programme's courses reflects the latest achievements / developments in science, arts, research and technology.

A: The staff will be continuously receiving training via seminars in the field of cruise, book supply, databases and electronic journals related to the new trends of cruise ship hospitality. Staff with considerable practical experience in cruise ship and service delivery are being recruited.

Q.2.2.9 Flexible options / adaptable to the personal needs or to the needs of students with special needs, are provided.

A: Our educational institution aims to:

1. Enhance early identification, assessment, intervention, placement, habilitation and rehabilitation of learners with special needs and disabilities,
2. Promote awareness on the educational needs and capabilities of people with special learning needs and disabilities,
3. Promote and facilitate inclusion of students with special needs in formal and non-formal education

and training,

4. Put in place measures to promote barrier free environment for learners with special needs,
5. Provide and promote the use of special facilities, services, assistive devices and technology, equipment and teaching / learning materials,
6. Promote quality, relevant and holistic education for learners with special needs and disabilities,
7. Develop capacity of special needs education professionals, specialists and essential service providers to deliver quality services to learners with special needs.

Policy:

Assessment and intervention, access to quality and relevant education, conducive environment, health and safety (adaptation of facilities), special facilities and technology, inclusive education, curriculum development and creation of advocacy and awareness.

2.4 Management of the Programme of Study

Q.2.4.2 It is ensured that learning outcomes may be achieved within the specified timeframe.

A: We have already made and implemented the necessary changes, therefore it is ensured that the learning outcomes will be achieved within the specified timeframe (Appendix 6: New course syllabi).

2.5 International Dimension of the Programme of Study

Q.2.5.4 The academic profile of the programme of study is compatible with corresponding programmes of study in Cyprus and internationally.

A: After making significant changes in the course syllabi, we have developed an innovative, feasible, sustainable and unique programme in Cyprus and abroad.

2.6 Connection with the labour market and the society HOSCO Network

A: Casa College has become a member of the HOSCO Network. HOSCO Network is a community consisting of passionate hospitality professionals. They are able to serve and guide students at all times, not only with job opportunities but also with premium connections, career advice, industry insights and city guides. They support students in making the most of their journey into this fascinating world of hospitality and cruise industry. Founded in 2011 by Ecole Hôtelière de Lausanne graduates, the Hosco Network connects more than 240,000 hospitality talents from over 230 hospitality schools and hospitality departments in more than 40 countries with nearly 3,000 potential employers and gives them access to almost 35,000+ jobs in the global hospitality industry.

Casa College has made an agreement with Silversea (luxurious cruise travel) to employ successful candidates. Silversea is a luxurious cruise travel, distinguished in the ultra-luxury market by its elegant, all suite ships, all-inclusive pricing, worldwide itineraries and genuine hospitality. More than 240 shoreside employees in Silversea's Miami, London, Monaco, Sydney, Frankfurt, Singapore and Guayaquil offices work together with a staff of 1,600 aboard Silversea's fleet of eight ships to provide guests with unique and unforgettable travel experiences around the world. Silversea will recruit candidates from Casa College who will work on their ships and their headquarters.

4.2 Infrastructure / Support

Q.4.2.1 There are suitable books and reputable journals supporting the programme.

A: See Appendix 1: List of Books

Q.4.2.5/ Q.4.2.6 Teaching materials (books, manuals, scientific journals, databases) are adequate and accessible to students.

A: We have membership with the Taylor & Francis database regarding the following journals:

1. Current Issues in Tourism (1737)
2. International Journal of Hospitality & Tourism Administration (502)
3. Journal of Hospitality Marketing & Management (1051)
4. Tourism Planning & Development (2570)

Q.4.2.7 The teaching personnel are provided with training opportunities in teaching method, in adult education, and in new technologies on the basis of a structured learning framework.

A: The teaching personnel is participating in various seminars and training in Cyprus and abroad.

We will be participating with one staff member in Budapest, Hungary, in an international scientific symposium concerning new challenges in tourism safety: aspects of competitiveness - held by the National University of Public Service.

Annex II: Feasibility Study

Casa College Book Order Form



Course: Cruise Ship Hotel Operations	Date:
Supplier: Solonion Bookstore	Delivery: 4-6 weeks

	Title	Author	Publisher	ISBN	Price
Y1/S1					
1	Cruise Ship Tourism	Ross Kingston Dowling Clare Weeden	CABI	9781780646084	€229.10
2	Cruise Operations Management	Philip Gibson	Routledge	9781138143203	€165.90
3	Cruise Ship Tourism	Michael Clancy Ross A Klein William Terry Xavier Font Mireia Guix Navarrete	CABI	9781780646091	O.P.
4	The CLIA Guide to the Cruise Industry	Marc Mancini Cruise Lines International Association.	Delmar Pub	9781111130893	O.P.
5	Development and Growth of the Cruise Industry	Roger Cartwright Carolyn Baird	Butterworth-Heinemann	9780750643849	O.P.

OFP: Out of Print

6	Cruising: A Guide to the Cruise Line Industry	Marc Mancini	Thomson Delmar Learning	9781401840068	€132.70
7	Nautical Tourism	Tihomir Lukovic	CABI	9781780642444	€131.15
8	Issues in Cruise Ship Safety and Security	Lewis D Rainer	Nova Science Publisher's, Inc.,	9781611225280	O.P.
9	The Business and Management of Ocean Cruises	Alexis Papathanassis; Michael Vogel Ben Wolber	CABI	9781845938451	€115.35
10	Cruising & Cruise Ships	Douglas Ward	Berlitz Pub. 2014	9781780047492	O.P.
11	Practical Cookery	David Foskett	Hodder Education Group	9781471839603	E-BOOK
12	Working on Cruise Ships	Sandra Bow Deborah Penrith Victoria Pybus	Globe Pequot Pr.	9781854583383	O.P.
13	Working in Travel and Tourism	Margaret McAlpine	Gareth Stevens Pub	9780836842395	O.P.
14	Handbook of Research on Global Hospitality and Tourism Management	Angelo Camillo	Information Science Reference	9781466686069	€488.20
15	The Routledge Handbook of Tourism and Hospitality Education	Dianne Dredge David Airey Michael J Gross	Routledge	9780415842051	€252.80
16	Cruise Tourism Management	N/A	Random Publications	9789351119357	O.P.
17	Hotel Housekeeping: Training Manual	N/A	McGraw Hill Education (India) Private Limited	9781259004988	O.P.
18	Hotel Housekeeping: A Training Manual	Sudhir Andrews	McGraw Hill Education (India)	9781259004988	O.P.
19	Housekeeping: Theory and Practices	Jagmohan Negi	S CHAND & CO LTD	9788121997737	O.P.
20	Hotel Management and Operations	Michael J O'Fallon Denney G Rutherford	Wiley	9780470177143	€287.55

21	Managing Housekeeping Operations.	Nitschke, Aleta D Frye, William D. Lodging Educational Institute and American Hotel	Pearson College Div	9780133097085	O.P.
22	Professional Management of Housekeeping Operations	Delphina Fonseca	Scitus Academics	9781681175546	€218.85
23	Study Guide to Accompany the Restaurant: From Concept to Operation	John R Walker Tina Powers	Wiley	9781118629604	O.P.
24	The Restaurant: From Concept to Operation	N/A	3G E-Learning LLC	9781680957464	O.P.
25	Event Tourism: Concepts, International Case Studies, and Research	Donald Getz	Cognizant Communication Corporation	9781882345601	O.P.
26	The Restaurant: From Concept to Operation	N/A	3G E-Learning LLC	9781680957464	O.P.
27	Remarkable Service	Culinary Institute of America	John Wiley & Sons Inc.	9781118116876	€287.55
28	Nautical Tourism: Concepts and Issues	Michael Lück	Cognizant Communication	9781882345502	O.P.
29	Fundamentals of Cruise and Ship Industry	Kalpesh Ranjan	Anmol Publications	9788126150564	O.P.
30	Cruise Operations Management: Hospitality Perspectives	Philip Gibson	Routledge	9780415699532	€64.80
Y1/S2					
31	Cruise Ship Operations	Great Barrier Reef Marine Park	Great Barrier Reef Marine Park	9780642230744	O.P.
32	Berlitz Cruising & Cruise Ships	Douglas Ward	Berlitz Pub. Co. 2015	9781780047546	O.P.
33	Berlitz Cruising & Cruise Ships	Douglas Ward	Ingram Pub Services 2016	9781780048314	O.P.
34	Maritime	Rui Fernandes Christopher R Graham; John Mascarin Wendy Litner	LexisNexis	9780433490937	O.P.

		Shirley Margolis;			
35	Careers in Travel, Tourism and Hospitality	Marjorie Eberts	McGraw-Hill Education	9780071448567	O.P.
36	Learning Leadership: The Five Fundamentals of Becoming an Exemplary Leader	James M Kouzes Barry Z Posner	Wiley	9781119144281	€33.20
37	Encouraging the Heart: A Leader's Guide to Rewarding and Recognizing Pthers	James M Kouzes Barry Z Posner Leslie Rodier Mark Tobin	John Wiley & Sons; Pfeiffer	9780787964634	€25.30
38	The Leader's Guide to Influence	Mike Brent	Pearson	9780273729860	€26.85
39	The Encouraging the Heart Workshop	James M Kouzes Barry Z Posner	Pfeiffer	9780470880128	€142.20
40	Leadership: Enhancing the Lessons of Experience	Hughes	McGraw Hill Higher Edu.	9789814577212	€90.00
TOTAL					€2691.50
DISCOUNT					€538.30
FINAL					€21.53.20
DEPOSIT (30%)					
BALANCE DUE					

OFP: Out of Print

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Order Number: 302-0241492-5681164

- 2 items will be delivered to [Elina Saveriades](#) from Paper Cavalier Deutschland.
Estimated delivery: **10 Oct 2018 - 7 Nov 2018**

Order Number: 302-0279022-3283545

- 3 items will be delivered to [Elina Saveriades](#) from Amazon EU Sàrl.
Estimated delivery: **20 Sep 2018 - 2 Oct 2018**
- Event Tourism: Concepts, Intern... will be delivered to [Elina Saveriades](#) from Amazon EU Sàrl.
Estimated delivery: **not yet available**

Order Number: 302-0450672-1258710

- Cruise Tourism Management will be delivered to [Elina Saveriades](#) from BOOKSHUT1.
Estimated delivery: **26 Sep 2018 - 18 Oct 2018**

Order Number: 302-0856847-3624320

- Issues in Cruise Ship Safety and ... will be delivered to [Elina Saveriades](#) from Book Depository DE.
Estimated delivery: **21 Sep 2018 - 1 Oct 2018**

Order Number: 302-1519142-9640312

- Hotel Housekeeping Training Ma... will be delivered to [Elina Saveriades](#) from JPB Ecommerce.
Estimated delivery: **25 Sep 2018 - 17 Oct 2018**

Order Number: 302-3186451-6401148

- Careers in Travel, Tourism, & Hos... will be delivered to [Elina Saveriades](#) from betterworldbooks__.
Estimated delivery: **25 Sep 2018 - 17 Oct 2018**

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- Working on Cruise Ships will be delivered to [Elina Saveriades](#) from worldofbooksde.

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- The Development and Growth o... will be delivered to [Elina Saveriades](#) from BetterWorldBooksDe.

Estimated delivery: **25 Sep 2018 - 17 Oct 2018**

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- Cruise Ship Tourism will be delivered to [Elina Saveriades](#) from books_from_californiauk.

Estimated delivery: **25 Sep 2018 - 17 Oct 2018**

Order Number: 302-9999790-6931510

- Working in Travel and Tourism (... will be delivered to [Elina Saveriades](#) from .

Estimated delivery: **28 Sep 2018 - 22 Oct 2018**

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ΣΟΛΩΝΕΙΟΝ ΚΕΝΤΡΟΝ ΒΙΒΛΙΟΥ


Bridgehouse Bookshop & Stat. Ltd
Τ. Θ. 24527, 1300 Λευκωσία
Βυζαντίου 24, 2064 Στρόβολος
Tel : 22666799
Fax : 22666997

RECEIPT

Received from: **CASA COLLEGE**
ZAN ΜΩΡΕΑ 3
1075 ΛΕΥΚΩΣΙΑ

Receipt No : **R07731**

Receipt Date: **13/09/2018**

Account Code: 

The amount of: **EUR** **1,518.82** (One Thousand Five Hundred Eighteen And 82/100)

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inv. ci0301517

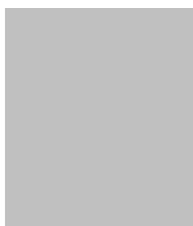
Cheque/Cash: 




**** Cheques are subject to realisation.**


ΣΟΛΩΝΕΙΟΝ ΚΕΝΤΡΟΝ ΒΙΒΛΙΟΥ



PERSONAL INFORMATION

Dimitris Lemesianos

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-  lemesianos_d@hotmail.com
-  <https://www.linkedin.com/pub/dimitri>

WORK EXPERIENCE

September 2016-present

External Lecturer (part-time)
Maritime Academy / www.cyma.ac.cy

- Teaching Naval Architecture Principles

Deputy General Manager - Quality Officer
Dromon Bureau of Shipping (DBS) / www.dromon.com

December 2015 – present

- Development of the Organization's Quality Management System in compliance with the ISO 9001:2008 (Quality Management), OHSAS 18001:2007 (health and safety), EN ISO/IEC 17020:2012 (inspection body) and EN ISO 14065:2013 (greenhouse gas emissions) standards.
- Development of the Organization's Verification Division for the upcoming EU MRV Regulation 2015/757.
- Quality Officer responsible for the internal audits of the Organization as per the 4 (four) ISO standards.
- Responsible for the external audits of the Organization from Quality Assurance Companies, Accreditation Bodies and various Flag State Administrations.
- Prepared the training material for ship Surveyors in accordance with the IMO Training Modules and the IMO Recognized Organization (RO) Code requirements.
- Responsible for the research and development department of the Organization as well as the issuance of various technical publications and circulars.
- Participation in the development of Classification Rules and Regulations.
- Responsible for the development of the Organization's Ship Status Software

August 2010-December 2015

Naval Architect – Surveyor – ISM/ISPS Auditor – MLC Inspector - Quality Officer
Dromon Bureau of Shipping (DBS) / www.dromon.com

- Ship Surveyor for general cargo and other types of ships performing classification and statutory surveys in accordance with international rules and regulations.
- Ship Auditor performing Safety Management and Security Audits as per ISM Code and ISPS Code respectively.
- Maritime Labour Inspector performing review and approval of the DMLC Part II as well as initial and periodical inspections.
- Appraisal of classification drawings as per Class Rules and Regulations.
- Appraisal of statutory manuals (Trim and Stability Booklet, Cargo Securing Manual, Emergency Towing Booklet, Shipboard Oil Pollution Emergency Plan etc.) in accordance with international rules and guidelines.
- Appraisal of various calculations such as load line, strength and stability in accordance with international and classification rules and regulations.
- Prepared the training material for ship Surveyors in accordance with the IMO Training Modules and the IMO Recognized Organization (RO) Code requirements.
- Responsible for the research and development department of the Organization as well as the issuance of various technical publications and circulars.
- Development of the Organization's Quality Management System in compliance with the ISO 9001:2008 (Quality Management), OHSAS 18001:2007 (health and safety) and EN ISO/IEC 17020:2012 (inspection body) standards.
- Quality Officer responsible for the internal audits of the Organization as per the 3 (three) ISO standards.
- Responsible for the external audits of the Organization from Quality Assurance Companies and various Flag State Administrations.
- Participation in the development of Classification Rules and Regulations.
- Responsible for the development of the Organization's Ship Status Software.



- Ship Surveyor for general cargo and other types of ships performing classification and statutory surveys in accordance with international rules and regulations.
- Ship Auditor performing Safety Management and Security Audits as per ISM Code and ISPS Code respectively.
- Maritime Labour Inspector performing review and approval of the DMLC Part II as well as initial and periodical inspections.
- Appraisal of classification drawings as per Class Rules and Regulations.
- Appraisal of statutory manuals (Trim and Stability Booklet, Cargo Securing Manual, Emergency Towing Booklet, Shipboard Oil Pollution Emergency Plan etc.) in accordance with international rules and guidelines.
- Appraisal of various calculations such as load line, strength and stability in accordance with international and classification rules and regulations.
- Prepared the training material for ship Surveyors in accordance with the IMO Training Modules and the IMO Recognized Organization (RO) Code requirements.
- Responsible for the research and development department of the Organization as well as the issuance of various technical publications and circulars.
- Development of the Organization's Quality Management System in compliance with the ISO 9001:2008 (Quality Management), OHSAS 18001:2007 (health and safety) and EN ISO/IEC 17020:2012 (inspection body) standards.
- Quality Officer responsible for the internal audits of the Organization as per the 3 (three) ISO standards.
- Responsible for the external audits of the Organization from Quality Assurance Companies and various Flag State Administrations.
- Participation in the development of Classification Rules and Regulations.
- Responsible for the development of the Organization's Ship Status Software.

June 2009

London Offshore Consultants / www.loc-group.com

Naval Architect (placement)

- Carried out a range of naval architecture work all of which contributed to ongoing consultancy projects.
- Stability analysis and evaluation.
- Container securing system calculations.
- Accident investigation.

June 2007

Naval Architect

(placement Bernhard Schulte Shipmanagement (Cyprus) Ltd., formerly Hanseatic Shipping Co. Ltd., / www.bs-shipmanagement.com)

- Member of summer staff



2005-2010

MEng (Hons) Naval Architecture
University of Newcastle, United Kingdom
1st Class Degree

- Modules included: Naval Architecture, Ship Design, Marine Engineering, Marine Statistics, Marine Production Management, Electrical Engineering, Engineering Mathematics, Materials in the Marine Environment, Marine Dynamics, Marine Structures, Introduction to Business Management, Resistance and Propulsion, Marine Transport Business, Marine and Offshore Mechanics, Future Marine Projects, Financial Risk Management in Shipping, Advanced Hydrodynamics, Structural Response Analysis, Theory of Plates & Grillages and Ship Performance at Sea.
- Thesis: Stability Investigation by retrofitting a pod propulsion system to the cruise ship Cristal / Grade - 80 out of 100.

TRAINING

2016	Passenger ships & RO-RO Passenger ships: Rules and Ship Inspection RINA
2016	IRCA ISO 9001:2015 Lead Auditor The Institute of Management Systems (TIMS)
2016	Oil & Chemical Tankers: Rules and Ship Inspection RINA
2016	EU ETS GHG Emissions Verifier GP Strategies Ltd
2016	Enhancing Professional Skills: Effective Communication // Managing People through Emotional Intelligence (EQ) // Time Management and Prioritizing in the Workplace Cyprus International Institute of Management
2015	IRCA ISO 9001:2008 Lead Auditor The Institute of Management Systems (TIMS)
2014	ISO 17020:2012 Auditor The Institute of Management Systems (TIMS)
2014	Ballast Water Management Lloyd's Register (LR)
2014	Risk Assessment The Institute of Management Systems (TIMS)
2013	Practical Approach to MLC, 2006 for Maritime Labour Inspectors Dromon Academia Centre (DAC)
2013	MLC, 2006 Maritime Labour Inspectors Dromon Academia Centre (DAC)
2012	Practical Approach to Ship Surveys Lloyd's Register (LR)
2011	The ILO Maritime Labour Convention 2006 (MLC, 2006) Lloyd's Register (LR)
2011	The ISM Code, ISO 9001 & ISO 14001 Internal Management System Audit for Ship Operators Lloyd's Register (LR)
2011	ISPS Code: Company Security Officer (CSO) Lloyd's Register (LR)
2010	QSM2008 Internal Auditor Course CMS Training Centre

ACHIEVEMENT AND AWARDS

2009	Korbetis Scholarship Awarded with Korbetis Scholarship for strong academic performance in Naval Architecture.
2007	Metropolitan College Multi Skilling Programme The programme included Machining, Bench fitting, Sheet metal work.
2003	Military Service 25 months



Curriculum Vitae

PERSONAL SKILLS

Mother tongue(s) Greek

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B1	B1	B1	B1	B1

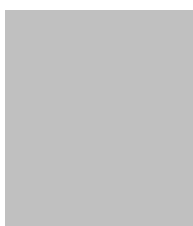
Communication skills ▪ Good communication skills gained through my work experience


Organisational / managerial skills ▪ leadership

ADDITIONAL INFORMATION

Memberships ▪ **2006** Member of the Royal Institution of Naval Architects (RINA)

PERSONAL INFORMATION

Evrripides Evripidou

 36 Archiepiskopou Makariou Street, Mesa Geitonia, Limassol

 (+357) 25889153  (+357) 99 560413

 marine@petronav.com.cy

 www.petronav@petronav.com.cy

WORK EXPERIENCE

2007-Present

Marine, Safety & Quality Manager

Petronav Shipmanagement Ltd., Limassol, Cyprus

- Acting as Management Representative
- Managing the audit programme of the QSMS & ensuring system effectiveness
- Performing ISM/ISO audits
- Training staff onboard and ashore on Quality & Safety aspects
- Performing office/vessels drills
- Performing Incident & Accident Investigation
- Monitoring vessel Inspection Reports
- Reviewing Monthly Returns & Master Review Reports
- Ensuring that all staff onboard and ashore are aware of the Company's QSMS
- Ensuring that process needed for Quality & Safety Management System (QSMS) are established, implemented and maintained
- Reporting all deficiencies or improvements of QSMS to General Manager and controls any changes to the system
- Ensuring the correct distribution and up-keep of the QSMS
- Implementing Company's QSMS and proposing any changes

CSO (Company Security Officer)

Petronav Shipmanagement Ltd., Limassol, Cyprus

- Ensuring that ship security assessments are carried out
- Arranging for internal audits and reviewing security activities
- Ensuring adequate training for personnel responsible for the security of the ship

DPA (Designated Person Ashore)

Petronav Shipmanagement Ltd., Limassol, Cyprus

- Liaising with all concerned to collect and analyse all information related to Safety & Pollution prevention
- Monitoring the safety and environmental protection as well as the security function of the Company onboard fleet vessel
- Ensuring that all corrective measures are adopted by company are satisfactory
- Contributing towards the continual improvement of the Company's Management Quality and Safety system
- Ensuring implementation of the QSMS in the area of the responsibilities

2006-2007

Safety & Quality Superintendent

Petronav Shipmanagement Ltd., Limassol, Cyprus

1981 – 2006

Seagoing experience from 3rd Officer to Master

Andriaki Shipping Company, Athens, Greece

- Onassis Group, Athens, Greece
- Le Timon Shipping Company, Athens, Greece
- Deka Navigation Shipping Company, Athens, Greece
- Served on board varied vessel types of the above companies including:
- Oil Tankers, Product Tankers, Bulkers, General Cargo and Ro/Ro

EDUCATION**Merchant Marine Officer's Centre**

Captain Certificate Class A

Master of Ships, irrespective of tonnage

Merchant Marine Officer's Centre

Captain Certificate Class B

Nautical Academy of Aspropyrgos

Captain Certificate Class C

TRAINING

- IMO Oil pollution preparedness Response and Co-operation Level 1
- IMO Oil pollution preparedness Response and Co-operation Level 2
- Lead Auditor (Transition from ISO 9001:2008 to ISO 9001:2015
- Train the Trainer for Shipping Companies
- Designated Person Ashore (DPA)
- ISO 9000:2000 Series Auditor / Lead Auditor
- Practical, Economical & Legal Framework of a Charter
- Risk Management & Incident Investigation
- Emergency Preparedness & Crisis Management
- Internal Auditor ISM/ISO 9001:2000 for Shipping Companies
- Company Security Officer/Ship Security Officer
- Bridge Resource Management
- Proficiency in Survival Craft & Rescue Boats
- Proficiency in Fast Rescue Boats
- Advanced Fire Fighting
- Proficiency in Medical First Aid
- The Use of Automatic Radar, Plotting AIDS (ARPA)
- Medical Care on Board Ship
- Hazards Materials
- Oil Tanker Training Programme
- Medical care on board ship
- The use of bridge manoeuvring simulator and bridge resource management (BMS-BRM)
- ISM course
- Maritime Resource Management



Europass Curriculum Vitae



Personal information

Surname(s) / First name(s) **Antonis Papavassiliou**
 Address(es) Dimokritou 1A, Mesa Geitonia, PC:4007, Limassol, Cyprus
 Telephone(s) +35799541388
 E-mail antonis_u@yahoo.gr
 Nationality Greek - Cypriot
 Date of birth 13/02/1982
 Gender Male

Occupational field

Work experience

Sea Service - Experience

Dates From 19th November 2013 to 19th May 2014
 Occupation or position held **“Deck Cadet” - “Office Representative”**
 Vessel name/ type M/T ALEXANDRIA / Oil product tanker/ DWT 6379.5 tons
 Main activities and responsibilities Took part into the mooring/unmooring, checking the ISM “monthly returns”, watching during navigation, monitoring/watching cargo operation in the CCR, assisting the C/O for the preparation of the loading plan & relevant documents, measuring the cargo tanks, safety & security drills, assisting the pump-man in the pump room and on the deck for the preparation for loading & discharging & “topping off” the tanks, chipping, preparing the navigational equipment of the bridge for sailing, making requisitions for provisions & supplies, handling the receiving of provisions & supplies.

Dates From 02nd September 2008 to 15th January 2009
 Occupation or position held **“Trainee”** on Bunker - Physical Supply Operations
 Vessel name/ type M/T ISLAND TRADER/ M/T ISLAND CHALLENGER/ M/T ISLAND TRANSPORTER
 Main activities and responsibilities Practical assisting and taking part with the Chief Officer and the Deck Crew on cargo calculations, Measurements, cargo hoses connection and completion of the documents for the bunker deliveries.

Name and address of employer PETRONAV SHIP MANAGEMENT LTD
 Dates From 1st January 2015 to date
 Occupation or position held **“Ship Operations – Chartering”**
 Main activities and responsibilities **Chartering/Operations Dept:** Fixtures of the vessels, Voyage Estimations, giving voyage instructions to the vessels, Monitoring Charter Party requirements, vessels performance, cargoes to be loaded, condition of the cargo tanks, Appointing Agents, Approve Agents' Disbursements Accounts, supporting for Operational Claims.
 From 1st January 2012 to 31st December 2014
“Assistant to Marine Safety/Quality Dept”
Marine S&Q Dept: Carrying out Vessels and Office audits, Preparing Audit Report, Developing standard ship operations procedures, Keeping QSMS Manuals up to date, Crew familiarization and training onboard, Maintaining the vessel's register, Monitoring tank cleaning progress.

Dates	From 1 st August 2008 to 31 st December 2011
Occupation or position held	“Bunker Supply – Ship Operations Officer”
Main activities and responsibilities	Securing constantly product availability, Monitoring specifications of the product, Operating bunker tankers and sea-going vessels for bunker supplies and loadings/discharging purposes, Supporting Traders with cargo contracts, Fixtures of the vessels, Voyage Estimations, Blending Calculations, Cargo Declarations, Preparing vessel's loading plan, Liaising and communicating with customers-Vessels Masters-Ship Agents, Laboratories and Accountants, Estimating cargo Quality and Quantity discrepancies.
Name and address of employer	ISLAND OIL LTD, (ISLAND PETROLEUM LTD) Hadjipavlou Str.,3036 , Limassol -
Type of business or sector	Cyprus Bunker Suppliers & Traders, Charterers, Ship Agents

Dates	From 2003 to 2008 (Summer trainee)
Occupation or position held	Assistant to the Operations – Physical Supply Dep, Ship – Agency Dep, Accounts Dep and Marine Safety & Quality Dep.
Main activities and responsibilities	Giving orders for Free Pratiques to the vessels, Lodgments of Cargo Manifests, assisting with arrangements for crew Changes, arranging for doctor's visits for sick crewmembers , helping with Computer entries of bunker blends rations, Recording of bunker samples, General Filling, Attended Ships Audits, attended in Bunker physical supplies and STS oil transfers. ISLAND OIL LTD, ISLAND PETROLEUM LTD, PETRONAV SHIP MANAGEMENT LTD, Hadjipavlou Str.,3036 , Limassol - Cyprus

Education and Qualifications

Postgraduate Studies

Date	From July 2006 to October 2007
Title of qualification awarded	“MSc in Shipping, Transport and International Trade”
Name and type of the organization providing education and training	University of the Aegean, Department of Shipping, Trade and Transport.
Dissertation	“The Bunkering Industry and case study of Piraeus Market”

Undergraduate Studies

Date	From October 2002 to October 2006
Title of qualification awarded	“Business Management and Business Administration”
Name and type of the organization providing education and training	Technological Educational Institute of Serres, Faculty of Administration and Economics.
Dissertation	“The complexity of Bunkering Operations”

Personal skills and competences

Mother tongue	Greek		
Other language	English, attended the “General English Full Time Course” in Sheffield UK (From September 2007 to June 2008)		
Self-assessment	Understanding	Speaking	Writing
<i>European level (*)</i>	Listening Reading	Spoken interaction Spoken production	

Language B2 Independent User C1 Fluent B2 Independent User B2 Independent User C1 Fluent

Military Service Completed the 26 months mandatory service in Cyprus army as “ tank operator”

Social skills and competences Good team player
Dynamic personality versatility in the workplace
Ability to work in multicultural environment
Easy adaption to new environments and requirements

Organizational skills and competences Mediation skills to resolve problems
Organizational culture and developed sense of loyalty in the workplace
Ability to support colleagues

Computer skills and competences In possession of European Computer Driving License (E.C.D.L)
1)Concepts of Information Technology (IT), 2) Using the Computer and Managing Files, 3) Word Processing, 4) Spreadsheets, 5) Database , 6) Presentation, 7) Information & Communication

Seaman’s Courses

Dates 01/10/2010 – 30/11/2010

Title of qualification awarded “**Tanker Familiarization**” & “**Basic Safety Course**”

Name and type of the organization providing education and training BSM Maritime Training Center (Ex “Hanseatic”, Limassol – Cyprus)

Cyprus Seaman’s Book No: CY213219

Additional information Additional to the above work experience, I have had the opportunity to take part and handle:
all the necessary procedures and requirements of Cyprus authorities in order to enroll company’s tanker vessels as “coastal - bunker tankers”,
worked on a project (feasibility study) for expansion and establishment of new bunkering station in foreign country (from operational aspect),
took part numerous of times onboard for bunker operations and STS oil transfers from operational and safety aspect; assisting “Chief Officer” and “deck crew” on cargo calculations, and cargo handling
estimation of the port and oil terminal storage, IN & OUT costs,
took part into modifications of vessels segregations and piping - line system for blending and cargo stowage - quantity purposes,
presented during calibration of vessel’s tanks after dry – dock, presented during “Dry – docks” in several shipyards,
estimation of vessels deviation costs and the entire required procedures and formalities of the Cyprus Customs for “De – bunkering” and compensation purposes,
took part at the redelivery of two vessels for their hand-over, establishing of the new ISM & ISPS system, Internal & External Audit and leading for the cleaning of their cargo tanks,

Annexes

- University of the Aegean (Master Degree in Greek)
- Technological Educational Institute of Central Macedonia - Serres (Degree in Greek)
- General English Certificate
- ECDL Certificate
- Tanker Familiarization Certificate
- Basic Safety training Certificate
- IMO Oil Pollution Preparedness, Response and Co-operation (Level 1)
- IMO Oil Pollution Preparedness, Response and Co-operation (Level 2)
- Recommendation Letter

TEACHING PERSONNEL, QUALIFICATIONS AND TOTAL TEACHING PERIODS

A/A	Lecturer	Qualifications	Rank*	FT/PT**	Program of Study	Periods/ Week	Total Periods /Week
I.	Dr. Eleni Asprogenous	1) BSc Tourismologist 2) MSc Business Administration 3) PhD Business Administration	SL	FT	Certificate in Cruise Ship Hospitality Operations	3	3
II.	Dr. Kyrillos Nicolaou	1) BA in History and Archaeology 2) MA in History 3) MA in Geopolitics 4) PhD in History	SL	FT	Certificate in Cruise Ship Hospitality Operations	3	3
III.	Mrs. Chrysoulla Trisvei	1) Diploma in Food Preparation & Culinary Arts 2) BA in Hotel Management Training 3) MA in Hotel Management	L	FT	Certificate in Cruise Ship Hospitality Operations	9	9
IV.	Mrs. Georgia Kyperounda	1) Diploma in Hotel Management 2) BSc in Hotel-Restaurant institutional Management 3) MBA	L	FT	Certificate in Cruise Ship Hospitality Operations	4	4
V.	Dr. Marianna Kyriakou	1) BA in French Language and Literature 2) MA Applied Linguistics 3) PhD in Linguistics	SL	FT	Certificate in Cruise Ship Hospitality Operations	3	3
VI.	Mr. Dimitris Lemesianos	1) Meng (Hons) Naval Architecture	L	PT	Certificate in Cruise Ship Hospitality Operations	2	2
VII.	Mrs. Constantina Constantinou	1) BA in German Language & Literature	I	FT	Certificate in Cruise Ship Hospitality Operations	3	3
VIII.	Mrs. Anastasia Constantinidou	1) BA in International Hospitality Management 2) MSc in International Human Resources Management	I	PT	Certificate in Cruise Ship Hospitality Operations	3	3

IX.	Mr. Andreas C. Paschali	1) Diploma in Culinary Arts 2) BSc in Culinary Arts 3) MA Teaching in Culinary Arts	L	PT	Certificate in Cruise Ship Hospitality Operations	5	5
X.	Mr. Evripides Evripidou	1) Captain Certificate Class C 2) Captain Certificate Class B 3) Captain Certificate Class A/Master of Ships	L	PT	Certificate in Cruise Ship Hospitality Operations	5	5
XI.	Mr. Andonis Papavasilliou	1) Business Management and Business Administration 2) MSc in Shipping, Transport and International Trade	L	PT	Certificate in Cruise Ship Hospitality Operations	3	3

* Rank: Professor (P), Associate Professor (Assoc. P), Assistant Professor (Assis. P), Senior Lecturer (SL), Lecturer (L), Instructor (I), Special Teaching Personnel (STP), Visiting Professor (Vis. P), Special Scientist (SS), Lab Assistant (LA)

** Full Time (FT), Part Time (PT)

**EDUCATIONAL ORGANISATION C.C. SAVERIADES
Casa College**



RANKING PROCESS

RANK	TEACHING LOAD PER WEEK
INSTRUCTOR	21
LECTURER	18
SENIOR LECTURER	18
ASSISTANT PROFESSOR	15
ASSOCIATE PROFESSOR	12
PROFESSOR	09

RANK	ENTRY QUALIFICATIONS
INSTRUCTOR	TWO YEAR DIPLOMA + 3TE/3PE OR BACHELOR
LECTURER	BACHELOR + 5TE + PE OR MASTERS
SENIOR LECTURER	MASTERS + 5TE + PE OR DOCTORATE
ASSISTANT PROFESSOR	MASTERS + 10TE + PE OR DOCTORATE + 3TE/PE + PUB
ASSOCIATE PROFESSOR	DOCTORATE + 5TE + PE + PUB
PROFESSOR	DOCTORATE + 10TE + PE + PUB

COMPLETE LIST OF COMPULSORY, ELECTIVE & OPTIONAL COURSES

COMPULSORY COURSES		
	Course Code	Course Name
1.	CSH-111	Introduction to the Cruise Shipping Industry
2.	CSH-112	Front Office Services on a Cruise Ship
3.	CSH-113	Health & Safety on a Cruise Ship
4.	CSH-114	Food Preparation on a Cruise Ship
5.	CSH-115	Housekeeping on a Cruise Ship
6.	CSH- 117	Terminology and Operations on a Cruise Ship
7.	CSH- 118	Event Planning, Animation & Cruise Operation
8.	CSH-119	Food & Beverage service on a Cruise Ship
9.	CSH-120	Cruise Geography

ELECTIVE COURSES		
	Course Code	Course Name
1.	ENG-112	Oral Communication
2.	GER-113	Oral Communication
OPTIONAL COURSE		
1.	CSH-121	Improving Skills at Sea (practical training/internship) *Subject without credits

Appendix 5: Agreement with Amathus Navigations

8th February, 2018

Mr. Yiannis Saveriades
CASA College
Director

Dear Mr. Saveriades,

Following your letter earlier this month, I would like to inform you that Amathus Travel would be very happy to accommodate the students of your College, attending the Certificate in Cruise Ship Hospitality Operations, during their practice period.

In order to facilitate this process, your College should send a list with the names of the students who will participate in the practical session and the exact dates and hours.

Best regards,



Michalis Nicolaou
Travel Manager

Appendix 6: New Course Syllabi

Course Title	INTRODUCTION TO THE CRUISE SHIPPING INDUSTRY				
Course Code	CSH - 111				
Course Type	Compulsory				
Level	Certificate				
Year/Semester	Year 1 /Semester 1				
Lecturer's Name	Mrs. Eleni Asprogenous				
ECTS	5	Lectures/week	3 a.h	Laboratories/Week	N/A
Course Purpose & Objectives	<p>The students will be introduced to the major aspects of cruise operations and the global cruise market, economic significance, and career opportunities in cruise and maritime qualifying them for a job at sea. Additionally, it provides an overview of the principles, practices, and philosophies that affect the cultural, social, economic, psychological, and marketing aspects of human travel in the cruise industry. Among the topics are also the merchant marine, the offshore gas and oil industry including the life on board.</p> <p><u>Course Objectives:</u></p> <ul style="list-style-type: none"> ▪ Identify and describe the various cruise line and recreational ships globally for various travel and tourism products and services ▪ Demonstrate a clear understanding of the structures and interconnections within the industry sectors as cruise industry, merchant ships, and the offshore gas/oil industry ▪ Distinguish and compare the distinct types of life on board and circumstances, conditions advantages and hazards of daily life at sea. ▪ Discuss how maritime tourism and coastal and sea-based leisure activities are rapidly growing in the sector of tourism industry ▪ Define working roles in cruise and maritime tourism ▪ Discuss about two cruise line companies AIDA Cruises and Disney Cruise Line, comparison ▪ Formulate destination development diversity on board cruise ships, seamen's relation with the outside world <p>Major shipping companies and the impact on global and local economies, CLIA reports.</p>				
Learning Outcomes	<p><u>Learning outcomes:</u></p> <p>Upon successful completion of this course, the student will have reliably demonstrated the ability to:</p> <ul style="list-style-type: none"> ▪ Understand the cruise industry and the tremendous job opportunities for hospitality students ▪ Knowing and understanding the importance of the cruise industry as well as being aware of the operations, challenges and opportunities of the fastest growing hospitality sector ▪ Develop knowledge for students who are interested in developing a career in the cruise industry involving the major functions ▪ Explain the economic significance of global cruise industry ▪ Understand the importance of health, safety and security on board ▪ Appreciate how important this industry is to the economy of the world and for many countries ▪ Know the benefits and costs of cuisine for the environment and sustainability ▪ Recognize the variety of types and functions of cruising and maritime organizations ▪ Analyze the ongoing and changing cruising industry ▪ Evaluate the key factors and related activities which can make a cruise line destination attractive 				
Prerequisites	None	Required			

Course Content	Session 1	Introduction to tourism management; Identify and describe the various cruise and recreational ships globally; various travel and tourism products, services.			
	Session 2	Demonstrate a clear understanding of the structures and interconnections within the industry sectors as cruise industry, merchant ships, the offshore gas and oil industry.			
	Session 3	Distinguish and compare the distinct types of life on board and circumstances, conditions advantages and hazards of daily life at sea and growth of cruise industry.			
	Session 4	Discuss how maritime tourism and coastal and sea-based leisure activities are rapidly growing in the sector of tourism industry. Destinations.			
	Session 5	Define working roles in cruise and maritime tourism, the cruise product, markets and marketing.			
	Session 6	Discuss about two cruise line companies AIDA Cruises and Disney Cruise Line, comparison of the two companies.			
	Session 7	Revision for the Mid-Term Exams.			
	Session 8	Formulate destination development; diversity on board cruise ships, seamen's relation with the outside world; Economic impacts of cruising and maritime.			
	Session 9	Major shipping companies and the impact on global and local economies, sociocultural and environmental impacts of cruising and maritime.			
	Session 10	CLIA reports, statistics, development trends, challenges and opportunities of the fastest growing hospitality sector.			
	Session 11	Benefits and costs of cruise for the environment and sustainability; sustainable cruising and maritime.			
	Session 12	Factors and related activities which can make a cruise line destination attractive; motivation for pleasure travel, and passenger transportation.			
	Session 13	Revision for final exam			
Teaching Methodology	<ul style="list-style-type: none"> ▪ Lectures ▪ Group Discussions ▪ Presentations ▪ Team Teaching ▪ Assignment ▪ Group Lectures 				
Bibliography	Required Textbook/Readings:				
	Authors	Title	Publisher	Year	ISBN
	Manuel Bulter	World tourism Organization, 2010 cruise tourism: current situation and trends			
	Jill Safro	Disney cruise line: the official guide		2014	
	Ross Kingston Dowling; Clare Weeden	Cruise ship tourism		2017	
Douglas Ward	Complete guide to cruising & cruise ships		2009		

Assessment	Students will be assessed orally and in writing. There will be continuous assessment and final written exam (60%). The 40 marks of the continuous assessment are based on:			
	<ul style="list-style-type: none"> ▪ Mid-term exam (1-14 marks) ▪ Attendance (1-10 marks) ▪ Participation, co-operation and involvement in the lesson (1-8 marks) ▪ Homework, quizzes, tests, and other written exercises (1-8 marks) 			
	The 60 marks for the final written test refer to an exam at the end of the semester, which examines the whole of the content of a subject that has been taught in the current semester. The final mark is the total of the addition of the marks of the continuous assessment and the written exam at the end of that semester. This makes a total of 100 marks. The passing mark is 50.			
	Grades for the course will be assigned as follows:			
	ECTS MARK	FINAL GRADE POINT AVERAGE (GPA)	NUMBER MARK	MARK'S DESCRIPTION
	A	4.00	93-100	Excellent
	A-	3.67	90-92	Very good
	B+	3.33	87-89	Good
	B	3.00	83-86	Good
	B-	2.67	80-82	Good
	C+	2.33	77-79	Satisfactory
	C	2.00	73-76	Satisfactory
	C-	1.67	70-72	Satisfactory
	D+	1.33	67-69	Poor
	D	1.00	60-66	Poor
D-	0.67	50-59	Unsatisfactory	
F	0.00	0-49	Fail	
I	0.00	0	Incomplete	
W	0.00	0	Withdrawal	
P	0.00	0	Pass	
AU	0.00	0	Audit	
TR	0.00	0	Transferred	
Language	English			

Course Title	FRONT OFFICE SERVICES ON A CRUISE SHIP				
Course Code	CSH -112				
Course Type	Compulsory				
Level	Certificate				
Year/Semester	Year 1/ Semester 1				
Lecturer's Name	Mrs. Georgia Kyperounda				
ECTS	6	Lectures/week	4 a.h	Laboratories/Week	N/A
Course Purpose & Objectives	<p>The aim of this course is to illustrate the effects of the guest service/guest relations, front office assistance, resolve guest problems and complains on the overall operation of cruise ship. It features information on today's customer care and service. A study of the flow of activities and functions of cruising operation. The front office, and daily tasks for comfort of customers, keeping them happy at the cruising industry. The success of the Hotel Operations Division, and the department of front desk on a cruise ship. This course will provide an overview of supporting departments on cruise ship as well as outside.</p>				
Learning Outcomes	<p>After the completion of the course, students will be able to:</p> <ul style="list-style-type: none"> ▪ Understand the cruise ship industry and the factors that drive the industry, the role of the front desk and reception as guest relations and guest services ▪ Articulate the work undertaken at the front desk using the Micros -Fidelio system ▪ Understand the importance of forecasting, revenue management, reservation technologies, reservations and sales as well as the impact it has on a cruise ship ▪ Understand customer service and the confidence level to handle customer complaints. Customer questionnaire and all charts used for customer service ▪ Follow basic cruise ship accounting procedures ranging from posting accounts to conducting cash and check transactions at the front desk, embarkation and disembarkation procedures ▪ Understand the finance department and other systems used in cruise ship industry ▪ Explain and perform the steps involved in the night audit process ▪ Understand the new technologies utilized on cruise ship ▪ Understand legislation relevant to the provision of living on board ▪ Understand the work of the accommodation manager, cruise activities for guests, entertainment, etc ▪ Apply ethical principles to decision-making and actions. 				
Prerequisites	None	Required			
Course Content	Session 1	<ul style="list-style-type: none"> ▪ Introduction ▪ The role of the front office and reception ▪ Examples of different hotels and Cruise Ships around the world – The Ship Inn, The Majestic Hotel, The International Hotel and different Cruise ship companies around the world - Royal Caribbean International, MSC Cruises, Norwegian Cruise Line, Star Cruises, AIDA Cruises 			
	Session 2	<ul style="list-style-type: none"> ▪ Describe and discuss about the receptionist, social skills, attributes and behavior especially when dealing with the customers on board 			
	Session 3	<ul style="list-style-type: none"> ▪ Describe the work undertaken during a typical day in Reception ▪ What does a receptionist do? Case study 			
	Session 4	<ul style="list-style-type: none"> ▪ Advance reservations and sales – group reservations, the reservation clerk. Describe the Manual Reservation System 			

	Session 5	<ul style="list-style-type: none"> Define and explain Guest Questionnaire – Guest History Card – Hotel Product Checklist – Room Card – Reservation Form – Bedroom Book – Conventional Reservation Chart – Booking Diary – Density Reservations Chart 			
	Session 6	<ul style="list-style-type: none"> Comprehend the Communication between customers and other departments of hotel; Written Forms of Communication – by phone – by fax – by email 			
	Session 7	<ul style="list-style-type: none"> Define and explain – check-in procedure on board – sequence followed during a typical check-in – guest registration – types of register – establishing cabin status to enable cabin allocation – possible fraud – arrival of a tour or large group 			
	Session 8	<ul style="list-style-type: none"> Define and describe the check-out procedure – duties of a cashier – law affecting the payment of guests’ bills – customers settling their bills - 			
	Session 9	<ul style="list-style-type: none"> Define and describe the guest on board – guest information and answer enquiries – guests using the front office during their stay on board– customer’s complaints – actions taken during emergencies - 			
	Session 10	<ul style="list-style-type: none"> Define and explain Accounting and Control – guests’ billing – restaurant/bar and other vouchers – types of guest billing systems – billing machines for guests’ accounts – night auditors 			
	Session 11	<ul style="list-style-type: none"> Define and explain different reservation systems Micros – Fidelio system and other Hospitality systems as Theova etc. 			
	Session 12	<ul style="list-style-type: none"> Define and explain importance of e-commerce and e-reservations for cruise lines 			
	Session 13	<ul style="list-style-type: none"> Define and explain the work on a cruise ship, managerial and line staff positions – use of business statistics – monitoring the business by means of control – managing reservations 			
Teaching Methodology	<ul style="list-style-type: none"> Lectures Group Discussions Presentations Team Teaching Assignment Group Lectures 				
Bibliography	Required Textbook/Readings:				
	Authors	Title	Publisher	Year	ISBN
	Vallen, Gary K. and Jerome J. Vallem	Check-n Check-out Managing Hotel Operations, 10 th Edition	Pearson	2016	ISBN: 978-0134303505
	Jones, Matt Shiells	How to be a Hotel Receptionist	Cengage Learning	2012	ISBN: 978-1471606991
	Woods, Robert	Professional Front Office Management	Pearson	2014	ISBN: 978-1292026985
Andrews, Sudhir	Hotel Front Office: A	McGraw Hill	2013	ISBN: 9781259004971	

		Training Manual			
Assessment	<p>Students will be assessed orally and in writing. There will be continuous assessment and final written exam (60%). The 40 marks of the continuous assessment are based on:</p> <ul style="list-style-type: none"> ▪ Mid-term exam (1-14 marks) ▪ Attendance (1-10 marks) ▪ Participation, co-operation and involvement in the lesson (1-8 marks) ▪ Homework, quizzes, tests, and other written exercises (1-8 marks) <p>The 60 marks for the final written test refer to an exam at the end of the semester, which examines the whole of the content of a subject that has been taught in the current semester. The final mark is the total of the addition of the marks of the continuous assessment and the written exam at the end of that semester. This makes a total of 100 marks. The passing mark is 50.</p> <p>Grades for the course will be assigned as follows:</p>				
	ECTS MARK	FINAL GRADE POINT AVERAGE (GPA)	NUMBER MARK	MARK'S DESCRIPTION	
	A	4.00	93-100	Excellent	
	A-	3.67	90-92	Very good	
	B+	3.33	87-89	Good	
	B	3.00	83-86	Good	
	B-	2.67	80-82	Good	
	C+	2.33	77-79	Satisfactory	
	C	2.00	73-76	Satisfactory	
	C-	1.67	70-72	Satisfactory	
	D+	1.33	67-69	Poor	
	D	1.00	60-66	Poor	
	D-	0.67	50-59	Unsatisfactory	
	F	0.00	0-49	Fail	
	I	0.00	0	Incomplete	
	W	0.00	0	Withdrawal	
P	0.00	0	Pass		
AU	0.00	0	Audit		
TR	0.00	0	Transferred		
Language	English				

Course Title	HEALTH & SAFETY ON A CRUISE SHIP				
Course Code	CSH - 113				
Course Type	Compulsory				
Level	Certificate				
Year/Semester	Year 1/ Semester 1				
Teacher's Name	Mr. Evripides Evripidou				
ECTS	7	Lectures/week	5 a.h	Laboratories/week	N/A
Course Purpose and Objectives	The aim of this course is to illustrate the effects of Health & Safety on the overall operation of cruise ships. The course will also discuss and identify the importance of following the required steps to keep a high level of hygiene in the cruise ships. This will also assist the students to develop the necessary knowledge, skills and attitudes on the hygiene of food and beverage and related items in the cruise ship industry and the safety of employees and customers.				
Learning Outcomes	<p>After the completion of the course, the students will be able to:</p> <ul style="list-style-type: none"> ▪ Know the Basic Safety Training (BST) for anyone working at the sea; ▪ Define the legislative control of food business and personal hygiene of food handlers; ▪ Associate personal and legal responsibilities regarding food contamination; ▪ Determine the impact of food borne diseases; ▪ Illustrate the effects of the Safety and Security on the overall operation of a cruise ships; ▪ Contribute to the enhancement of maritime security through heightened awareness; ▪ Recognise security & safety threats and to respond appropriately; and ▪ Apply ethical principles to decision-making and actions 				
Prerequisites	None		Required		
Course Content	Session 1	<ul style="list-style-type: none"> ▪ Introduction ▪ Competencies to be achieved 			
	Session 2	<ul style="list-style-type: none"> ▪ Ship and port operations and conditions ▪ Safety policy 			
	Session 3	<ul style="list-style-type: none"> ▪ Handling sensitive security related information and communications 			
	Session 4	<ul style="list-style-type: none"> ▪ Threats identification recognition and response 			
	Session 5	<ul style="list-style-type: none"> ▪ Techniques used to circumvent security measures ▪ Ship security actions 			
	Session 6	<ul style="list-style-type: none"> ▪ Reporting security incidents emergency preparedness drills 			
	Session 7	<ul style="list-style-type: none"> ▪ Awareness of contingency plans 			
	Session 8	<ul style="list-style-type: none"> ▪ Introduction to Food Safety HACCP – Management Systems – Food Safety Management Systems Standard-Global Food Safety Initiative-ISO-Choosing the standard-Creating an effective and value-added system is a must-Creating and Sustaining a Food Safety Culture 			
	Session 9	<ul style="list-style-type: none"> ▪ General Requirements ▪ Optimum Food Safety Management System-Management System Scope-General Requirements for compliance-Management System Manual-Top Management and Management Commitment-Systems Approach for Managements-Key Points- 			
	Session 10	<ul style="list-style-type: none"> ▪ Document and Record Control ▪ Requirements-When is a Procedure Required-Documents Requirements-Electronic Backup-Master list of 			

		Documents-Record Control Procedure-Master List of Records-Record or Controlled Document			
	Session 11	<ul style="list-style-type: none"> ▪ Food Poisoning ▪ Bacteria: The number one Enemy-Spores and Toxins-Pests-Cleaning-Measuring Temperatures 			
	Session 12	<ul style="list-style-type: none"> ▪ Operational Issues ▪ Differences in the Food Safety Perceptions of Consumers, Employees and Regulatory Offices-What Restaurants Should Do During Power or Water Emergencies-Front of the House Sanitation and Consumers Perceptions of Sanitation- Social Media and Food Safety Risk Communication 			
	Session 13	<ul style="list-style-type: none"> ▪ Food Safety and Cleanliness in Special Environments ▪ Food Safety at Fairs and Festivals-Food Service and Seniors Meals on Wheels Programs and Congregate Meals Sites: A Service with Challenges 			
Teaching Methodology	<ul style="list-style-type: none"> ▪ Lectures ▪ Group Discussions ▪ Presentations ▪ Team Teaching ▪ Assignment ▪ Group Lectures 				
Bibliography	Required Textbook/Readings:				
	Authors	Title	Publisher	Year	ISBN
	Rainer, Levis D.	Issues in Cruise Ship Safety Security	Nova	2010	9781611225280
	Philip Gibson	Cruise Operations Management	Elsevier	2010	9780750678353
	Ward, Douglas	Berlitz Cruising & Cruise Ships 2014 (Berlitz Cruising and Cruise Ships)		2013	9781780047492
	Newslow, Debby	Food Safety Management Programs, Applications, Best Practices and Compliance	CRC Press	2014	ISBN: 978-1-4398-2680-5
	Jarretti, Peter	The City & Guilds Food Safety Training manual (Vocational)	City and Guilds	2012	ISBN: 0-309780851932378
	Almanza, Barbara, Richard Ghiselli and Mahmood Khan	Food Safety: Researching the hazards in hazardous foods (Advances in	Apple Academic Press	2014	ISBN: 978-1-4822-2353-8

		Hospitality and Tourism)			
	Lea the Healer	You can tell a book by its cover: A lesson in Hygiene etiquette, and courtesy for the food, Heath and Hospitality Industries	Lea the Healer	2015	ISBN: 978-0-9942-6096-3
	Salmon, Bob	Food Hygiene and Safety regulations made easy – a quick reference hand book	Food Solutions	2013	ISBN: 0-13-9780955746611
	Arduser, Lora and Douglas Brown	HACCP & Sanitation in Restaurants and Food Service Operations: A Practical Guide Based on the USDA Food Code	Atlantic Publishing group	2013	ISBN: 978-0910627351

Assessment

Students will be assessed orally and in writing. There will be continuous assessment and final written exam (60%). The 40 marks of the continuous assessment are based on:

- Mid-term exam (1-14 marks)
- Attendance (1-10 marks)
- Participation, co-operation and involvement in the lesson (1-8 marks)
- Homework, quizzes, tests, and other written exercises (1-8 marks)

The 60 marks for the final written test refer to an exam at the end of the semester, which examines the whole of the content of a subject that has been taught in the current semester. The final mark is the total of the addition of the marks of the continuous assessment and the written exam at the end of that semester. This makes a total of 100 marks. The passing mark is 50. Grades for the course will be assigned as follows:

ECTS MARK	FINAL GRADE POINT AVERAGE (GPA)	NUMBER MARK	MARK'S DESCRIPTION
A	4.00	93-100	Excellent
A-	3.67	90-92	Very good
B+	3.33	87-89	Good
B	3.00	83-86	Good
B-	2.67	80-82	Good
C+	2.33	77-79	Satisfactory
C	2.00	73-76	Satisfactory
C-	1.67	70-72	Satisfactory
D+	1.33	67-69	Poor
D	1.00	60-66	Poor

	D-	0.67	50-59	Unsatisfactory
	F	0.00	0-49	Fail
	I	0.00	0	Incomplete
	W	0.00	0	Withdrawal
	P	0.00	0	Pass
	AU	0.00	0	Audit
	TR	0.00	0	Transferred
Language	English			

Course Title	FOOD PREPARATION ON A CRUISE SHIP				
Course Code	CSH -114				
Course Type	Compulsory				
Level	Certificate				
Year/Semester	Year 1/ Semester 1				
Lecturer's Name	Mr. Andreas C. Paschali				
ECTS	7	Lectures/week	2 a.h	Laboratories/week	3 a.h
Course Purpose & Objectives	Students should be able to develop the necessary knowledge, skills and attitudes on food preparation, learn the basic principles of cooking techniques and to be able to work in a kitchen on a Cruise Ship, and to continue their studies on the subject at a higher level.				
Learning Outcomes	<p>After the completion of the course, students will be able to:</p> <ul style="list-style-type: none"> ▪ Understand the uses of the hygienic clean food production areas, equipment and utensils ▪ Handle and maintain knives and cutting equipment ▪ Develop working program, and how to handle and store food ▪ Describe and apply the different cooking techniques in the hospitality/cruise industry ▪ Identify and develop skills, techniques and abilities to use the different cooking methods ▪ Develop knowledge how to cook starch products ▪ Recognize, choose and prepare fruit and fruit dishes ▪ Select and prepare vegetables and vegetable dishes ▪ Prepare hot and cold sandwiches, rolls and fillings ▪ Assemble food for quick service 				
Prerequisites	None		Required		
Course Content	Session 1	<ul style="list-style-type: none"> ▪ Introduction ▪ Knowledge about personal hygiene ▪ Learn the importance of protective clothing ▪ How to use proper personal clothing ▪ Knowledge about personal health ▪ Knowledge how to use First Aid procedures ▪ Explain about working safety and legal responsibilities ▪ Hazards and risk assessments ▪ Examine the Fire safety ▪ Analyze incidents/accident reporting ▪ Propose Security in Hospitality premises 			
	Session 2	<ul style="list-style-type: none"> ▪ Learn how to maintain a safe working environment ▪ Learn how to maintain and handle knives ▪ Learn and discuss about the Principles of Cooking Standardized ▪ Examine and practice Recipes, Recipe Yield/Conversion Heat Transfer in Cooking, Conduction, Radiation Various Cooking Methods, Dry, Moist, Combination Practice – cutting vegetables julienne, macedoine, slices, barrel, paysan 			
	Session 3	<ul style="list-style-type: none"> ▪ Learn how to create, develop and maintain effective working conditions ▪ Learn how to handle and store food ▪ Learn the different methods of cooking such as boiling, shallow-deep frying, steaming, stewing, braising and then practice 			
	Session 4	<ul style="list-style-type: none"> ▪ Learn about the clean food production areas ▪ Learn and practice the cooking techniques in the hospitality/cruise industry ▪ Define and explain culinary terms 			

		<ul style="list-style-type: none"> Practice methods of cooking such as poaching, baking, microwave roasting, sauté, etc 			
	Session 5	<ul style="list-style-type: none"> Maintain and handle knives, tools and equipment of Identification and use of Common Kitchen Tools and equipment Mise en place – knife techniques small appliance, pulses Practice starters, appetizers, soups – classifications and traditional 			
	Session 6	<ul style="list-style-type: none"> Learn how to maintain and promote hygiene in food storage Practice hot, warm and cold sauces Practice on creams and basic dough of desserts 			
	Session 7	<ul style="list-style-type: none"> Use of various methods of cooking Prepare main courses with different kinds of meat; chicken-beef-lamb, and proc-ofals 			
	Session 8	<ul style="list-style-type: none"> Learn how to poach, steam, and grill Practice cooking with starch products such as potatoes, bread Learn how to make baked salty and sweet tarts and desserts 			
	Session 9	<ul style="list-style-type: none"> Prepare and griddle food Prepare fruit and fruit dishes Practice on homemade pasta - rice 			
	Session 10	<ul style="list-style-type: none"> Prepare and finish reconstituted food Prepare vegetables and vegetable dishes Practice with various recipes 			
	Session 11	<ul style="list-style-type: none"> Prepare English breakfast, Continental breakfast, Buffet breakfast etc Prepare hot and cold sandwiches, rolls and fillings 			
	Session 12	<ul style="list-style-type: none"> Learn how to assemble food for quick service a la carte and table d' hotel dishes Practice on a la carte menu 			
	Session 13	<ul style="list-style-type: none"> Prepare, cook and assemble food for service Knowledge how to prepare a cocktail party Practice on cocktail parties 			
Teaching Methodology	<ul style="list-style-type: none"> Lectures Laboratory Presentations Projection Team teaching Practical exercise Hands on work Group discussions 				
Bibliography	Required Textbook/Readings:				
	Authors	Title	Publisher	Year	ISBN
	Foskett, David, John Campbell, Neil Rippington, Patricia Paskins	Practical Cookery for Level 2 VRQ, Last Edition	Hodder Education	2012	ISBN: 978-1444179118
Foskett, David and Patricia Paskins	The Theory of Hospitality and Catering, 13 th edition Practical	Hodder Education	2016	ISBN: 978-1471865237	

	Foskett, David	Cookery	Hodder Education	2015	ISBN: 978-1471839603	
	R. Kinton, D. Foskett, V. Ceserani	Questions and Answers on the Theory of Catering	Hodder & Stoughton	2012	ISBN: 978-0340647813	
Assessment	<p>Students will be assessed orally and in writing. There will be continuous assessment and final written exam (60%). The 40 marks of the continuous assessment are based on:</p> <ul style="list-style-type: none"> ▪ Mid-term exam (1-14 marks) ▪ Attendance (1-10 marks) ▪ Participation, co-operation and involvement in the lesson (1-8 marks) ▪ Homework, quizzes, tests, and other written exercises (1-8 marks) <p>The 60 marks for the final written test refer to an exam at the end of the semester, which examines the whole of the content of a subject that has been taught in the current semester. The final mark is the total of the addition of the marks of the continuous assessment and the written exam at the end of that semester. This makes a total of 100 marks. The passing mark is 50.</p>					
	Grades for the course will be assigned as follows:					
	ECTS MARK	FINAL GRADE POINT AVERAGE (GPA)		NUMBER MARK	MARK'S DESCRIPTION	
	A	4.00		93-100	Excellent	
	A-	3.67		90-92	Very good	
	B+	3.33		87-89	Good	
	B	3.00		83-86	Good	
	B-	2.67		80-82	Good	
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	C-	1.67		70-72	Satisfactory	
	D+	1.33		67-69	Poor	
	D	1.00		60-66	Poor	
	D-	0.67		50-59	Unsatisfactory	
	F	0.00		0-49	Fail	
I	0.00		0	Incomplete		
W	0.00		0	Withdrawal		
P	0.00		0	Pass		
AU	0.00		0	Audit		
TR	0.00		0	Transferred		
Language	English					

Course Title	CRUISE GEOGRAPHY				
Course Code	CSH-120				
Course Type	Compulsory				
Level	Certificate				
Year/Semester	Year 1/Semester 2				
Lecturer's Name	Dr. Kyrilos Nicolaou				
ECTS	5	Lecture hours	3 a.h	Laboratories/week	N/A
Course Purpose & Objectives	<p>This course is designed to give students a global geographical understanding of cruises, a basic knowledge to Cruise Geography. Building upon the foundational concepts of geography (physical and human geography – including map interpretation), the course is intended to develop a geographical awareness of the cruise line industry development and various impacts.</p> <p>The course examines the phenomenon of cruising, with areas and growth of cruises, operations and maritime transportation, from the perspective of the geographic understanding. This course identifies how geography affects and influences the destinations that cruise ships visit. Students learn Maritime and Nautical Terms and gain familiarity with the main areas and terms of maritime geography including latitude and longitude, weather, time and tides, waterways, geography of trade etc. The student will become familiar with the major elements of human and environmental-climatic patterns of geography influences global cruise expansion.</p> <p>Furthermore, it explores the impacts on local communities, customs and ethics and socio-cultural impacts of cruising.</p> <p>Students of this course can acquire the conscience that cruise geography is an important constituent part of their studies and linked with the general goal of their education.</p> <p>The main objectives of the course are to:</p> <ul style="list-style-type: none"> ▪ Introduce the cruise industry and its significance as one of the fastest growing sectors in global tourist geography. ▪ Examine the phenomenon of cruising from the perspective of the geographer. ▪ Demonstrate familiarity with embarkation points, ports-of-call and attractions in each cruise area. ▪ Introduce and examine Cruise Line profiles introduces cruise line profiles, history and trends in the cruise industry, world-wide port geography. ▪ Identify the diversity of cruise products and destinations. ▪ Appraise the challenges and benefits of cruising and its impact on ports-of-call (destinations) and on local communities. ▪ Explore how the cruise line industry affects local destinations' economy, and impacts its residents and the environment. ▪ Understanding the Latitude and Longitude and Nautical time zones and Maritime Terminology ▪ Evaluate the Global Cruise expansion ▪ Explore the environmental impacts of cruising. 				
Learning Outcomes	<p>Upon completion of the subject, students will be able to:</p> <ul style="list-style-type: none"> ▪ Appraise, analyse and evaluate issues relating to cruise line geography; ▪ Understand and conceive what is cruise geography. ▪ Explain the historical development of cruising and how the various components of the cruise industry are interrelated in the globalized world. ▪ Explain various concepts in cruise and maritime terminology. ▪ Describe the contemporary cruise experience. ▪ Compare the different cruise line profiles. 				

	<ul style="list-style-type: none"> ▪ Synthesize information in response to various Issues of local and international geographic aspects. ▪ Outline the economic benefits to international trade and local economies that cruises have brought. ▪ Evaluate information, demonstrate creativity, strategic and critical thinking on the impacts of cruising on locals ▪ Identify oceans of the world and typical geographical pathways for cruise liners. ▪ Describe the various cruise lines and varied geographical cruise areas throughout the world. ▪ Analyze geography from a cruise industry perspective and how it determines ports of call. ▪ Identify profitable ports of call and place main ports of the world on the map. ▪ Evaluate the cultural diversity to determine destination best suited for client interested. ▪ Demonstrate a global outlook and understand personal and corporate social responsibility and apply ethical reasoning and professional judgment. ▪ Illustrate the ability to communicate in writing and orally on issues related to cruise geography. ▪ Demonstrate an awareness of the cultural, ethnic, diversity of the cruise line industry. ▪ Be able to describe the profile of clients who cruise and why people cruise. <p>Demonstrate an awareness of environmental factors that influence ship itineraries.</p>		
Prerequisites	None	Required	
Course Content	Session 1	<ul style="list-style-type: none"> ▪ Introduction, Overview, Definitions: Geography of cruise as academic field in maritime and tourism studies. 	
	Session 2	<ul style="list-style-type: none"> ▪ History of Cruising- International cruising: The origins and growth of the cruise industry - Historical Evolution of maritime transportation – Transportation Geography - Emergence of the Cruise Industry - The era of the trans-Atlantic liners 	
	Session 3	<ul style="list-style-type: none"> ▪ What is Geography and the Geography of Cruising: Branches of Geography - World's Major Cruise Regions and Itineraries - Itineraries, Capacity Deployment and Ports of Call - Modern Cruising and Current Trends - Cruising in geographic context - Unique geographical characteristics of the cruise industry 	
	Session 4	<ul style="list-style-type: none"> ▪ The Geography of Cruises: Cruises as a unique meeting place - Human cultural geography - Itineraries. International dynamics in the cruise industry - The emergence and massification of the modern Cruise industry - Maps of the World - Maritime Geography - main commodities traded, producing countries, load ports, importing areas and countries and receiving ports. 	
	Session 5	<ul style="list-style-type: none"> ▪ Geographical aspects and motivations of Cruises: Ships as floating resorts - Who Cruises and Why - Who's Who in Cruising – Profiling the Lines. Demand for cruise tourism - Economic significance of cruise tourism - Cruise ship passenger spending patterns - The dimensions within a cruise: transportation, lodging, F&B, events, meetings, etc 	

	Session 6	<ul style="list-style-type: none"> Ports of call: Network configuration and ports of call in the cruise industry - What makes a good Port Call? - The role of ports in economic and trade development. Cruise ship port selection process - The service offerings and locational qualities of cruise ports: site and situation requirements of cruise ports (ex. different services provided by 20 European passenger ports) - Cruise industry itineraries, Selection of ports of call. Cruise ports classification, their role in the region. Itineraries. Specific regional and cultural experiences - flexibility in the selection of ports of call – distinction turn ports (or hub ports) and ports of call
	Session 7	<ul style="list-style-type: none"> Unique geographical characteristics of the cruise industry: The elements of Geography: Location, Latitude, longitude, nautical time zones. Place and Space. Cruises and Maritime terminology – Maritime Geography (the geographical aspects of the sea) - Maritime location and passages, the physical aspect of trade and factors affecting trade by sea - the map of the world maritime nations and routes.
	Session 8	<ul style="list-style-type: none"> Cruising geographic regions: The World's major cruise regions and itinerary patterns – Regions seasonal patterns. capacity deployment and itineraries: the case of two major cruise markets: Primary Cruising Regions: The Caribbean (Eastern Caribbean: The Bahamas) Europe and the Mediterranean Sea. The Caribbean and the Mediterranean (interconnection of cruise markets). The Caribbean and the Mediterranean: a perennial Complementarity. The global cruise port system - Caribbean itineraries, Mediterranean itineraries
	Session 9	<ul style="list-style-type: none"> Itineraries and Seasonality: Attractiveness - Customers availability and preferences - Seasonality of the world cruise market – Regions seasonal patterns
	Session 10	<ul style="list-style-type: none"> Niche cruising (ex. Polar regions: Antarctica)
	Session 11	<ul style="list-style-type: none"> Sustainability, Cruises and the environment: challenges and physical environment - Environmental issues, considerations and regulations in cruise operations (CO2 emissions).
	Session 12	<ul style="list-style-type: none"> Climatic changes and phenomena. Influence and effect of geography on the cruise industry. it is impossible to consider cruising without reflecting on the conditions that arise from the prevailing climate. Passenger comfort and safety are directly affected if a cruise ship sails in a particular part of an ocean or sea at a particular time of the year Safety and Security Issues in international cruise ship management. Role of the port authority – Security and security on-board
	Session 13	<ul style="list-style-type: none"> Cultural geography and the cruise industry. The Cruise Line Industry in a Cultural Context. The culture of different cruises lines in geographical ways (ex. French hospitality cruises lines or the Royal Caribbean Cruise Line). The cultural diversity on board. Cruise shipping and urban development. Impacts on locals – cultural human geography. Environmental, social and economic impacts of cruising and corporate sustainability – Port and the City

		<ul style="list-style-type: none"> ▪ Analysis of international organisations and their functions, as well as their impact and contribution to the world of cruises: IMO, ILO, OECD, UNCTAD, WTO 			
Teaching Methodology	<ul style="list-style-type: none"> ▪ Interactive Lectures using class discussions to help students understand how to apply knowledge. ▪ Interactive seminars will be conducted by directing students to guided readings. Current issues and problems will be raised for group discussions. ▪ Guest speakers will be invited to give lectures/seminars on specific issues related to cruise services and management in order to enhance students' understanding of the theories learnt and their applications. ▪ Group Projects will be employed. Small groups of students will conduct a study on geography issues and how it is related to tourism at large. Team members will have to submit both a written report and final project presentation on this study to show their understanding. Feedback may be given after the presentation in order to validate the students' understanding and power of critical thinking and creativity in handling enquiries. 				
Bibliography	Required Textbook/Readings:				
	Authors	Title	Publisher	Year	ISBN
	Hall, M., Page, S.,	The Geography of Tourism and Recreation	Routledge, London	2006	
	Rodrigue Jean-Paul	4 th ed. The Geography of Transport Systems	New York Smith, L. G	2017	
	Mason Peter	Geography of Tourism: Image, Impacts and Issues	Goodfellow Publishers	2017	
Recommended Textbooks					
<p>Bauer, T. (2001). <i>Tourism in the Antarctic: Opportunities, Constraints and Future Prospects</i>. New York: The Haworth Hospitality Press.</p> <p>Berger, A.A. (2004). <i>Ocean Travel and Cruising: A Cultural Analysis</i>. New York: Haworth Hospitality Press.</p> <p>Boniface, B. and Cooper C., (2002) <i>Worldwide Destinations: The geography of Travel and Tourism</i>, Butterworth Heinemann.</p> <p>Charlier, J. (1999). The seasonal factor in the geography of cruise shipping. <i>Dock & Harbour Authority</i>, 79(893), 214-219.</p> <p>Charlier, J., & McCalla, R. (2006). A geographical overview of the world cruise market and its seasonal complementarities. In R. K. Dowling (Ed.), <i>Cruise ship tourism</i> (pp. 18e30). Wallingford: CABI.</p> <p>Dickinson, R. H., & Vladimir, A. N. (1997). <i>Selling the Sea: An Inside Look at the Cruise Industry</i>. New York: John Wiley & Sons, Inc.</p> <p>Douglas, N., & Douglas, N. (2004). <i>The cruise experiences</i>. Pearson Hospitality Pres, Frenchs Forest NSW.</p> <p>Dwyer, L., & Forsyth, P. (1998). Economic significance of cruise tourism. <i>Annals of Tourism Research</i>, 25(2), 393-415.</p> <p>HKTA. (1999). <i>Study on Cruise Market of Hong Kong</i>. Hong Kong: Hong Kong Tourist Association.</p> <p>Hudman L., Jackson R., <i>Geography of Travel and Tourism</i>, (2003) 4th ed., Thomson/Delmar Learning.</p> <p>Garin, K. A. (2005). <i>Devils on the deep blue sea: The dreams, schemes, and showdowns that built America's cruise-ship empires</i>. New York: Plume.</p> <p>Gui, L., & Russo, A. P. (2011). Cruise ports: a strategic nexus between regions and global lines e evidence from the Mediterranean. <i>Maritime Policy & Management</i>, 38(2), 129-150.</p>					

	<p>Howitt, O., Revol, V., Smith, I. J., & Rodger, C. J. (2010). Carbon emissions from international cruise ship passengers travel to and from New Zealand. <i>Energy Policy</i>, 38, 2552-2560.</p> <p>Hung, K., & Petrick, J. H. (2010). Developing a measurement scale for constraints to cruising. <i>Annals of Tourism Research</i>, 37(1), 206-228.</p> <p>Jaakson, R. (2004). Beyond the tourist bubble? Cruiseship passengers in port. <i>Annals of Tourism Research</i>, 31(1), 44-60.</p> <p>Johnson, D. (2002). Environmentally sustainable cruise tourism: a reality check. <i>Marine Policy</i>, 26, 261-270.</p> <p>Klein, R. A. (2003). <i>Cruising – Out of Control: The Cruise Industry, the Environment, Workers, and the Maritimes</i>. Halifax, Nova Scotia: Canadian Centre for Policy Alternatives – Nova Scotia http://www.cruisejunkie.com/cruising.pdf</p> <p>Lois, P., Wang, J., Wall, A., & Ruxton, T. (2004). Formal safety assessment of cruise ships. <i>Tourism Management</i>, 25, 93-109.</p> <p>Mackinnon D., Cumbers A., (2007) <i>An Introduction to Economic Geography: Globalisation, Uneven Development, and Place</i>, Prentice Hall.</p> <p>Mancini, M. (2004). <i>Cruising: A Guide to the Cruise Line Industry</i>. Albany, NY: Delmar-Thomson Learning.</p> <p>Marti, B. (1990). Geography and the cruise ship port selection process. <i>Maritime Policy & Management</i>, 17(3), 157-164.</p> <p>Papatheodorou, A. (2006). The cruise industry: an industrial organization perspective. In R. K. Dowling (Ed.), <i>Cruise ship tourism</i> (pp. 31e40). Wallingford:CABI.</p> <p>Seidl, A., Guiliano, F., & Pratt, L. (2006). Cruise tourism and community economic development in Central America and the Caribbean: the case of Costa Rica. <i>Revista de Turismo y Patrimonio Cultural</i>, 4(2), 213-224.</p> <p>Singh, A. (1999). Growth and development of the cruise line industry in Southeast Asia. <i>Asia Pacific Journal of Tourism Research</i>, 3(2).</p> <p>Vaggelas, G., & Pallis, A. A. (2010). Passenger ports: services provision and their benefits. <i>Maritime Policy & Management</i>, 37(1), 73-89.</p> <p>Vestlandsforskning. (2011). Energy use and CO2 emissions from cruise ships: a discussion of methodological issues. Sogndal: Vestlandsforskning, note no. 2/2011.</p> <p>Ward, D. (2010) <i>Complete Guide to Cruising 2011</i>. London: Berlitz Publishing</p> <p>Weaver, A. (2005b). Spaces of containment and revenue capture: ‘super-sized’ cruise ships as mobile tourism enclaves. <i>Tourism Geographies</i>, 7(2), 165-184.</p> <p>Wilkinson, P. F. (2006). The changing geography of cruise tourism in the Caribbean. In R. K. Dowling (Ed.), <i>Cruise ship tourism</i> (pp. 170- 183). Wallingford: CABI.</p> <p>Wood, R. E. (2000). Caribbean cruise tourism: globalization at sea. <i>Annals of Tourism Research</i>, 27(2), 345-370.</p> <p>Wood, R. E. (2004). Global currents: cruise ships in the Caribbean Sea. In D. T. Duval (Ed.), <i>Tourism in the Caribbean: Trends, development, prospects</i> (pp. 152-171). London: Routledge.</p>
Assessment	<p>Students will be assessed orally and in writing. There will be continuous assessment and final written exam (60%). The 40 marks of the continuous assessment are based on:</p> <ul style="list-style-type: none"> ▪ Mid-term exam (1-14 marks) ▪ Attendance (1-10 marks) ▪ Participation, co-operation and involvement in the lesson (1-8 marks) ▪ Homework, quizzes, tests, and other written exercises (1-8 marks) <p>The 60 marks for the final written test refer to an exam at the end of the semester, which examines the whole of the content of a subject that has been taught in the current semester. The final mark is the total of the addition of the</p>

marks of the continuous assessment and the written exam at the end of that semester. This makes a total of 100 marks. The passing mark is 50.

Grades for the course will be assigned as follows:

ECTS MARK	FINAL GRADE POINT AVERAGE (GPA)	NUMBER MARK	MARK'S DESCRIPTION
A	4.00	93-100	Excellent
A-	3.67	90-92	Very good
B+	3.33	87-89	Good
B	3.00	83-86	Good
B-	2.67	80-82	Good
C+	2.33	77-79	Satisfactory
C	2.00	73-76	Satisfactory
C-	1.67	70-72	Satisfactory
D+	1.33	67-69	Poor
D	1.00	60-66	Poor
D-	0.67	50-59	Unsatisfactory
F	0.00	0-49	Fail
I	0.00	0	Incomplete
W	0.00	0	Withdrawal
P	0.00	0	Pass
AU	0.00	0	Audit
TR	0.00	0	Transferred

Language English

Course Title	ORAL COMMUNICATION				
Course Code	ENG-112				
Course Type	Elective				
Level	Certificate				
Year / Semester	Year 1/Semester 1				
Teacher's Name	Dr. Marianna Kyriakou				
ECTS	5	Lectures / week	3 a.h	Laboratories / week	N/A
Course Purpose and Objectives	<p><u>Course Purpose:</u> Students are required to give both informative and persuasive speeches. Research is a primary component for all speech assignments.</p> <p><u>Course Objectives:</u> Students have the opportunity to practice all aspects of language (reading, listening, speaking and writing).</p> <ul style="list-style-type: none"> ▪ It teaches students the English grammar. ▪ It teaches students the English vocabulary with great emphasis on adjectives, phrasal verbs and expressions. ▪ To develop students' listening and speaking abilities necessary for everyday communication and academic purposes. ▪ To develop students' writing and reading abilities necessary for everyday communication and academic purposes ▪ To improve critical thinking skills, especially those of analysis and argument. 				
Learning Outcomes	<p>By the end of this course, students should be able to:</p> <ul style="list-style-type: none"> ▪ Demonstrate various listening and speaking abilities necessary for everyday communication and academic purposes ▪ Demonstrate the oral communication in English ▪ Improve the use of linking words, elaborative vocabulary and adjectives; ▪ Use topic and supporting sentences to write effective paragraphs ▪ Develop and include enough details and examples to support the reinforce view. 				
Prerequisites	N/A		Required		
Course Content	Session 1		Introduction to Communication		
	Session 2		Communicative competence and theoretical framework		
	Session 3		Designing the Model: Parameters and Process		
	Session 4		Communication needs: Purposive domain and setting		
	Session 5		Communication needs: In interaction and instrumentality		
	Session 6		Communication needs: Dialect and target level		
	Session 7		Language skills selection		
	Session 9		Sociosemantic processing and linguistic encoding		
	Session 10		Sociosemantic processing and linguistic encoding		
	Session 11		The Operational Instrument		
	Session 12		The Operational Instrument		
	Session 13		The Instrument Applied		

Teaching Methodology	<ul style="list-style-type: none"> ▪ Lectures ▪ Presentations ▪ Projection ▪ Team teaching ▪ Role playing ▪ Guests lecturers ▪ Group discussions 			
Bibliography	Required Textbook / Readings:			
	Authors	Title	Publisher	Year
	G. Zeelazny	Say it With Presentations, 2/E	McGraw-Hill/Irwin	2006
	J. Murphy	Communicate Syllabus Design	Cambridge	1978
	P. V. Underson	Technical Communication: A Reader-Centered Approach, 6/e	Thomson Higher Education	2007
	D. Roebach	Improving Business Communication Skills, 4/e	Prentice Hall	2006
	S. C. Camp, M. L. Satterwhite	Student Activity Workbook to Accompany College English and Communication, 9/e	McGraw-Hill/Irwin	2007
Assessment	<p>Students will be assessed orally and in writing. There will be continuous assessment (40%) and a final written exam (60%).</p> <p>The 40 marks of the continuous assessment are based on:</p> <ul style="list-style-type: none"> ▪ Mid-term exam (1-14 marks) ▪ Attendance (1-10 marks) ▪ Participation, co-operation and involvement in the lesson (1-8 marks) ▪ Homework, quizzes, tests, and other written exercises (1-8 marks) <p>The 60 marks for the final written test refer to an exam at the end of the semester, which examines the whole of the content of a subject that has been taught in the current semester. The final mark is the total of the addition of the marks of the continuous assessment and the written exam at the end of that semester. This makes a total of 100 marks. The passing mark is 50.</p>			
Grades for the course will be assigned as follows:				
ECTS MARK	FINAL GRADE POINT AVERAGE (GPA)	NUMBER MARK	MARK'S DESCRIPTION	
A	4.00	93-100	Excellent	
A-	3.67	90-92	Very good	
B+	3.33	87-89	Good	
B	3.00	83-86	Good	
B-	2.67	80-82	Good	
C+	2.33	77-79	Satisfactory	
C	2.00	73-76	Satisfactory	
C-	1.67	70-72	Satisfactory	
D+	1.33	67-69	Poor	
D	1.00	60-66	Poor	
D-	0.67	50-59	Unsatisfactory	
F	0.00	0-49	Fail	
I	0.00	0	Incomplete	
W	0.00	0	Withdrawal	

	P	0.00	0	Pass
	AU	0.00	0	Audit
	TR	0.00	0	Transferred
Language	English			

Course Title	ORAL COMMUNICATION				
Course Code	GER-113				
Course Type	Elective				
Level	Certificate				
Year / Semester	Year 1/Semester 1				
Lecturer's Name:	Mrs. Constantina Constantinou				
ECTS	5	Lectures week	/	3 a.h	Laboratories week / N/A
Course Purpose & Objectives	<p>Students learn a new European language focusing on the concepts of multilingualism and multiculturalism. The aim of this course is for students to learn to speak and write in German and in general, to communicate effectively in the German language. Students learn not only about the German language, but also about the German culture, history, civilization, traditions and so forth, particularly through their reading tasks.</p> <p>Objectives:</p> <ul style="list-style-type: none"> ▪ Students have the opportunity to practice all aspects of language (reading, listening, speaking and writing). ▪ It teaches students the German grammar. ▪ It teaches students the German vocabulary with great emphasis on adjectives, phrasal verbs and expressions. ▪ To develop listening and speaking abilities necessary for everyday communication and academic purposes. ▪ To develop writing and reading abilities necessary for everyday communication and academic purposes. ▪ To improve critical thinking skills, especially those of analysis and argument. 				
Learning Outcomes	<p>By the end of this course, students should be able:</p> <ul style="list-style-type: none"> ▪ to compare the German language with their mother tongue and other European languages. ▪ to speak, listen, read and write in German. ▪ communicate effectively in German. ▪ to express their thoughts, opinions and feelings in German according to the communicative situation they find themselves in. ▪ to write German words correctly and use the correct morpho-syntactic rules. 				
Prerequisites	N/A		Required		
Course Content	Session 1	SATZTYPEN: Aussagesatz <ul style="list-style-type: none"> ▪ Subjekt-Erststellung (Rudi kommt.) ▪ Inversionsstellung (Da ist Erika.) ▪ Satzklammer bei trennbaren Verben (Sie steht morgens immer um 7 Uhr auf.) 			
	Session 2	Fragesatz <ul style="list-style-type: none"> ▪ Satzfrage (Kommst du heute?) ▪ w-Frage (Was machen wir?) ▪ Alternativfrage mit oder (Möchtest du Tee oder Milch?) ▪ Satzklammer bei trennbaren Verben (Steht sie morgens immer um 7 Uhr auf ?) 			
	Session 3	Ausrufesatz: - Komm bitte! Satzwörter: - Danke! Ja! Nein! Doch! ERGÄNZUNGEN: <ul style="list-style-type: none"> ▪ Nominativergänzung als Eigename (Peter kommt.), Nominale Gruppe (Das Kind spielt.) und Pronomen (Ich kann nicht.) ▪ Akkusativergänzung als Eigename (Wir fragen Marianne.) Nominale Gruppe (Lisa malt das Bild.) und Pronomen es/sie (Wir fragen sie.) Situativergänzung als 			

		<p>Präpositionale Gruppe (Der Hund ist im Garten.) und Ortsadverb (Der Papagei ist hier.)</p> <ul style="list-style-type: none"> ▪ Direktionalergänzung (WOHER) mit „aus + Städte-/Ländername “(Kurt kommt aus Hamburg.), (WOHIN) mit nach (Wie fahren nach Kreta.) und zu (Ich gehe zu Petra.) und als Präpositionale Gruppe (Wir fahren in die Stadt.) ▪ Qualitativergänzung mit Adjektiv (Das Mofa ist rot. Sie läuft schnell.) Subsumptivergänzung als Nominale Gruppe (Mein Vater ist Lehrer.)
	Session 4	<p>ANGABEN</p> <ul style="list-style-type: none"> ▪ ORT: - als Präpositionale Gruppe (In der Schule lernen wir Deutsch.) und als Adverb (Schreib hier!) ▪ ZEIT: - als Präpositionale Gruppe bei Monatsnamen, Jahreszeiten, Tageszeiten und Wochentagen (Im August/Sommer fahren wir nach Skopelos. * Am Morgen/Montag feiern wir.), als Adverb (Morgen fahren wir weg. * Abends trinken wir Wein.) - Uhrzeit (umgangssprachlich: um halb vier). ▪ ART/WEISE: mit (Ich gehe mit Maria spazieren.) Maria lacht laut. */ Sie rennt so/sehr schnell.
	Session 5	<p>VERBEN:</p> <ul style="list-style-type: none"> ▪ sein/haben: alle Personalformen im Präsens Indikativ und Imperativ ▪ regelmäßige Verben: alle Personalformen im Präsens Indikat. / Imperativ 2. Pers. Sing. und Plural (Sei ruhig! * Seid ruhig!) ▪ Trennbare Verben (Petros räumt sein Zimmer auf.) Präsens : Verben mit Vokalwechsel (ich sehe / du siehst) - es gibt (Heute gibt es Frikadellen.) MODALVERBEN : (können / wollen / müssen / mögen / dürfen) im Präsens Indikativ, in ihren Grundfunktionen
	Session 6	<p>NOMEN Nominativ/Akkusativ Singular und Plural von regelmäßigen Nomen ADVERB</p> <ul style="list-style-type: none"> ▪ viel (Er arbeitet viel.) [richtiger Gebrauch von viel und sehr (Ich liebe dich sehr.)
	Session 7	Mid-Term Exam
	Session 8	<p>ARTIKELWÖRTER</p> <ul style="list-style-type: none"> ▪ Nominativ/Akkusativ mask. /fem./neutr. Sing. (der/die/das/den) Nominativ/Akkusativ Plural (die) ▪ demonstr.: dieser etc. (Nominativ/Akkusativ mask. /fem./neutr. Sing./Plural) - indefinit: ▪ Nominativ/Akkusativ Singular von ein, kein, jeder (eine/keine ...) ▪ Nominativ/Akkusativ Plural (0 - ohne Artikel) possessiv: ▪ Nominativ/Akkusativ Sing. und Plur. (mein/dein/seine/deine/ihren ...)
	Session 9	<p>PRONOMEN</p> <ul style="list-style-type: none"> ▪ Frage: wer / wen / was / wie / wo / woher / wohin / wann / wie viel / wie oft / wie lange / warum ▪ Person.: alle Personalformen im Nominativ/Akkusativ ▪ Demonstr.: der/die/das (Die ist schön.) <p>PRÄPOSITIONEN</p>
	Session 10	Zeit: um (um halb zwei) * an (am Sonntag)

		<u>Ort</u> (lokal und direktional) nach (nach Hamburg) * aus (aus Griechenland) <u>Art/Weise:</u> mit / ohne (mit Milch / ohne Zucker) <ul style="list-style-type: none"> ▪ von (der Vater von Petra) pro (vier Mal pro Woche) 			
	Session 11	KONNEKTOREN nebengeordnet: aber, denn, und, sondern, oder ZAHLEN: Kardinalzahlen von 1 bis 1000 NEGATION: nein, nicht, kein			
	Session 12	WORTBILDUNG <ul style="list-style-type: none"> ▪ zusammengesetzte Substantive (Tomatensaft, Kleiderschrank, Wohnzimmer ...) 			
	Session 13	Final Exam			
Teaching Methodology	<ul style="list-style-type: none"> ▪ Lectures ▪ Presentations ▪ Individual, pair and group work/discussions 				
Bibliography	Authors	Title	Publisher	Year	ISBN
	Paul Coggle; Heiner Schenke	Willkommen! German Beginners Coursebook	London: Hodder Education	2012	
	Martin Durell	Hammer's German Grammar and Usage (German Edition) 5th Edition	NY : Routledge	2017	
Assessment	Students will be assessed orally and in writing. There will be continuous assessment (40%) and a final written exam (60%). The 40 marks of the continuous assessment are based on: <ul style="list-style-type: none"> ▪ Mid-term exam (1-14 marks) ▪ Attendance (1-10 marks) ▪ Participation, co-operation and involvement in the lesson (1-8 marks) ▪ Homework, quizzes, tests, and other written exercises (1-8 marks) 				
	The 60 marks for the final written test refer to an exam at the end of the semester, which examines the whole of the content of a subject that has been taught in the current semester. The final mark is the total of the addition of the marks of the continuous assessment and the written exam at the end of that semester. This makes a total of 100 marks. The passing mark is 50. Grades for the course will be assigned as follows:				
	ECTS MARK	FINAL GRADE POINT AVERAGE (GPA)	NUMBER MARK	MARK'S DESCRIPTION	
	A	4.00	93-100	Excellent	
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	I	0.00	0	Incomplete	
	W	0.00	0	Withdrawal	

	P	0.00	0	Pass
	AU	0.00	0	Audit
	TR	0.00	0	Transferred
Language	English			

Course Title	HOUSEKEEPING ON A CRUISE SHIP				
Course Code	CSH-115				
Course Type	Compulsory				
Level	Certificate				
Year / Semester	Year 1 /Semester 2				
Lecturer's Name	Mrs. Chrysoulla Trisvei				
ECTS	6	Lectures week	/	4 a.h	Laboratories week / N/A
Course Purpose & Objectives	<p>Course Purpose: This course covers management concepts and responsibilities in the Housekeeping division of cruise ships. It examines inventory and equipment management, characteristics of materials and supplies, linen and laundry room management, and cleaning functions.</p> <p>Course Objectives:</p> <ul style="list-style-type: none"> ▪ Define the basics of Housekeeping functions, principles, and explore the ideal characteristics of a good housekeeping attendant on a cruise ship ▪ Housekeeping inventory management methods or approaches ▪ Explore, explain, and understand inventory and environmental planning and its use; how Housekeeping Inventory management tenets can be applied to initiation of new products and services; and, how to evaluate housekeeping practices ▪ Distinguish varying problems from the Housekeeping department that can impact an organization of a cruise ship ▪ Compare and contrast problem solving techniques and processes; and their applications to managing housekeeping operations 				
Learning Outcomes	<p>At the completion of this course, students should be able to:</p> <ul style="list-style-type: none"> ▪ Describe the role of the housekeeping department on a cruise ship, the operation procedures, explain the importance of effective communication between housekeeping, the front desk, and the Facilities (engineering and maintenance department). ▪ Identify typical cleaning responsibilities of the housekeeping department on a cruise ship, and explain how area inventory lists, frequency schedules, performance standards and productivity standards are used to plan and organize the housekeeping department. ▪ Apply techniques to develop and improve housekeeping department skills in areas of training need, scheduling, motivating, and disciplining. Techniques addressed include implementing the four-step training method, motivating the housekeeping staff, and administering a formal disciplinary action programme. ▪ Manage inventories of recycled and non-recycled items. Techniques for different types of inventories, taking physical inventory, and implementing effective inventory control procedures. ▪ Control expenses in the H/K dept., by using the operating budget as a control tool, tracking expenses on the basis of a budgeted cost-per-occupied-room, and implementing efficient purchasing practices. ▪ Explain the safety and security needs of cruise operations, and how safety and security issues affect H/K personnel. ▪ Efficiently operate the on-board laundry operation (OPL). Skills addressed include planning the physical layout of an on-board laundry operation, developing procedures for laundering different fabrics, organizing the flow of linens through the laundering process, operating typical machines and equipment used in laundry operations, and staffing the OPL. 				
Prerequisites	N/A	Required			

Course Content	Session 1	<ul style="list-style-type: none"> ▪ Classify cruise ships according to the level of service provided. ▪ Explain the responsibilities of management and the major divisions of a cruiseship. ▪ Explain the relationship between housekeeping and the front desk and other departments on a cruise ship ▪ Explain the relationship between housekeeping and the facilities department (maintenance and painting, fixing lights plumbing)
	Session 2	<ul style="list-style-type: none"> ▪ Explain why it is important for cruise ships to adopt environmentally friendly policies, and list "green" strategies and organizations that can help hospitality be good stewards of the environment. ▪ Describe the role that housekeeping plays in a "green" environment and the sea protection. ▪ List ways that Cruise line ships can conserve water and to become more energy efficient. ▪ List the three main components of a waste management program. ▪ Describe the importance of indoor air quality and how it can be safeguarded. ▪ Explain how crew members can safely manage cleaning chemicals.
	Session 3	<ul style="list-style-type: none"> ▪ Identify typical cleaning responsibilities of the housekeeping department on a cruise ship. ▪ Describe the tools the housekeeping department uses to plan its work.
		<ul style="list-style-type: none"> ▪ Explain the importance of organizing the housekeeping department. Identify basic management functions of the department.
	Session 4	<ul style="list-style-type: none"> ▪ Explain the importance of diversity in housekeeping departments and the effectiveness on the life on board. ▪ Describe several sources of potential employees including internal and external sources, creative recruiting tactics, online sources, and advertisements. ▪ Explain how immigration reform affects the cruise industry. ▪ Describe the factors that should be considered when selecting employees. ▪ List the steps to skills training and what must be accomplished in each step. ▪ Describe the challenges involved in scheduling employees. ▪ Identify several methods of motivating employees.
	Session 5	<ul style="list-style-type: none"> ▪ Define par, par levels, and par number. ▪ Identify the challenges to inventory control for linens in a housekeeping operation. ▪ Describe how to establish par levels and inventory control for uniforms. ▪ Describe how to establish par levels and inventory control for guest loan items. ▪ Describe how to establish par levels and inventory control for machines and equipment. ▪ Describe how to establish par levels and inventory control for cleaning supplies. ▪ Describe how to establish par levels and inventory control for guest supplies

	Session 6	<ul style="list-style-type: none"> ▪ Actions that can be taken to control expenses. ▪ Describe the sequence of cleaning, the steps of cabin and common areas, the frequency of being clean and the responsibilities of the housekeeping department, for happy customers on board. Grooming and Personal appearance, how important is and what are the three major reasons for termination. How important is handling guests' requests, and meet with their everyday problems.
	Session 7	<ul style="list-style-type: none"> ▪ Identify safety procedures that relate to tasks commonly performed by the housekeeping staff. ▪ Identify common cleaning chemicals used by housekeeping operations and what safety equipment should be worn when using those chemicals. ▪ Explain how OSHA regulations apply to cruise operations. ▪ Describe how housekeeping departments comply with OSHA's Hazard Communication Standard. ▪ Identify housekeeping's security responsibilities in relation to theft, key control, lost and found procedures, and emergencies.
	Session 8	<ul style="list-style-type: none"> ▪ Outline the steps involved in processing linens as they flow through the laundry operation. ▪ Identify the various types of machines and equipment that might be found in a cruise ship laundry operation. ▪ Summarize valet service (guest laundry) issues. ▪ Describe effective staffing and scheduling practices for ship laundry operations.
	Session 9	<ul style="list-style-type: none"> ▪ Identify procedures room attendants typically follow when reporting to work and preparing to clean cabins. ▪ Explain how cabin cleaning assignments are made and how the order in which to clean assigned cabin is determined. ▪ Describe the procedures typically followed by cabin attendants when cleaning cabins. ▪ Explain the function of a cabin inspection program. ▪ Distinguish routine cabins cleaning from deep cleaning functions. ▪ Identify typical procedures cabin attendants follow when providing turndown service for guests.
	Session 10	<ul style="list-style-type: none"> ▪ Identify housekeeping's cleaning responsibilities in front-of-the-house areas of the cruise ship. ▪ Identify housekeeping's responsibilities in relation to cleaning swimming pool areas and exercise rooms and other areas. ▪ Describe typical cleaning responsibilities of the housekeeping department in relation to food and beverage areas and banquet and meeting rooms, etc. ▪ Describe housekeeping's responsibilities in relation to cleaning administrative offices, employee areas, and housekeeping department areas.
	Session 11	<ul style="list-style-type: none"> ▪ Describe critical characteristics of common types of ceiling surfaces and wall coverings. ▪ Identify the types of window coverings found in cruise ship operations and describe appropriate cleaning procedures.

		<ul style="list-style-type: none"> Describe general care considerations for the types of furniture and fixtures commonly found in public areas, cabins, and staff areas in a ship. 			
	Session 12	<ul style="list-style-type: none"> Identify the types and sizes of linen used in cruise operations and describe general care considerations and linen recycling techniques. Outline factors to consider when selecting uniforms for cruise ship crew. Identify factors of carpet construction that affect the durability, texture retention, and serviceability of a carpet. Identify carpet care and maintenance issues 			
	Session 13	<ul style="list-style-type: none"> Identify the carpet and floor care functions of vacuums, wet vacuums, wet extractors, and rotary floor machines. Describe common carpet cleaning methods and special treatments. Distinguish resilient floors from hard floors and describe appropriate cleaning and maintenance methods for each. 			
Teaching Methodology	<ul style="list-style-type: none"> Lectures Multimedia presentations Individual, pair and group work Brainstorming activities Discussions in groups 				
Bibliography	Authors	Title	Publisher	Year	ISBN
	T. J. A. Jones	Professional Management of Housekeeping Operations	Wiley	2014	
	Nitschke, Aleta A.; Frye, William D	Managing Housekeeping Operations (3 rd Edition)	American Hotel & Lodging Educational Institute		
	Michael J. O'Fallon, Denney G. Rutherford	Hotel Management and Operations (5 th Edition)	Wiley	2011	
	J. C. Branson M. Lennox, Hodder and Stoughton	Hotel, Hostel and Hospital Housekeeping (5 th Edition)		1998	
	Required Textbooks				
	Ward, Douglas	Berlitz Cruising & Cruise Ships	Berlitz Travel	2013	9781780047492
	Jagmohan Negi	Housekeeping (Theory and Practices)	S Chand & Co Ltd	2013	9788121997737 8121997739
		Hotel Housekeeping Training Manual with 150 SOP: A	Createspace		1490480366 9781490480367

		Must-Read Guide for Professional Hoteliers & Hospitality Students			
Recommended Textbooks					
Sudhir Andrew Tata McGraw	Hotel Housekeeping: A Training Manual	Hill Education Private Limited	2013		
Tata McGraw	Hotel housekeeping Training Manual	Hill Education Private Limited	2014	9781259026911	
Anthony Selwyn Travis	Planning for Tourism, Leisure & Sustainability	Wallingford	2015	9781259004988	8 1259004988
	Cruise Tourism Management	Random Publications	2016	9781780646817	7 178064681X
Margaret McAlpine	Working in Travel and Tourism	Gareth Stevens Pub	2005	9789351119357	7 9351119351
Sandra Bow; Deborah Penrith; Victoria Pybus	Working on Cruise Ships	Oxford	2005	0836842391	9780836842395
Angelo Camillo	Handbook of Research on Global Hospitality and Tourism Management	Hershey	2015	1854583387	9781854583383
Assessment	<p>Students will be assessed orally and in writing. There will be continuous assessment (40%) and a final written exam (60%).</p> <p>The 40 marks of the continuous assessment are based on:</p> <ul style="list-style-type: none"> ▪ Mid-term exam (1-14 marks) ▪ Attendance (1-10 marks) ▪ Participation, co-operation and involvement in the lesson (1-8 marks) ▪ Homework, quizzes, tests, and other written exercises (1-8 marks) <p>The 60 marks for the final written test refer to an exam at the end of the semester, which examines the whole of the content of a subject that has been taught in the current semester. The final mark is the total of the addition of the marks of the continuous assessment and the written exam at the end of that semester. This makes a total of 100 marks. The passing mark is 50.</p> <p>Grades for the course will be assigned as follows:</p>				
	ECTS MARK	FINAL GRADE POINT AVERAGE (GPA)	NUMBER MARK	MARK'S DESCRIPTION	
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	C-	1.67	70-72	Satisfactory
	D+	1.33	67-69	Poor
	D	1.00	60-66	Poor
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	F	0.00	0-49	Fail
	I	0.00	0	Incomplete
	W	0.00	0	Withdrawal
	P	0.00	0	Pass
	AU	0.00	0	Audit
	TR	0.00	0	Transferred
Language	English			

Course Title	TERMINOLOGY AND OPERATIONS ON A CRUISE SHIP				
Course Code	CSH-117				
Course Type	Compulsory				
Level	Certificate				
Year / Semester	Year 1 / Semester 2				
Teacher's Name	Mr. Demitris Lemesianos and Mr. Andonis Papavassiliou (This syllabus has been prepared by all lecturers of the Certificate program. The subject requires general cruise operations knowledge)				
ECTS	7	Lectures / week	5 a.h	Laboratories / week	N/A
Course Purpose and Objectives	<p>This course will provide knowledge about the terminology and Operations on a Cruise Ship. Giving basic knowledge about customer service performance in the cruise sector. This course is designed to equip students with the necessary knowledge and information for them; to identify the vital importance of effective customer service to all business within the cruise industry. A reputation for providing excellent customer service will help business to attract and retain customers.</p> <p>The course will help students recognize and assess with their own critical thinking, how cruise ship crew can help to develop customer service in their business, the indisputable relationship between customer service and selling, and the impact that excellent customer service can have on their future business performance.</p> <p>This course will cover topics, class activities, homework online research, group discussions, team work and in class presentations that will help students to recognize the challenges within the cruise line industry and validate how their interaction and communication skills can help them in their everyday activities working on board.</p> <p><u>Course Objectives:</u></p> <ul style="list-style-type: none"> ▪ Describe the characteristics of the cruise hospitality industry ▪ Be able to identify and underline the different needs of different departments on a cruise ship environment ▪ State personal responsibility for health and safety when in the workplace ▪ Classify priorities on a cruise ship business ▪ Essentials on board ▪ Explain corporate philosophy ▪ Discuss why service has become such an important fact of the hospitality and cruise industry ▪ Suggest ways to improve service, important skills and training ▪ Cruise, marine rules, safety duties, licenses ▪ Determine and standardize service and employee's performance 				
Learning Outcomes	<p>Upon successful completion of this course, the student will have reliably demonstrated the ability to:</p> <ul style="list-style-type: none"> ▪ Underline the importance of setting objectives and provide support for team members in the cruise hospitality, leisure, travel and tourism sector, in contributing to high quality customer service on board on ethical and environmentally basis ▪ Interpret the vital role of developing positive working relationships with colleagues and subordinates in a diverse workforce ▪ Be able to for the efficient control of resources, environmental importance ▪ Apply and maintain the health, hygiene, safety and security of the working environment ▪ Be able to follow rules, work hard, grooming policies on cruise ship 				

	<ul style="list-style-type: none"> ▪ Improve customer service and learn the terminology and operation procedures ▪ Propose and select ways of promoting cruise hospitality products and services ▪ Monitor and solve customer service problems and improve the customer relationship ▪ Training and learning development within own area of responsibility on a cruise ship ▪ Measure employee satisfaction, rate and evaluate performance 		
Prerequisites	N/A	Required	
Course Content	Session 1	<ul style="list-style-type: none"> ▪ Introduction to hospitality cruise lines ▪ Cruise industry overview – estimated growth ▪ Diversity, ethics, environmental sustainability 	
	Session 2	<p>The ship cruise lines description and characteristics</p> <ul style="list-style-type: none"> ▪ The different departments – foredeck, accommodation, aft deck, maindeck, forecastle. ▪ Co-ordination and uniformity of the departments 	
	Session 3	<ul style="list-style-type: none"> ▪ Food and Beverage Operations ▪ Understanding the operational aspects of running a food and beverage operation on a cruise ship 	
		<ul style="list-style-type: none"> ▪ The challenge of meeting the needs of international clientele ▪ Plan according to your customer requirements 	
	Session 4	<ul style="list-style-type: none"> ▪ Beverages ▪ The two main groups: alcoholic and non-alcoholic ▪ The new trends ▪ The comeback of cocktails ▪ The rise of Molecular mixology: the process of creating cocktails using the scientific equipment and techniques ▪ Responsible service of alcohol ▪ Licenced premises 	
	Session 5	<ul style="list-style-type: none"> ▪ The Restaurant business ▪ Improve consistency and achieve predictable results 	
	Session 6	<ul style="list-style-type: none"> ▪ Restaurant operations ▪ Kitchen Systems, Dining Room Systems, and Facilities Maintenance ▪ Proven systems to ensure product, service and ambiance meet 	
	Session 7	<ul style="list-style-type: none"> ▪ Terminology used on board and operation functions at the front office department 	
	Session 8	<ul style="list-style-type: none"> ▪ Housekeeping on board, cleanliness, health and safety rouls and operations 	
	Session 9	<ul style="list-style-type: none"> ▪ Recreation, Attractions and Clubs, Casino on board ▪ Making the most out of customers' need for relaxation and enjoyment 	
	Session 10	<ul style="list-style-type: none"> ▪ Gaming Entertainment ▪ Exploring the opportunity-the challenging world of playing games 	

	Session 11	<ul style="list-style-type: none"> ▪ Meetings, Conventions and Expositions ▪ meeting the needs of (MICE) tourism; known for its extensive planning and demanding clientele 	
	Session 12	<ul style="list-style-type: none"> ▪ Special Events, Monitor and solve customer service problems ▪ Measure and Improve the customer relationship ▪ The key functional disciplines such ethics, responsibility and discipline measures 	
		<ul style="list-style-type: none"> ▪ Functions and practised in cruise line businesses the motivational for living on the sea 	
	Session 13	<ul style="list-style-type: none"> ▪ Cruising ▪ Developing an understanding of the many aspects of the cruising industry ▪ Revision for Final Exam 	
Teaching Methodology	<ul style="list-style-type: none"> ▪ Lectures ▪ Multimedia presentations ▪ Group discussions relating to supervision of operations in the hospitality industry ▪ Encourage participation ▪ Give students a voice (their opinions are important) ▪ Individual, pair and group work/and in class presentations ▪ Brainstorming activities ▪ Assignments and homework ▪ Case Studies ▪ Quizzes 		
Bibliography	Required Textbook/Readings:		
	Authors	Title	Publisher
	Campbell J, et al	Practical cookery, 11 th Edition	Hooder Education
	Foskett D and Ceserani	The Theory of Catering, 11 th	Hooder Education
	John Walker	Introduction to Hospitality, 6 th Edition	Pearson Education Ltd
	John Walker	The Restaurant from Concept to Operation, 7 th Edition	Wiley
	Kotler et al	Marketing for Hospitality and Tourism, 6 th Edition	Pearson Education Ltd
	Internet Resources		
<ul style="list-style-type: none"> ▪ Tim Stockwell (2009), "Responsible alcohol service: lessons from evaluations of server training and policing initiatives" Available: http://onlinelibrary.wiley.com/doi/10.1080/09595230120079567/full [Accessed 30 November 2016] ▪ (pearsonschoolsandfecolleges.co.uk) The UK Hospitality Industry "The structure of the hospitality industry" Available: http://www.pearsonschoolsandfecolleges.co.uk/secondary/vocational/hospitalityandcatering/wjecgcsehospitalityandcatering/samples/samplepages/wjecgcsehospitalitysamplepages.pdf [Accessed 30 November 2016] ▪ Edu'Actief" Rooms Division management" [Online], Available: 			

	<p>http://www.roomsdivision.com/en/index.php?option=com_content&task=view&id=30&Itemid=52 [Accessed 30 November 2016]</p> <ul style="list-style-type: none"> ▪ Edexcel BTEC (2011), “Award in Hospitality Supervision and Leadership Principles” (A Pearson Company) Available: http://qualifications.pearson.com/content/dam/pdf/btec-specialist/BA027023-BTEC-L3-Hospitality-Supervision-Leadership-Principles.pdf [Accessed 01 December 2016] ▪ Diploma in Hospitality Supervision and Leadership-Logbook (2011), (The City and Guilds of London Institute) Available: http://cdn.cityandguilds.com/ProductDocuments/Hospitality_and_Catering/Hospitality_and_Catering/7250/7250_Level_3/Centre_documents/7250-02_L3_Logbook_v1.pdf [Accessed 01 December 2016] ▪ <u>Hospitality Management~ Forever 18” Hotel departments and their functions in room division”</u> (2012) Available: https://ms3304hospitalitymgt.wordpress.com/2012/02/28/hotel-departments-and-their-functions-in-room-division/ [Accessed 01 December 2016] 																																																																																										
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Course Title	EVENT PLANNING, ANIMATION & CRUISE OPERATION				
Course Code	CSH - 118				
Course Type	Compulsory				
Level	Certificate				
Year / Semester	Year 1 / Semester 2				
Teacher's Name	Mrs. Anastasia Constantinidou				
ECTS	5	Lectures / week	3 a.h	Laboratories / week	N/A
Course Purpose and Objectives	This course will provide an understanding of the history of events and animation within the cruise operations. Furthermore, students will comprehend the importance of events and animation for the customers. The course will also prepare the students' knowledge and practical skills required to successfully plan, implement, organize, manage, monitor and evaluate events and animation in the cruise ships.				
Learning Outcomes	<p>After the completion of the course, the students will be able to:</p> <ul style="list-style-type: none"> ▪ Plan, organize, produce, and promote events and animation gatherings in cruise ships ▪ Develop an effective Event Plan to create and design memorable events ▪ Utilize specific techniques and tools of the event planning process to manage and monitor the success of the event ▪ Ensure that organizational objectives are being achieved ▪ Appreciate the importance of risk assessment and contingency planning when coordinating events ▪ Appreciate the importance of proper time management and task management to an event's success ▪ Demonstrate leadership skills (event managers need to consistently get the best out of their teams). 				
Prerequisites	N/A		Required		
Course Content	Session 1	▪ Introduction to the cruise industry animation			
	Session 2	▪ The Concept of Event Management			
	Session 3	▪ The Event Planning Process			
	Session 4	▪ Needs Assessment and Feasibility Study			
	Session 5	▪ The use of SWOT analysis and Time Lines to formulate an effective event plan			
	Session 6	▪ Event Team Dynamics			
	Session 7	▪ Development of Event Checklist			
	Session 8	▪ Contingency Planning			
	Session 9	▪ The Importance of Health and Safety Assessments			
	Session 10	▪ The Legal, Ethical and Risk Management Factors in Planning Events			
	Session 11	▪ The Importance of Evaluation and Feedback			
	Session 12	▪ Monitoring and Managing Performance Quality			
Teaching Methodology	Lectures (i.e. class notes, cases and handouts) Multimedia Presentations (i.e. PowerPoint, audio and visual) Class Assignments (i.e. quizzes, group exercises and sample problems are provided for each chapter and solutions will be provided in the end)				
Bibliography	Required Textbook/Readings				
	Authors	Title	Publisher	Year	ISBN
	Getz, Donald	Event Tourism: Concepts, International Case Studies, and Research		2013	

	Fenich, George	Meetings, Expositions, Events & Conventions: An Introduction to the Industry, 3 rd Edition	Pearson Education Limited	2014	
	Goldblatt, Joe	Special Events: Creating and Sustaining a New World for Celebration, 7 th Edition	Wiley	2014	
	Montgomery, Rhonda and Sandra Strick	Meetings, Conventions, and Expositions: An Introduction to the Industry	Wiley	1994	
	Gibson, P.	Cruise operations management	Elsevier	2012	
	Wolber, B.	The business and management of ocean cruises		2012	ISBN 9781845938451

Assessment

Students will be assessed orally and in writing. There will be continuous assessment (40%) and a final written exam (60%).
The 40 marks of the continuous assessment are based on:

- Mid-term exam (1-14 marks)
- Attendance (1-10 marks)
- Participation, co-operation and involvement in the lesson (1-8 marks)
- Homework, quizzes, tests, and other written exercises (1-8 marks)

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Grades for the course will be assigned as follows:

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C+	2.33	77-79	Satisfactory
C	2.00	73-76	Satisfactory
C-	1.67	70-72	Satisfactory
D+	1.33	67-69	Poor
D	1.00	60-66	Poor
D-	0.67	50-59	Unsatisfactory
F	0.00	0-49	Fail
I	0.00	0	Incomplete
W	0.00	0	Withdrawal
P	0.00	0	Pass
AU	0.00	0	Audit
TR	0.00	0	Transferred

Language English

Course Title	FOOD & BEVERAGE SERVICE ON A CRUISE SHIP				
Course Code	CSH -119				
Course Type	Compulsory				
Level	Certificate				
Year/Semester	Year 1 / Semester 2				
Lecturer's Name	Mrs. Chrysoulla Trisvei				
ECTS	7	Lectures/week	2 a.h	Laboratories/week	3 a.h.
Course Purpose & Objectives	To develop the necessary knowledge, skills and attitudes on food and beverage service, to be able to work in a cruise restaurant, bar of a ship, and to be able to continue studies in the subject at a higher level.				
Learning Outcomes	<p>At the completion of this course, students should be able to:</p> <ul style="list-style-type: none"> ▪ Identify the markets served by the various sectors of the industry and their needs ▪ Identify the range of policies and business objectives of the various sectors and discuss how these affect the methods adopted ▪ Interpret the demand of the sectors for food and drinks to be provided as well as other services ▪ Explain how to plan and design facilities that are required for food and beverage operations ▪ Discuss the technical methods and processes as well as recognize production and service processes and methods available to the caterer ▪ Analyze the guest needs and recommend beverages to match the food chosen by the guests 				
Prerequisites	N/A		Required		
Course Content	Session 1	▪ Introduction – Types of foodservice operations on a cruise ship			
	Session 2	▪ Sectors of foodservice industry on cruise lines – Variables in foodservice operations on board			
	Session 3	▪ The meal experience – Food and beverage service methods			
	Session 4	▪ Food and beverage service personnel on different sections on board			
	Session 5	▪ Attributes of food and beverage service personnel			
	Session 6	Stillroom – Silver room or plate room – Wash-up			
	Session 7	▪ Hotplate Spare linen store – Dispense bar – Automatic vending			
	Session 8	▪ Lighting – Furniture – Linen – China – Glassware			
	Session 9	▪ Tableware (flatware, cutlery and hollow-ware) – Disposables			
	Session 10	▪ The menu – Food accompaniments and covers			
	Session 11	▪ Other stillroom beverages – Non-alcoholic dispense bar beverages - Tea – Coffee			
	Session 12	▪ Wine and drinks list – Cocktails – Bitters – Wine			
	Session 13	▪ Matching food and drinks– Testing and serving of wine			
Teaching Methodology	<ul style="list-style-type: none"> ▪ Lectures and Presentations ▪ Demonstration ▪ Group Work ▪ Role playing ▪ Hands on work ▪ Group discussions 				
Bibliography	Required Textbook/Readings:				
	Authors	Title	Publisher	Year	ISBN
	D. R. Lillicrap, J. Cousins,	Food and Beverage	Hodder Education	2014	

	and S. Weekes				
Recommended Textbooks					
	The Culinary Institute of America (CIA)	Remarkable Service	John Wiley & Sons	2014	
	L. Arduser, D. R. Brown	The Waiter & Waitress and Wait Staff Training Handbook: A Complete Guide to the Proper Steps in Service for Food & Beverage Employees	Atlantic Publishing Company	2004	
Assessment	<p>Students will be assessed orally and in writing. There will be continuous assessment and final written exam (60%). The 40 marks of the continuous assessment are based on:</p> <ul style="list-style-type: none"> ▪ Mid-term exam (1-14 marks) ▪ Attendance (1-10 marks) ▪ Participation, co-operation and involvement in the lesson (1-8 marks) ▪ Homework, quizzes, tests, and other written exercises (1-8 marks) <p>The 60 marks for the final written test refer to an exam at the end of the semester, which examines the whole of the content of a subject that has been taught in the current semester. The final mark is the total of the addition of the marks of the continuous assessment and the written exam at the end of that semester. This makes a total of 100 marks. The passing mark is 50.</p>				
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Language	English				

Annex I: Agreement



Επωνυμία	Casacollege
Διεύθυνση	Nicosia
Υπεύθυνος	Mrs. Maria
Ημερομηνία Παράδοσης	14/9/2018

Εγκατάσταση - Εκπαίδευση						
Περιγραφή	Ημέρες	Τιμή Μονάδας	Εκπτώση %	Εκπτώση σε Ευρώ	Τιμή Μονάδας Μετά την Έκπτωση	Τελικό Σύνολο
ORACLE HOSPITALITY SUITE 8 Set up/ Configuration	2	565,00 €	34%	189,81 €	375,39 €	750,77 €
SUITE 8 Front Office Training	0	565,00 €	33%	185,00 €	380,00 €	0,00 €
SUITE 8 Front Office Live Support	0	565,00 €	33%	185,00 €	380,00 €	0,00 €
Αρχικό Σύνολο Υπηρεσιών Εγκατάστασης - Εκπαίδευσης						1.130,00 €
Τελικό Σύνολο Υπηρεσιών Εγκατάστασης - Εκπαίδευσης						750,77 €

Συνολικό Κόστος Επένδυσης	
Τελικό Σύνολο Προσφοράς Oracle Hospitality Suite 8 Hotel Property Generic Interfaces	0,00 €
Τελικό Σύνολο Υπηρεσιών Εγκατάστασης - Εκπαίδευσης	750,77 €
ΑΡΧΙΚΟ ΚΟΣΤΟΣ ΕΠΕΝΔΥΣΗΣ	
1.130,00 €	
ΤΕΛΙΚΟ ΚΟΣΤΟΣ ΕΠΕΝΔΥΣΗΣ	
750,77 €	

Ετήσιο Συμβόλαιο Συντήρησης - Υποστήριξης

Τα προγράμματα Oracle Hospitality Suite 8 υπόκεινται σε υποχρεωτικό ετήσιο συμβόλαιο συντήρησης - υποστήριξης όπως περιγράφεται παρακάτω:

Περιγραφή	Ποσότητα	Τιμή Μονάδας	Εκπτώση %	Έκπτωση	Τιμή Μονάδας μετά την έκπτωση	Τελικό Σύνολο
Oracle Hospitality Suite 8						
Oracle Hospitality Suite 8	1	500,00 €	0%	0,00 €	500,00 €	500,00 €
Αρχικό Σύνολο Ετήσιου Συμβολαίου Συντήρησης - Υποστήριξης						500,00 €
Τελικό Σύνολο Ετήσιου Συμβολαίου Συντήρησης - Υποστήριξης						500,00 €

Το ανωτέρω ετήσιο συμβόλαιο συντήρησης - υποστήριξης περιλαμβάνει τα εξής:

Oracle Front Office, Interfaces: 24 ώρες το 24ωρο, 7 ημέρες την εβδομάδα μέσω Τηλεφωνικών Γραμμών HOT LINE - Νέες Εκδόσεις των Προγραμμάτων.

Materials Control, Sales & Catering, Socket Interface: Δευτέρα έως Παρασκευή 09:00 έως 17:00 μέσω Τηλεφωνικών Γραμμών HOT LINE, Νέες Εκδόσεις των Προγραμμάτων.

Σημαντικές Σημειώσεις - Όροι Συνεργασίας

- Όλες οι τιμές που περιλαμβάνονται στην παρούσα Οικονομική Προσφορά δεν περιλαμβάνουν ΦΠΑ.
- Στις ανωτέρω τιμές δεν περιλαμβάνεται ο εξοπλισμός Hardware που απαιτούνται για την ολοκλήρωση της εγκατάστασης καθώς και η καλωδίωση του δικτύου UTP cat5.
- Οι ανωτέρω ημέρες ολοκλήρωσης της εγκατάστασης αποτελούν την ελάχιστη εκτίμηση της εταιρίας μας σύμφωνα με τα στοιχεία που δόθηκαν. Οποιαδήποτε αλλαγή στα ανωτέρω σύνολα θα προκύπτει κατόπιν συνεννόησης της εταιρίας μας με το ξενοδοχείο σας. Η τιμολόγηση θα γίνει βάσει των ημερών που θα ολοκληρωθούν. Σε περίπτωση όπου απαιτηθεί να πραγματοποιηθούν εργασίες ή επίσκεψη εκτός ωραρίου εργασίας, Σάββατο, Κυριακή ή αργίες, η χρέωση των υπηρεσιών θα είναι αυξημένη κατά 50% για το Σάββατο και τις εκτός ωραρίου εργασίες και κατά 75% για την Κυριακή και τις αργίες.
- Απαραίτητη προϋπόθεση για την παράδοση των προϊόντων είναι η υπογραφή της έκτης (6) σελίδας της σύμβασης Oracle HGBU Transactional OMA (TOMA). Η παράδοση εκκτιμάται ότι θα πραγματοποιηθεί μέσα σε 10-15 ημέρες από την υπογραφή του TOMA.
- Η μεταφορά, διαμονή και διατροφή του προσωπικού της Eurotel Hospitality, κατά τη διάρκεια της εγκατάστασης βαρύνουν το ξενοδοχείο σας.
- Σε περίπτωση που ο πελάτης επιθυμεί ακύρωση μέρους ή ολόκληρης της παραγγελίας του μετά την υπογραφή της παρούσας προσφοράς, θα επιβαρύνεται με ποσό ίσο με το 10% της αντίστοιχης αρχικής αξίας.
- Ισχύς Προσφοράς: Η παρούσα προσφορά ισχύει για ένα (1) μήνα.
- Τρόπος πληρωμής:

100% της συνολικής αξίας της παραγγελίας προκαταβολή μετρητοίς με την αποδοχή της παραγγελίας.

0% της συνολικής αξίας της παραγγελίας καθώς και την συνολική αξία συντήρησης για το πρώτο έτος με επίταξη τρέχον (30) ημερών από την ημερομηνία τιμολόγησης.

Η αξία του ΦΠΑ θα καταβληθεί με την τιμολόγηση, μετρητοίς.

100%	750,77 €
0%	0,00 €
Ετήσια αξία συντήρησης	500,00 €
Σύνολο	1.250,77 €

Please proceed with above
On behalf of Casacollege

Name:

Title:

Date: 14/9/2018

Κατασκευαστικός Οργανισμός
Κ. Σαβερτιάδης Λτδ

EUROTEL HOSPITALITY
CYPRUS LTD

EDUCATIONAL ORGANISATION C.C. SAVERIADES

Casa College



Feasibility Study

Cruise Ship Hospitality Operations

2016-2020

Casa College Feasibility Study presents the College's activities and how they are designed to achieve its goals. Its actions and resource allocations are again placed in the framework of its goals, priorities and core strategies that will be outlined below. Our Feasibility study provides the College's clear Mission: *To contribute to the Cypriot Society by being a transformational leader in providing students with affordable employment ready related education and training.* The Feasibility study provides clear goals:

- Decrease unproductive running costs
- Increase student numbers
- Financial sustainability
- Provide a superior quality educational experience
- Access to success/employment

In support of these goals, the College has developed these priorities:

- Minimize all unnecessary costs
- Transform and modernise our institution into an advanced cross-cultural by European standard educational institution
- Adopt our courses to the ever - changing global workforce demand
- Build organisational capacity to support our educational philosophy
- Build relationships with third countries to encourage student influx
- Support faculty in their academic development
- Secure funding provided by the European Union or government specific for educational institutions

Mission

Our Educational Organisation aspires to be acknowledged as an experienced provider of quality education at an affordable cost. In our core values is that knowledge and education is a privilege for everybody. We strive to inspire students to achieve excellence by providing an independent, cross-cultural, private, and advantageously small-scale learning environment. Our organisation serves a highly unique and culturally diverse student body and endorses both academic advancements and personal growth among its students. We take pride in fulfilling the needs of each individual and the countries from which they originate from. This is achieved by:

- Providing affordable quality education in the European Union
- Developing cultural alliances which provide our students with an advantage in academic qualifications
- Creating a learning environment which encourages individuals to achieve their full potential by acquiring the knowledge and necessary skills for a successful career
- Understanding the cultural differences and promoting communication and understanding thus helping students adjust to their new learning environment.
- Provide support for their future endeavours, whether it is continuing their studies or seeking employment in their home countries or the European Union.
- Updating programs and services to keep pace with the global economic developments.

Our Values

We believe in the following values that guide our work every day as we endeavour to realise our vision and achieve our mission.

Quality: We are committed and held accountable for the highest standards of excellence.

Learning: We are learner-focused. We make informed decisions and take appropriate risks to enhance the student experience.

Responsiveness: We monitor the global marketplace and respond quickly. We embrace innovation and creative thinking.

Teamwork: We communicate effectively and honestly. We work collaboratively to achieve shared goals. We are open to each other's ideas, feedback and change. We establish strong partnerships.

Inclusion: We embrace the principles of fairness and equality in everything we do. We treat each other with respect. We create and thrive in a stimulating, collegial, highly professional and receptive environment.

Keys to Success

Affordability: Our organisation's slogan is that 'education is everyone's privilege'. Education is not reserved for the select few that are financially able to acquire it. We believe it should be extended to the intellectually able but financially unable to afford it. We pride ourselves in offering the most competitive tuition fees on the island, thus attracting higher number of students in today's ever challenging global economic climate.

Access to Higher Education: We develop comprehensive programmes, multiple pathways and support for students to achieve their educational goals.

Learning: We provide excellence in education and skills development by encouraging all students to be lifelong learners.

Student Success: We prepare today's learners for tomorrow's communities and workplaces by providing programmes that are relevant for today's ever-changing workforce.

Support: We provide a friendly educational and administrative environment that all students can attest to. We go the extra mile to support students during their studies, helping them find jobs, accommodation etc., as well as after their studies with whatever they choose to pursue next.

Location: We are centrally located, making access to students both foreign and domestic accessible by both public and private transportation with additional free parking. In addition, accommodation for foreign students is made easy for any budget due to our central location.

Staff: We are very proud to have highly skilled administrative staff that operate very efficiently, in addition to constantly investing in progressing the faculties skills through staff development training.

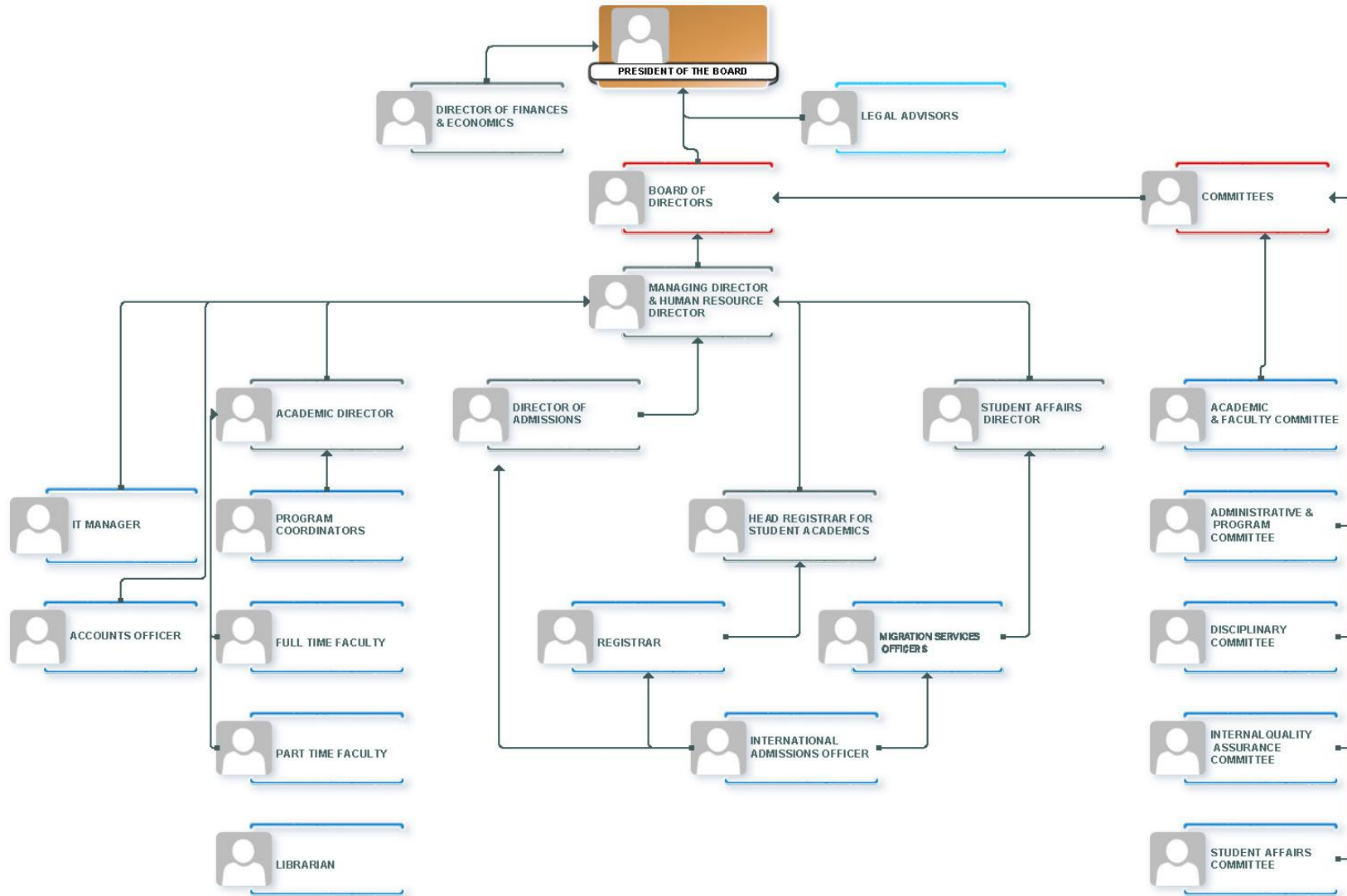
Privately Owned Campus: We are currently housed in our privately-owned building, thus designing our classrooms to fit the needs of our students. This way we are constantly able to invest in the college's infrastructure knowing that it is for life. In addition, a considerable savings on rent, monthly utilities, maintenance and renovations is achieved.

Innovation: We develop a culture that encourages risk-taking, entrepreneurship and flexibility and by embracing change in the interest of organisational effectiveness.

Our Commitment to People: We create dynamic working and learning communities that value people and support inclusion, multi-national student body, initiative, personal development and mutual well-being.

Our Commitment to Diversity and Equality in Employment: We enhance a diverse workforce that promotes, reflects, and supports our diverse college community.

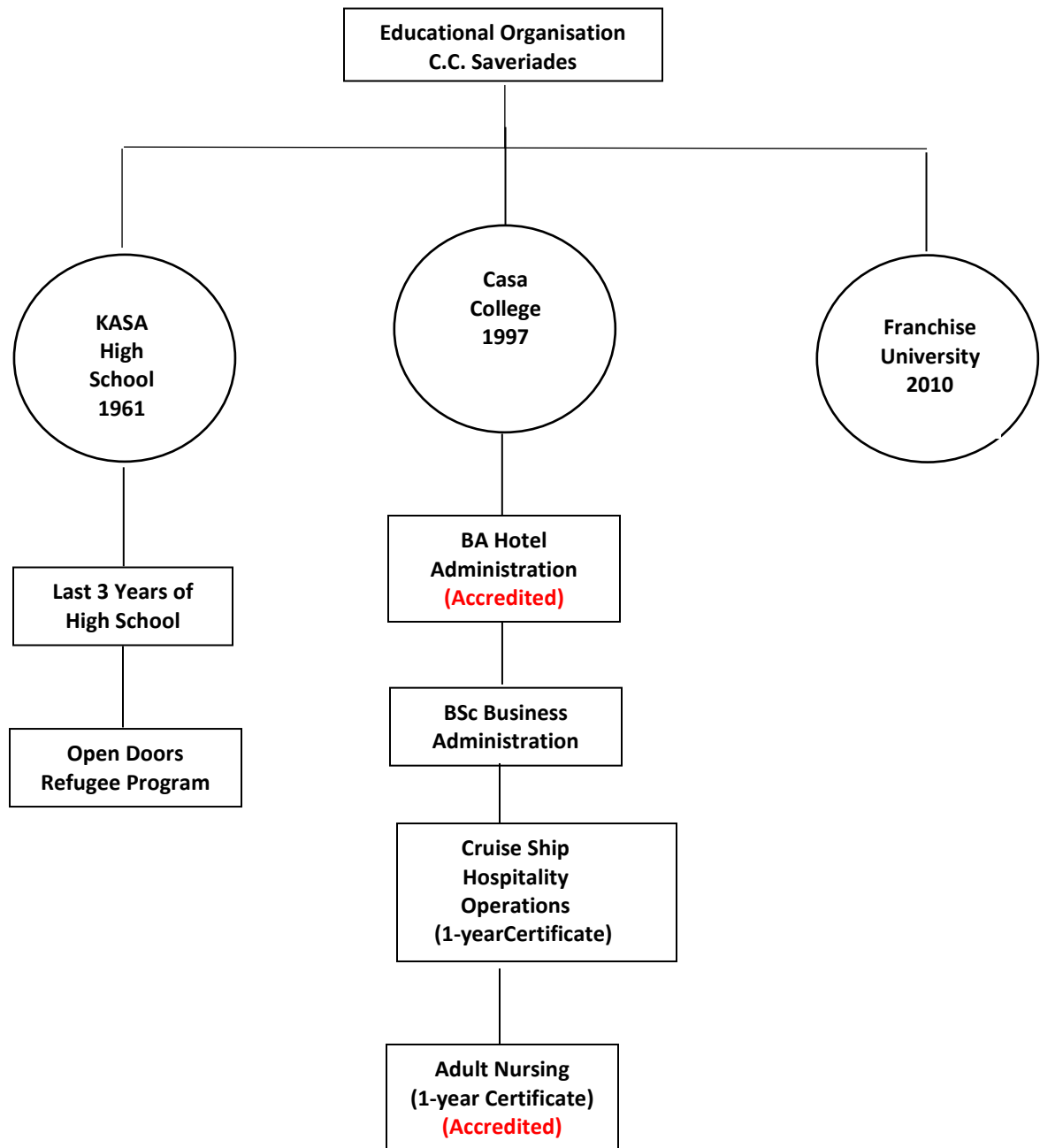
Company Chart



Flow Chart 1.1 Company layout depicting all departments.

Company Summary

Casa College was founded in Famagusta in 1961 by Mr. Christos Saveriades. Today our educational organisation is located in the heart of Nicosia, just off Kennedy Avenue, a mere 10 - minute walk from the city center. Our institution is comprised of 3 branches. KASA High School, Casa College and our Franchise Universities. Through its 57-year history, Educational Organisation C.C. Saveriades/Casa College boasted over 50,000 graduates, many of which have moved on to become, politicians, high ranking civil servants and successful business men.



Flow Chart 1.2 Layout of educational branches.

In 1997, Casa College was founded, with the promise of offering local students a tertiary education after completing high school. Soon, this vision spread beyond the Cypriot borders with a huge influx of foreign students from many corners of the world. Today, Casa College has a big number of foreign students (Bangladesh, Pakistan, India, Nepal, China, Vietnam, Nigeria, Russia, Ukraine, Moldova, Kazakhstan and many more) attesting to our experienced and affordable quality education. The courses offered primarily for foreign students are Hotel Administration and Business Administration. This coming Fall semester of 2018 we will also be offering for the first time our newly accredited 1-year certificate in Adult Nursing while we are still pending accreditation for the 1-year certificate in Cruise Hospitality & Maritime. In addition, in 2010, our Educational Organisation was the first to establish Franchise agreements with various acclaimed Bulgarian Universities. This has allowed our institution to expand its disciplines, offering an array of courses from Medicine to Crime related studies primarily to local and European citizens. It has allowed the college to remain relevant in today's ever demanding and globalizing market. These students are also recipients of the government grant (approx. 3000€) that goes towards their tuition fees. This year the College has welcomed our first twelve students from the Philippines, who are qualified nurses and have come to earn themselves a Master's degree in Nursing, and simultaneously learn German. The College has an agreement with a large German company who owns many assisted living homes in Germany and will readily employ these students after graduation. Finally, KASA High School has voluntarily initiated a new program called 'Open Doors' designed to aid the big influx of refugees in Cyprus who fall through the cracks of the public education system. The school started out by offering 15 scholarships but is now in the position of having more than 100 applicants for this fall. We have since signed an MOU with UNHCR and other NGO's that promise to support our efforts. In addition, we are currently in the process of applying for a European grant of 250,000 euro with an option of another 250,000 euro that benefits education for refugees. If the college becomes the beneficiary of this grant, it will be a huge investment towards the 'Open Doors' program.

Course	Duration	Awarding Body	Tuition/year	No. of Students 2016	Projected No. of Students			
					2017	2018	2019	2020
High School	1 or 2 years	Centre of Higher studies	6000 €	90	47	62	77	92
Cruise Ship Hospitality Operations	1 year	Casa College	N/A	N/A	N/A	N/A	N/A	N/A
Adult Nursing	1 year	Casa College	5200 €	N/A	N/A	N/A	N/A	N/A
BA Hotel Administration	4 years + 1 year <i>Optional foundation</i>	Casa College	5200€	290	330	395	460	525
BSc Business Administration	4 years + 1 year <i>Optional foundation</i>	Casa College	5200€	100	165	210	255	300
MA Business Administration <i>(new)</i>	1.5 years	St. Cyril & St Methodius University	4200€	N/A	N/A	N/A	N/A	N/A
MA Health Management	1 year	St. Cyril & St Methodius University	4200€	N/A	12	20	30	50
MA Forensic Science Expertise	1 year	Varna Free University	7600€	N/A	N/A	N/A	N/A	N/A

Table 1.1 List of courses and tuition fees/course along with number of students enrolled and projected number of students for the next four years

Market Analysis

Our Educational Organisation has been trying hard to maintain its position as the leading private college in Cyprus. With the number of educational institutions increasing in recent years, and the collapse of the economy, it has become harder to maintain a piece of the market share. For years, our main market where Asian students. These students aim to come to Cyprus to earn their degree and simultaneously work in the tourist sector of the Cyprus economy. Based on the legislation in Cyprus (Aliens and Immigration Law No. 184(1)/2007), students are permitted to work 20 hours per week (part-time) during the normal academic semesters and 38 hours per week (full-time) during their holidays in special sectors of the economy, which are announced by the Ministry of Labour and the Labour offices. With the economy slowly gaining ground again we have seen a steady increase in demand from foreign students. We have also been able to attract students from different markets than our usual pool. Since we have a big number of foreign students this creates a magnet for more foreign students of the same race. They tend to prefer to go somewhere where there is more of their own people and culture. In addition, our competitive prices and student payment plans are also a huge attraction for students, not to mention our young, friendly and highly qualified staff who go over and above to assist most students without racial bias. Our central location is also a big preference for students who rely on public transportation for moving around as well as the high availability of student's accommodation in the area. Finally, we are one of the few institutions if not the only, that operates its own office in Islamabad, Pakistan for the last several years. This creates another advantage as students can actually visit our offices there and meet a face that answers all their questions. In the last two years, we have also established the same practice in India, Bangladesh, Vietnam and the Philippines, having an exclusive agent that is responsible for all the student recruiting. We used to have our own office in Beijing, China too, but have since shut it down owing to the lack of accreditation of Cypriot degrees from the Chinese Ministry of Education. In an effort to attract more students the College President, Mr. Yiannis Saveriades, personally visits India, Nepal, and the Philippines at least twice a year to meet students in person, hold seminars in various cities and answer students, parents and agent's queries. He has also visited Vietnam and Sri Lanka a couple of times and we are looking forward to a new collaboration in the near future.

Our educational organisation makes the required market research before putting a new course on the market, making sure that our product is advantageous in more than one way. We constantly strive to find innovative courses that we feel will differentiate us from everyone else that is out there at the moment and that will withstand the harsh economic climate and the tight competitive market. One such course is also the 1-year certificate in Cruise Shipping & Maritime which aims to enforce students with the necessary skills and knowledge that will enable them to find quick employment aboard the ever-expanding cruise industry. This global need for cruise ship employees was pin pointed early on, much the same way as the huge need for caregivers in Germany which has an aging population was deduced and our educational organisation innovated with the development of the relevant courses to meet these needs.

New courses are always on the agenda in order to be one step ahead of the market. This is why we are currently exploring an array of different courses for the new academic year 2018-2019. Our next aim is to develop and accredit a master's degree in the hospitality department in order to offer our BSc Hotel Administration graduating student's some continuity after completion of their bachelor's degree.

SWOT Analysis

In the last few years, the College has re-evaluated its marketing strategy. We began by re-designing our website to be primarily more user-friendly and inviting. Details of our web plan can be found in the next section. We re-designed our prospectus to a professional level enviable by most universities. We became avid users of social networks like Facebook and Instagram to promote our college. We took part in the main educational fair in Cyprus and Greece, with updated advertising materials with positive feedback. In addition, our premises underwent a mini face lift by updating all administrative and class furniture, rewiring both campuses so that we can have a more modern fire detecting system, as well as outfitting all common areas with CCTV cameras and free WiFi on the entire campus. In addition, all classrooms have been outfitted with new technologically advanced projectors. A huge investment has been made into the College's library with a big number of new books, journals and other online resources. We have also re-evaluated many of our policies concerning both students and staff as designated by the European Quality Assurance for education. Finally, we have established a cooperation with the British Council, in order to offer the IELTS preparation and examinations in our College for students who address our Institution, from Asia, Europe and Cyprus for academic and migration purposes. All the information concerning the cooperation can be found on our official website.

Our biggest investment into our college however, starts in May of 2019, where we are expanding our main building from three to seven floors. This is expected to be read by October, 2019. The existing floors will also get a total refurbishment. The whole building will become a state-of-the-art educational institution with 15 spacious and fully equipped lecture rooms, 2 modernised computer labs, a big library with student study area, ample staff offices and an entire floor dedicated entirely to the hotel administration department. This floor will be boast two culinary kitchens plus a pastry kitchen, restaurant/bar lab, teaching class, pantry and even showers. In addition, the new college will have a student recreational area on the roof with panoramic views of the city centre. The roof garden will have a fully functional canteen/restaurant which will be out sourced for students and staff to be able to enjoy a hot or cold meal, coffees and other refreshments and snacks.

The new expansion will afford the college approximately 1500 student positions. With the completion of this expansion we are certain that Casa College will be in a league of its own compared to other local colleges.

Strengths: Our educational institutions biggest asset is the working family environment that is in play. Many staff members have been with us for as long as 25 years. They have lived through the highs and the lows of building an educational organisation, and they truly feel that this is their college too. They constantly strive to improve their departments, adapt to the changing times, and move with the changing

technology. They all bring to the table new ideas and ways to implement them in order to take our business to the next level. This type of loyal staff is very hard to find and we are truly fortunate to have them. In the last two years we have also hired 6 more administrative staff to help with the increased work load and have clearer departmental guidelines.

Competitive Edge: Our biggest competitive edge against all our competitors is the new management. Our new director has a fresh approach to education that is unrivalled by any other college run by much older people with a very old-school approach. The management is flexible, open to new ideas and innovative which has set us apart from other institutions in recent years. In addition, our tuition fees which are by far the most competitive than any other institution is another of our biggest magnets for students. Our dedicated and courteous staff are also a big advantage, while our biggest competitive edge will come with the completion of our new building.

Web Plan Summary & Website Summary

In mid- 2014 the new management decided that as part of our new marketing strategy the college needed a mini face lift. It was decided that the best place to start was from our website which was outdated and hard to use. A completely new, upgraded, user - friendly and inviting website was designed. All contents were re-written to be self-explanatory and grammatically accurate. We incorporated all information required today by a modern student whether that is academic or just information about student life in Cyprus. Students from all corners of the world can get information about all our programmes, application procedure, visa requirements and many more. In addition, they can also apply online making this otherwise daunting task very convenient. We have created links through our website for our Franchise Universities as well as for other websites that facilitate students with accommodation, job opportunities, or just find cultural social groups they want to join. In addition, requests for ID cards, transcripts, registration letters etc. can now be carried out online which is more time efficient both for the student and the administrative staff. Prospective students can also download the new prospectus digitally as well as the student handbook which gives them information about their new life in Cyprus, from shopping, to night life, sports, food and many more. A section on the home page entitled “Latest News” informs students of any new events, achievements, changes in the schedule and more. On the homepage you can also find a calendar with all the months schedule for the college. These are also uploaded onto the organizations Facebook page (which has a live feed on our websites homepage) which has proved very popular among our foreign and domestic students with more than 8000 likes in just 3 months. In this day and age where everyone is constantly online through their smartphones, Social media have proved to be a very cost effective and efficient way of communicating with the students. In addition, for the first time on our website we have created a section for job opportunities.

This coming fall semester of 2018, all academic staff will be using MOODLE. Moodle was originally developed to help educators create online courses with a focus on interaction and collaborative construction of content, and it is in continual evolution worldwide. Moodle as a learning platform can enhance existing learning environments. As an E-learning tool, Moodle has a wide range of standard and innovative features

such as calendar and Gradebook. Moodle is a leading virtual learning environment and can be used in many types of environments such as education, training and development and in business settings.

For the last few semesters we have also operated a portal on our website accessible only by our students and staff, that allows on the one side the teacher to upload lectures or coursework online, and on the other hand the student to access this information. This has saved primarily time for the teacher who no longer has to prepare copies of the day's lessons as well as money for the college that no longer provides these copies. The students are responsible to download their lessons print them (or leave on their tablet) and bring to class. These lectures are only available to our own students who have to sign in securely with their college usernames and passwords to gain access.

As a college, we try to find some job opportunities for the students and we publicize these on our website for our students to see and apply. This is particularly helpful for new students who are always seeking to make some extra cash to support their studies. In particular, this summer we signed an agreement with Tsokkos Hotels, one of the biggest hospitality groups in Famagusta. The company employed more than 50 students in various of its hotels offering them free, accommodation, 3 meals a day and transportation on top of their 700-euro salary excluding tips. They have been super happy and want to renew the agreement for next summer for over 100 students. In addition, this summer we have also sent over 140 students to various other hotels around the island. As a college, we find that when students find well paying permanent jobs in the summer, they manage to save up enough money to cover their tuition and cost of living for the winter thus affording them more time to concentrate on their studies.

Graduates Employability Prospect

In recent years there has been a huge expansion on the cruise ship hospitality industry. New cruise lines keep popping up everywhere from, Europe to China to the America's. Job fairs for cruise ship employees take place year-round all around the world with great interest as there are great benefits to becoming a cruise ship staffer. These include:

- You get paid to travel. This is probably one of the biggest pluses to working on a cruise ship. And, it's the one most people think about. Not only are you able to see new places, you'll have the opportunity to meet people from other areas of the world, many who are crew members along with you
- You can save your pay. Because you're furnished room and board along with your salary, you shouldn't have a lot of expenses. You don't have to pay utilities, so that's one expense you won't have. You're busy most of the time, so there isn't much opportunity to spend your hard-earned salary
- Meet new people. Because the crew is generally made up of people from all over the world, you can meet new people and learn about their cultures. You may even have a foreign roommate, which will help you learn a good deal about their culture
- After you've successfully completed one contract, you'll be more likely to be chosen for another. If you choose to change cruise lines, your previous experience may help you get your foot in the door with the new company

- If you're single when you begin your career on a cruise ship, you may find the biggest pro for working there is that you find your future spouse. While this is not a guarantee, it seems that quite often romances bloom among the crew
- You get reduced price cruise vacation for family and friends
- Air travel en-route and homeward bound
- Free laundry service
- Free medical insurance (which is required by maritime law)
- Discounts at cruise ship stores and often at land-based stores, bars and restaurants

Our 1-year certificate in Cruise Shipping & Maritime is a quick way to gain some knowledge and skills in the cruise industry while being on the fast track to quick employment on some of the worlds' biggest cruise lines like Royal Caribbean, Dream Cruises, MSC Cruises, Norwegian Cruise Lines, Princess Cruises and P&O Cruises just to name a few.