Creative Commons Licence

This material was created by Antonio Manuel Brenes Castaño at the University of Cádiz (UCA) as part of the OpenCourseWare (OCW).

This work is licensed under a Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International Licence (CC BY-NC-SA 4.0).

You are free to share and adapt this material for non-commercial purposes, provided that appropriate credit is given, a link to the original resource and the licence is included, any modifications are indicated, and any adapted material is distributed under the same licence

Exercise: Cruise Tourism & Onboard Operations

Match each cruise situation (A–E) with the correct description (1–5).

Cruise Situations

- **A. Conducting the mandatory muster drill**
- **B. Explaining the onboard dining options**
- **C. Helping a passenger with disembarkation procedures**
- **D. Reassuring a passenger experiencing seasickness**
- **E. Booking a shore excursion at the shorex desk**

Descriptions

1. **Informing guests about the main dining room schedules, buffet hours, specialty restaurants, and dietary options.**
2. **Advising a passenger to visit the medical center, stay midship on a lower deck, and focus on the horizon during rough seas.**

3. **Assisting a guest in choosing and reserving a guided city tour or outdoor activity at a port of call.**
4. **Instructing passengers on emergency protocols, lifeboat stations, and safety procedures before the ship sets sail.**
5. **Guiding passengers on how to settle their onboard account, tag their luggage, and exit via the gangway at the home port.**

Answers

A – 4

B – 1

C – 5

D – 2

E – 3