



HOSPITALITY
ACADEMY

JUMP ON BOARD

The Guide to Get Ready
to **Work While Traveling**
the World

Table of contents

01 INTRODUCTION p. 03

02 WELCOME GUIDE p. 04

03 THE CRUISE INDUSTRY p. 08

04 OUR PARTNERS CRUISE LINES p. 09

05 ADDITIONAL DOCUMENTS REQUIRED p. 12

06 BENEFITS p. 15

07 FREQUENTLY ASKED QUESTIONS p. 16



Congratulations!

You have passed onto the next stage of your exciting **new journey at sea!**

Hospitality Academy is **committed to your success**

within the cruise industry. As you are going to be a representative of one of our partnered and most luxurious cruise lines, you must understand the services that are being delivered to their valuable guests.

This booklet has been created to help you become familiar with the cruise industry and answer most of the questions you may encounter. Kindly take your time to read this document carefully and use it as a reference guide for your new path to get on board and succeed.

Welcome Guide



The following welcome guide assists you in familiarizing yourself with the next steps, as it is of utmost importance that you fully comprehend how Hospitality Academy will guide you throughout the entire process and what is expected from you. These are the steps you can expect:

Step 1

Secure Your Place in the Program

- Reply within two days of your interview with the Cruise Specialist that you accept the offer.
- Our Financial Department will reach out to you with our payment methods in order to provide you with the most convenient option to complete the payment.
- To start your process and secure your place in our program, submit your proof of payment. Once done, you will be given access to the mandatory by law STCW – Safety and Security Course and the live Operational Course. Both completed certificates can be used on all ships and do not expire.
- Once you have the certificates, Hospitality Academy works directly with the cruise lines to secure your position. The costs for both certificates amount to EUR 1,500 for candidates who have successfully completed a program with our partner Placement International and EUR 1,750 for new candidates. Please note that this will be the only amount you will have to pay through our program.

i No placement fees will be charged.

STCW – SAFETY AND SECURITY COURSE

This is the most important step to set foot into the cruise industry.

According to the International Maritime Convention, all crew members are required to have a valid STCW Certification, to certify you for safe work at sea, be able to receive a contract, and to work legally on board. This is mandatory by MLC laws for all seafarers who work with ships with passengers above 500. Hospitality Academy provides you with all documents required to work on board, along with a unique code to enter our online training facility, where you will be required to follow the instructions. This online course is intended for cruise ship staff who do not have designated security duties. The objective is to provide you with sufficient knowledge to enhance maritime security awareness, including safety policies, recognizing security threats, and understanding the methods and need of maintaining security awareness and vigilance.

Once successfully completed, a certificate will be issued according to Regulation VI/6 of the International Convention on Standards of Training, Certification and Watchkeeping (STCW). When the learning content of the course has been completed, you will be given a multiple-choice test. At least 75% have to be scored in this test in order to be awarded the certification. However, you will have multiple attempts at the test, in case you do not pass the first time.

LIVE OPERATIONAL COURSE

The live Operational Course will be an online learning session to develop the skills in order to succeed in one of the fastest-growing and dynamic industries in the world.

The structure of this online learning session will be divided into two days, approximately 7 hours a day, including a self-study and assessment. It will provide you with all the necessary information on the cruise industry, divided into two course segments.

The first course segment will include an introduction to the cruise industry by means of:

- An overview of the history of the industry
- Identification of vessel types
- Life on board as a crew member
- The crew benefits
- Itineraries (Time zone, ports of call)
- On board terminology
- Crew ranks
- Ship departments
- Passenger satisfaction

The second course segment will include information about health and safety at sea. This can be broken down into:

- Rules and regulations
- Security and port authorities
- Emergency drills
- Safety equipment
- Personal hygiene
- USPH Introduction
- Medical facilities
- Services on board

In order to be fully prepared and equipped with knowledge before embarking, you will receive a Q&A Course handout together with study material for the final assessment. For this, you will be contacted by one of our experienced Hospitality Academy cruise professionals, who will invite you to join the class.

Step 2 Complete Your Profile

In the meantime, your file must be in order so that we can proceed with your application process.

For this, please ensure that all documents are completed and uploaded to our portal or forwarded to us via email.

The following documents are going to be required:

- Completed CV according to this template ([template for CV](#)).
- Certificates and diplomas
- Two reference letters
- A copy of your passport
- At the same time, please already apply for a criminal background check



Step 3

Complete the Cruise Hospitality Courses

Once you have received the mandatory certificates from both training courses and your profile is completed with all documents, you are legally and effectively ready to move on to the employment stage!

Step 4

Have a Preparation Interview with a Cruise Specialist

Your CV has already been pre-approved by our cruise line partners. Our partners at this stage would like to meet you and ask questions to determine your personality and capabilities.

Hospitality Academy will prepare you for your interview with the cruise ship representative by holding a mock interview where you will be trained on what to expect and how to present yourself to achieve success. Additionally, you will receive a supporting document to review on what to bear in mind to pass the interview.



Step 5

Have an Intake Interview with the Cruise Ships

Once you are fully prepared to have a call with the cruise ship, **we arrange it for you, and you are off to a successful start!**

Step 6

Receive the Contract and JUMP on Board!

As soon as you have had your successful interview, you will receive a contract. Upon obtaining all documents required by the cruise line, you will receive your flight details, and you will be ready to **embark on a journey of a lifetime!**

If you have any questions, do not hesitate to contact our team or refer to our [Frequently Asked Questions](#).



Hospitality Academy **looks forward to welcoming you on board soon!**



The Cruise Industry

One of the fastest-growing in the travel, tourism, and hospitality industry.

Moreover, the modern cruise industry is one of the best examples of globalization, with increasing numbers of ports and destinations around the globe. Cultural diversity is present within every aspect of a ship, as passengers are multinational and onboard personnel come from every continent of the world. It offers great career options, as well as growth opportunities.

Various fleets have an inventory of many different ships, making it easy to transfer to other ships with new and exciting routes you have never imagined to travel to. Besides, **it is one of the best-paid jobs within the hospitality sector.** Additionally, meals, accommodation, flights (*to most ships*), visas, and insurances are being covered. On top, you truly experience a unique work-life – Getting paid while traveling the world! Fun dinners and parties with the crew round off your memorable journey, and – careful – maybe you will never want to return home, as it can be an addictive lifestyle.

Our Partner Cruise Lines



Hospitality Academy works with the top international hospitality establishments all over the world and includes a great network of the best luxury cruise lines. Our candidates have already been successfully placed on board the following high-class cruise ships:



Silversea Cruises is a cruise line organization that represents generations of experience within maritime and travel. The name "Silversea" reflects the terms quality and luxury in a combination with romantic sensations of the sea. The fleet has been built for the higher-luxury market, establishing a recent class of smaller and intimate vessels with maximized levels of personalized services.

Encompassing all different continents worldwide, including luxurious cruise rides to the Mediterranean, Caribbean, and both Polar Regions, and many different and fascinating destinations in between, makes Silversea Cruises such a successful and expanding company.

The fares are well-known for their truly all-inclusive concepts, covering every aspect of their cruise vacation onboard, even select wines and spirits. The delivery of the highest standards of service to each guest is at the heart of the service excellence of Silversea's corporate philosophy, underlining one of their core values of committing and developing solid relationships with co-workers, partners, and guests.



Disney Cruise Line is a **cruise company operated by The Walt Disney Company**. The four different ships, Disney Magic, Disney Wonder, Disney Dream, and Disney Fantasy, let every single passenger reminisce about their childhood and their biggest cartoon and movie idols. Its breathtaking vessels pay attention to pampering their guests with state-of-the-art comforts, outstanding service, and exclusive activities. To cruise with Disney means to discover fun, relaxation, and enchanting family amusement for everyone in the family.

It offers a truly unique experience through its various entertainment options, such as quality live shows, character-themed deck parties, and outstanding fireworks while being on the sea. Several restaurants, nightclubs, shops, and recreational facilities make cruising deliver enjoyment for every age. Disney Cruise Line Destinations sets sail on magical vacations full of new adventures, cultures, and discoveries across Alaska, Europe, and the Caribbean.

Castaway Cay, Disney's private island within the Bahamian and Caribbean routes, is being reserved exclusively for its guests, enhancing and rounding off their truly unique and nostalgic experience. But it does not need to be a guest to enjoy these extraordinary happenings, as its Cast Members deliver and experience all of this firsthand.



Royal Caribbean is **one of the most innovative and exciting cruise lines in the world**, offering guests an unparalleled onboard experience across a fleet of spectacular ships. Known for its groundbreaking features such as surf simulators, ice-skating rinks, rock climbing walls, and Broadway-style entertainment, Royal Caribbean consistently pushes the boundaries of what a cruise holiday can be. With destinations spanning the Caribbean, Europe, Alaska, Asia, and beyond, there is a Royal Caribbean voyage to suit every taste and season. The cruise line's commitment to delivering extraordinary guest experiences is matched by its dedication to its crew, making it one of the most sought-after employers in the maritime hospitality industry.



Viking Cruises truly **explores the world in the comfort of one's own home**. Viking Ocean Cruises offer inclusive value. From a cozy home feeling veranda stateroom, return flight from the UK, onboard gratuities, shore excursions, all onboard meals, as well as food & beverages and WiFi on board, Viking has all of this to offer and even more. Further, Viking was Voted #1 for River Cruises and #1 for Ocean Cruises by Condé Nast Traveler Readers' Choice Awards. Not only is it known to sail along rivers around the globe, but it also crosses different oceans of the world in order to discover historical places and stunning nature. Destinations include expeditions around Antarctica amongst icy-blue glaciers and penguins, the Arctic sighting polar bears, the great lakes of Canada, and the Galapagos Islands spotting giant and senior turtles. More River Cruises sail along the rivers of Europe, Russia, Ukraine, Asia, Egypt, and the Mississippi. Viking's Ocean Cruises cross oceans to arrive in Scandinavia, the Baltic countries, the Mediterranean, the United States, the Caribbean, Asia, and Australia for adventurers and nature lovers to discover.



Norwegian Cruise Line has been designed for its guests **to enjoy as they choose while cruising to beautiful destinations around the globe**. Onboard activities and a wide range of superb dining options, in combination with outstanding entertainment, can be added in order to experience the best holiday ever. Top destinations and shore excursions, apart from encountering most enjoyable activities on board, include changes of scenery and once-in-a-lifetime moments that will never be forgotten by traveling to Alaska, Bahamas, Bermuda, Caribbean, Europe, Hawaii, Mexican Riviera, and Panama.

Apart from this, Norwegian Cruise Line boasts the youngest fleet in the industry, with revolutionary features, interactive experiences, and modern cruise holidays never experienced before. In addition, it sets its innovative accommodation standards high with industry-first solo studios, staterooms, and luxurious enclave suites.

Additional Documents Required

Before joining and once the STCW Course, as well as the live Operational Course, have been completed, you will be requested to provide several additional documents and information to round off the formalities. This will include the following information:

- Copy of your seaman's book – Bahamian Seaman's Book costs covered and application done by the cruise line
- Evidence of required visas – Costs covered by the cruise line
- Medical certificate (*consult with your cruise line*)
- Criminal background check – Free of charge, depending on your country

SEAMAN'S BOOK

A seaman's book keeps a record of your time at sea and probably looks similar to your passport. Sometimes, when at the airport or when going ashore, you will be asked to show the book. Per ship company, the seaman's book might differ (*National Seaman's Book, Bahamas Seaman's Book, etc.*). For this, you will need to consult with your cruise line, which is going to apply to you.

VISAS

The required and relevant visa needs to be applied for as soon as possible. The cruise line will guide you further on the necessary steps once you have been successfully placed on board.

The two most common visa types are the U.S. C1-D Seaman's Visa and the Maritime Crew Visa (MVC). The following explains the two visa types for you:

US. Seaman's Visa (C1-D)

- All members of a crew need to have a valid U.S. Seaman's Visa C1-D.
- To obtain this visa, you will be asked to contact the closest U.S. Embassy/Consulate to your living location and ask for further information on the correct application procedure in your country.
- The link for the U.S. embassy is: <https://www.usembassy.gov/>
- For this, you will be required to select your country of residence, and the information about the U.S. embassy closest to you will be made available to you.
- As this process will be time-consuming, please plan ahead.
- If you are a U.S. citizen, U.S. alien, or Canadian citizen, you will not need this visa.

- The ship will provide you with a supporting letter for the embassy that you need to submit together with the DS-160 form.
- Costs and expenses will be covered by the ship. Depending on the ship, you will be asked to pay for the visa in advance, but you will be reimbursed. For this, please remember to keep the receipt so that it can be covered with your first salary.

Maritime Crew Visa (MCV)

- This visa is required if your assigned ship sails in Australian waters.
- The link to apply for this visa is: <https://www.homeaffairs.gov.au>

Please be advised that on your way to entering the ship, it is your own responsibility to ensure that you have any required visas for the countries you pass through. As a suggestion, contact the local embassies or consulates of each country you will pass through or transit to ask for entry or transit requirements for seamen and women.

Finally, please note that you will be unable to go on board without a proper visa. To speed up the delivery process, explore the services of the courier or different alternatives. Should you be unsure about the processes, please do not be shy to ask the embassies or consulates. This is because in case of any delays or incorrectly applied visas, only additional costs might occur, which would delay your boarding.

AIRLINE TICKET

Once you have provided the above-listed documents, you will be given the airline ticket by the cruise line company. Therefore, the airline tickets in order to join the ship will be paid for and arranged for you by most companies. Usually, the travel arrangements are made from an international airport. Also, the cruise line company provides your return flight ticket as soon as you have successfully completed your contract. In regards to the luggage allowance, please consult with your cruise line. In some cases, you might be reimbursed for the charges for up to 40kg of luggage, in case it was not included in your ticket (for this, keep the original receipt). In this case, it would also apply that any additional weight or pieces of luggage would be at the expense of the crew member.



MEDICAL CERTIFICATE

Before embarking, you will be required to take a medical test. Depending on the country, the costs for a medical test can be up to USD 250.00. In regards to any medical issues that require medication on a daily basis, kindly understand that the cruise line will be unable to proceed with your onboarding. This is because the ship cares about your health and would like to protect you.

In case it is unable to dock and you require medication, it will put you at a major health risk that should be prevented beforehand.

CRIMINAL BACKGROUND CHECK

Before joining your assigned ship, you will need to undergo a criminal background check. For this, you will be required to provide a police clearance letter stating that you have not been convicted of any crime and have not committed any crime. Depending on the country where you currently reside, this letter does not involve any costs and is free of charge.

STCW – SAFETY AND SECURITY CERTIFICATE

Before embarking, you will be required to have completed the STCW – Safety and Security Certification. **You will be given the exact instructions, as well as a unique code, by Hospitality Academy to access the online course.**

LIVE OPERATIONAL COURSE

Before joining the ship, you will need to have developed the necessary competencies and knowledge to succeed on board. Hospitality Academy will coordinate the contact with one of our experienced cruise professionals to join the class and complete the course successfully.

Benefits



Working at sea comes with several attractive benefits. From travelling the world while working to growing professionally, meeting new people from different cultural backgrounds all over the world, making long-lasting friendships, and experiencing a totally addictive lifestyle. At the same time, flights to and from the port are being covered by the cruise line, the visa is being paid for, the medical insurance is being reimbursed, housing and meals are all included, and at the same time, **you have the opportunity to earn tax-free compensation.**

01 **Travel
the world**

05 **Medical
Insurance**

02 **Tax-Free
Compensation**

06 **Paid Flights**

03 **International
Prestige**

07 **Discounts at
Crew Facilities**

04 **Free Housing
& Meals**

08 **Paid Visa**



Frequently Asked Questions

Do you have any further questions that popped into your mind while reading through this guide? We have summarized the questions and answers for the most popular questions that we have been asked:

Does Hospitality Academy charge any placement fees?

No. Hospitality Academy does NOT charge any placement fees. The only costs involved are for the mandatory training certificates, handled directly through Hospitality Academy.

What happens if I fail the courses?

You can retake both tests as many times as necessary until you have received a pass mark at no extra cost. The live operational course is an informative class rather than a "pass or fail" one.

How long does it take to do both courses, the STCW & the Operational Course? Are they online or face-to-face?

Both courses are **online** and take place from the convenience of your own home or preferred location. The STCW certification should be possible to finish within 5 hours at your own pace. As mentioned in our cruise guide above, the Operational Course is a two-day online class and a live course. For this, you may allow approximately 7 hours for each day, including the reading you might need to do.

Do I get to choose which cruise line I go to?

We try our best to link candidates to the cruise ship of their preference. However, we do not guarantee the final ship you will be assigned to.

Can I choose the destination of my preference to work on the cruise?

Destinations are worldwide. You can indicate your preference, but the final destinations are determined by the cruise line's needs. In one contract, for instance, you might be in the States, move to Europe and Asia, and then back to the States.

What documents do I need to present in order to apply for the visa, apart from the international passport and criminal record?

As mentioned in our cruise guide above, the ship will provide you with the contract and a letter for the U.S. embassy that you will need to bring along with the DS-160 form that you will receive online.

When do I take the medical tests? How much will it cost from my own expenses?

You will be able to complete the medical tests once you have received the contract. For this, the ships will reimburse you up to USD 250.00. However, the test should not exceed that amount, as mentioned above in our cruise guide.

What happens if I get sick while working onboard?

While onboard, **all crew are medically covered** and can visit the Medical Clinic for health concerns.

Do I get to visit the ports and destinations during my free time?

Definitely! When you are not on duty, you are welcome to explore the amazing destinations your designated ship visits. You have many hours a day free to go out and enjoy the destination between your shifts. Just make sure you are back on time!

Can friends or a couple join the same ship?

Hospitality Academy welcomes couples to their courses. However, **each applicant is assessed individually** based on his/her qualifications, and although every effort is made to accommodate couples to be assigned to the same ship, we cannot guarantee that they will be assigned to the same ship, since, as is understandable, business needs take precedence.

Does the cruise line provide me with the complete uniform, specifically shoes?

All ships provide the uniform – only some provide shoes. Others might offer the option to purchase the required shoes on board.

Should I use my own set of knives and kitchen utensils, or is it provided by the cruise?

Each ship has different requirements. For this, your assigned cruise ship will inform you whether you will need to bring your own utensils.

What happens if I do not get a suitable position on the cruise ship and I get rejected?

We work directly with the cruise companies. Your CV is already being pre-approved, and thus, we know you will be hired. In the unlikely event one company turns you down, we work with several cruise companies, meaning that we have many different options. Nevertheless, not placing a candidate has never happened before.

How long are the contracts?

Cruise lines hire year-round and seasonally. Contracts may vary, but are normally 6 months, and can be renewed. There are short-term, holiday, and summer jobs, depending on the position.

Do people get motion sick very often on the boat?

Motion sickness will generally depend on the person and the size of the ship. The bigger the ship, the less likely that you are to experience any sort of motion sickness. Moreover, even in the event that you do experience motion sickness, most people usually get used to the sensation of being on sea in a few hours, at most a couple of days (*smaller ships for sensitive people*).

Are there any safety risks that come with living on the boat?

Like in every workplace, there are risks. However, special training sessions and drills are held to prepare the crew in case anything happens. You will be instructed on how to respond to a wide range of situations, including emergency procedures and current health and safety protocols designed to ensure the well-being of both crew members and guests.

During my free hours, can I use certain spaces on the cruise? For example, gym or pool?

Every ship has designated crew areas and crew activities. The facilities are provided depending on the size of the ship. You will have plenty of options for activities to do.

Do I need any vaccines for any destination, and if so, should I cover the cost of them?

If you need a yellow fever vaccine in some countries, the ship will advise you in advance and will cover the cost.



Contact us
for more
information!

EMAIL

cruises@pihospitalityacademy.com

WEBSITE

www.pihospitalityacademy.com

