

<b>Course Name</b>	Cruising for the Advanced (Developed by Siobhan Mc Donald)
<b>Unit Cost</b>	€100 per participant
<b>Staff Level</b>	Product Knowledge - Level 3
<b>Duration</b>	Full day
<b>Certification</b>	ITAA Certification
<b>Aim and Approach</b>	<p>The aim of this workshop is to provide participants with a staple knowledge of what 14 Companies offer -</p> <p><i>Carnival Celebrity Costa Cunard Fred Olsen Holland America MSC NCL P &amp; O Princess RCI Seabourn Silversea &amp; Viking River Cruises</i></p> <p>The session will equip Agents with Information &amp; Skills gained through Manuals, Maps, Power Point presentation, Brochures, Promotional materials &amp; Group exercise.</p> <p>This product knowledge will enable the Travel Agent &amp; clientele, to close that cruise holiday sale!</p>
<b>Course content</b>	<p>Cruise Companies &amp; Ships &amp; Itineraries</p> <ul style="list-style-type: none"> <li>• Fourteen Companies -All Info in a Manual to take away!</li> <li>• Ships &amp; Itineraries</li> <li>• Regions Cruised, Oceans &amp; Islands - Maps</li> <li>• Pre &amp; Post Cruise Destinations &amp; Maps</li> <li>• World Airports &amp; European Rail - Maps</li> <li>• Shore Excursions</li> </ul>
<b>Key skills developed:</b>	<p>Delegates will have:</p> <ul style="list-style-type: none"> <li>• A larger selection of Companies to sell</li> <li>• A staple product knowledge - Regions &amp; Itineraries &amp; Airports</li> <li>• Geographical Knowledge - Where exactly do Clients go....</li> </ul>