T.C.
MİLLİ EĞİTİM BAKANLIĞI

DENİZCİLİK

MESLEKİ YABANCI DİL 2
(YAT TURİZMI-İNGİLİZCE)

Ankara, 2014
Bu modül, mesleki ve teknik eğitim okul/kurumlarında uygulanan Çerçeve Öğretim Programlarında yer alan yeterlikleri kazandırmaya yönelik olarak öğrencilere rehberlik etmek amacıyla hazırlanmış bireysel öğrenme materyalidir.

• Milli Eğitim Bakanlığınca ücretsiz olarak verilmiştir.
• PARA İLE SATILMAZ.
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**ALAN** | Denizcilik ve Su Ürünleri  
---|---  
**DAL/MESLEK** | Alan Ortak  
**MODÜLÜN ADI** | Mesleki Yabancı Dil-2 (Yat turizmi-İngilizce)  
**MODÜLÜN TANIMI** | Teknik denizcilik terimlerinin işlendiği öğretim materyalidir.  
**SÜRE** | 40 / 32  
**ÖNKOŞUL** | Bu modülde temel İngilizce konuşma ve anlama yeterliliğine sahip olmak ön koşuldur.  

### YETERLİK

| MODÜLÜN AMACI | Genel Amaç  
---|---  
| **Öğrenciyi, karşılama, uğurlama, servis, bilgilendirme amacı ile yapılacak sözlu veya yazılı İngilizce kullanımı ile ilgili bilgilerin verilmesidir.**  
| **Amaçlar** |  
| 1. Yolcu ile hizmete ilişkin konuşma yapabilecek, |  
| 2. Yolcuya bilgi iletebilecek |  

| EĞİTİM ÖĞRETİM ORTAMLARI VE DONANIMLARI | Sınıf ve yat ortamında kullanılan çeşitli araç ve gereçler  
---|---  

Dear Student;

Marine Vehicles are used in various areas such as defending, transportation and the need for these vehicles are increasing day by day in today’s world which is getting smaller and smaller. So the amount of vehicles navigating over the seas is getting higher also. Knowledge of vocational terms is important not only in native language but also in other languages as well. This module enables you to reach the technical English you may in your field.
LEARNING ACTIVITY 1

AIM

➢ You will be able to talk to guests about the service.

SEARCH

➢ Visit a yacht marine and interview with the marine crew or marine executives.

1. GREETING

1.1. Greeting The Guests

Be standing when your guests arrive as a mark of respect and also to show a willingness to please. This is especially important for gentlemen when a lady enters the yacht or a dignitary or person of important standing. Don't sit down again until all the other guests are seated.

Shake hands and exchange verbal greetings with your guests to formally acknowledge their presence. This is also a good time to offer an aperitif or pre-dinner snack or refreshment and give everyone a few moments of polite conversation before moving on to the next person.

First impressions last a life time, or at least until the guests check out, so it is important to make a good first impression. There are numerous expressions that can be used when first greeting people. Some are very formal and appropriate for greeting guests and some are more informal and should only be used with friends or co-workers. Obviously, employees of the hotel industry should use the more formal expressions, however the less formal expressions will also be presented to give learners a well balanced repertoire to choose from.

➢ Delivering Quality Service

- 6 ways to meet or exceed expectations:
  - professional appearance
  - friendliness
  - courtesy
  - empathy
  - responsiveness
  - flexibility
• You can give quality service to guests and co-workers when someone asks you for help.
  o Read person
  o Determine what person needs
  o Work together to find solutions
  o Deliver the service
  o Follow up

• The steps to handling a guest complaint:
  o Listen
  o Respond by apologizing
  o Take action to solve problem
  o Follow up by monitoring actions and checking that guest is satisfied

• You can everyone improve quality service?
  o Share guest feedback on service quality with management
  o Look for opportunities to improve service

➤ Expressions - Greetings
• Formal Expressions
  o Good morning (sir/ma’am)
  o Good afternoon (sir/ma’am). Welcome to (name of hotel/shop, etc)
  o Good evening (sir/ma’am)
  o How are you this morning (afternoon, evening, today)?
• Less Formal Expressions
  o Hello
  o Hi
  o What’s up?
  o How’s it going?
Of course, after the greeting, the dialogue must be continued, and what is said then depends on the situation. When interacting with hotel guests that continued interaction usually involves determining what the guest wants or needs.

- A couple of standards that can be used in the tourism industry are:
  - How can I help you today Ma’am (sir)?
  - Can I be of assistance?
  - How may I assist you?
  - May I assist you with anything?
  - What can I do for you today?

- Dialogue - Greetings

- **Staff:** Good morning Ma’am. Welcome to the (…Spa)
  - **Guest:** Thank you.
- **Staff:** How can I help you today?
  - **Guest:** I’m here for a (….massage).

### 1.2. Cabin Service

It implies serving of food and beverage in guest cabins of yachts. Small orders are served in trays. Major means are taken to the cabin on trolleys. The guest places his order with the cabin service order taker. The waiter receives the order and transmits the same to the kitchen. In the meanwhile he prepares his tray or trolley. He then goes to the cashier to have a cheque prepared to take along with the food order for the guests’ signature or payment. Usually clearance of soiled dishes from the room is done after half an hour or an hour. However, the guest can telephone cabin Service for the clearance as and when he has finished with the meal. There are two types of cabin Service: Centralized cabin service: Here all the food orders are processed from the main kitchen and sent to the cabins by a common team of waiters. Decentralized cabin service: Each floor or a set of floor may have separate Pantries to service them. Orders are taken at central point by order takers who in turn convey the order to respective pantry.

#### 1.2.1. Steward(ess)'s Responsibilities

A steward or stewardess is in charge of the interior of the yacht and is similar to a 'house'keeper or hostess.
On larger yachts you will have a chief Steward/ess who may have as many as four or five stews under his or her command. The stews job is to make sure that the interior of the boat is kept pristine and the decor kept fresh with fresh flowers and linen etc. She is also frequently in charge of arranging the supply of drinks to the vessel for both crew and guests.

He or she does not have to be qualified although there are a number of professions that are very advantageous to those wanting to work as steward/esses.

- **Good Stewardess Training should offer the following:**
  - Hostessing Skills
  - Food Service, Silver Service
  - Interior maintenance, polishing of glassware, flatware and silverware
  - Cabin service and detailing
  - Setting of a proper table, napkins folding
  - Laundry management, ironing of guest and crew
  - Bartender, waitress
  - Politeness, entertaining spirit
  - Refrigerated drinks restocking
  - Interior Decorator, flower arrangements
  - Care properly of all the worth decorations
  - Service skills of service with a smile
  - Attention to detail, discretion, energetic, ability to take direction
  - Positive outlook under often stressful circumstances
  - Boat stowage for sea, assisting with lines and fenders on deck, teamwork and multitasking
1.2.2. Delivering the Order

The required Standards for Cabin Service call for some very specific delivery procedures, including:

- Asking the Guest for permission to enter the room
- Reviewing the order with the Guest
- Propping the door open when you enter the room for delivery

- Knock firmly on door and identify yourself as “Cabin Service”. (Please knock with your fist)

- Greet the Guest with the time of day, for example “Good Morning”. Use the Guest’s name as it is written on the check, to verify that you’re at the correct room.

- Ask for permission to enter the room; upon entering, ask where they would like their meal to be served.

- If a "Do Not Disturb" (DND) sign is in place, you should first double-check your order slip or guest check, making sure you’re at the correct cabin. Assuming that you are at the correct cabin, follow standard delivery procedures. When the Guest answers the door, the Cabin Service attendant should acknowledge that the Cabin Service request is being honored over the "Do Not Disturb" signage in the event that the Guest forgot to remove the "Do Not Disturb" sign.

- For safety reasons upon entering the room, use a door wedge to hold the door open. Never allow the Guest room door to close/lock once you have entered the room. If you do not have a doorstop or wedge with you, turn the deadbolt so as to prevent the door from closing and locking.

- Enter the room & simply place the tray where directed.

- Review the order with the Guest - read each item on the guest check back to Guest while pointing to or displaying (by removing lid) each item, to confirm the order is complete.
• Ask if there is anything else the Guest would like.

• The tip and delivery charge posted to the guest check must be pointed out to the Guest.

• Present the guest check for settlement. Ensure that the guest print and sign their name.

• Thank the Guest by name and just before leaving, see if any dishes or trays are in the room from previous orders – if so, offer to take them back.

• When leaving the Guest cabin, remove the door wedge or release the dead bolt and close the door firmly.

1.3. Food Service

1.3.1. Take Food orders

Step 1: Tell Guests about specials

➢ Know the daily specials. If appropriate at your restaurant, try to taste each one.
➢ Always describe specials and chef’s choice items, such as the soup of the day, before guests ask.
➢ Describe the ingredients and the preparation of specials in an appealing way. Always give the price specials.
Step 2: Ask for the food order

- Offer to help guests with menu selections. Answer any questions about the menu.
- Ask if they are ready to order.

Step 3: Follow an order-taking system

- Know the numbering system for the chairs at each table. Chair #1 at each table is typically the chair closest to the door or some other landmark in your restaurant.
- When writing orders on your order pad or guest check, write the order for the guest in chair #1 on the first line of the order form.
- Take the orders of children first, then women, and then men. Write their orders in the corresponding place on the order pad. For instance, if the guest in chair #2 is the only woman at the table, take her order first and write it on line #2 on the order pad.
- Continue to take food orders in a clockwise pattern around the table.

Step 4: Stand in the correct position to take orders

- Always stand up straight as you take orders. Do not rest the order pad on the table.
- Look at each guest when he or she is ordering. Watch for hesitation in making a decision. This provides you an opening to offer a suggestion.

Step 5: Ask the appropriate questions

- Pay attention to details and know your menu thoroughly.
- Know what questions to ask for each item to determine the guest’s choices. For instance, know if a guest must choose a salad or soup.
- Know when you need to ask for more information, such as how the guest would like an item cooked.
If you don’t ask the right questions when taking the orders, you will have to interrupt your guests to find out necessary preparation and service information. This is embarrassing to you and annoying to your guests.

Repeat each completed order to the guest, especially if there are special requests regarding preparation or service.

Try not to sound mechanical when describing choices. Make every item sound good.

Step 6: Suggest additional courses

Suggest additional courses such as appetizers, soups, and salads when you take the food order.
Think about what the guest has selected and suggest items that will go well with entrée (main dish).

Step 7: Suggest a bottle of wine.

Try to sell a bottle of wine after taking the food order.
Know which wines will go well with certain foods.
Always know how much alcohol your guests are drinking. Don’t suggest wine or other alcoholic beverages if your guests are intoxicated or are close to becoming intoxicated.

Step 8: Try to meet special requests

Some guests may request an item to be prepared in a way not listed on the menu.
Write all special requests on your order pad and tell kitchen employees about the requests when you place the order.
You may need to check with the chef or your supervisor before making a promise to a guest.
Step 9: Ask if guests would like another beverage

- Check on drink levels. Suggest another drink if a beverage is one half to three-fourths empty and guests are not nearing intoxication.
- If guests are drinking alcoholic beverages but do not want another, suggest a non-alcoholic beverage.
- Clear empty glasses before serving beverages.

Step 10: Collect the menus and wine list, if you haven’t already done so.

Step 11: Change ashtrays as needed, and tidy the table to keep it as fresh as possible

- Approach the table with a clean ashtray on a beverage round or tray.
- Invert the clean ashtray in your hand and place it on the dirty ashtray.
- Lift both the ashtrays gently to avoid ash falling on the table and place it on the tray.
- Place the clean ashtray on the table.
- Do not clean ashtrays with guest serviettes.

1.3.2. Serving the meal

Step 1: Time the preparation of the food

- Turn in the order for each course when guests are about three-fourths finished with the previous one. If the kitchen is busy, turn in the orders sooner.
- Serve courses in the following order, unless guests request a different order:

- Check with the cook or your supervisor/captain if you are concerned that an order is not being prepared in a reasonable amount of time. Don’t make guests wait without an explanation from you or your supervisor.

- If you are too busy to pick up an order as soon as it is ready, ask another restaurant server for help.
Step 2: Prepare the table for each course before serving it

- Clear any empty plates or glasses from the guest’s right with your right hand. Always ask guests if they are finished.
- Wait to clear glasses or plates until more than one guest at a table is finished, so guests who are still eating or drinking do not feel rushed.
- Never stack dirty plates in front of guests. Pick them up separately and stack them away from guests.
- Bring all condiments and accompaniments to the table before serving the order.
- Only bring full—not partially full—condiment bottles to guests.
- If you will be serving an item that guests will share, bring a plate for each guest.

Step 3: Pick up the food order

- Check the food before you take it out of the kitchen.
- Does the food look fresh and appealing?
- Have all preparation instructions been followed?
- Is the presentation garnished?
- Have all special requests been met?
- Is the plate clean?
- Is hot food hot and cold food cold?
- Ask the cook to make any corrections necessary to meet the property’s high standards.
- Notify your supervisor immediately of any problem in the food preparation so that he or she can speak to the guests and correct the situation.
- If you are having trouble meeting guest needs, ask your supervisor or another server for help until you can catch up.
- Don’t let the guests suffer because you’re busy.
- Thank the kitchen staff for their cooperation.

Step 4: Deliver food

- Use your order pad or guest check to help remember who ordered what. You shouldn’t have to ask the guests.
- Serve the children first, women next, then men, and the host last.
Serve food from the guest’s left side with your left hand whenever possible. Don’t reach in front of guests.
Place the plate with the first course on top of the base plate, if a base plate is included in your restaurant’s table setting.
Place the entrée plate so that the main item is closest to the guest.
Place side dishes to the left of the entrée plate.
If a guest asks for something extra, deliver it as quickly as possible so that the meal does not get cold.
Ask if guests would like you to bring or do anything else for them at this time.
Remove empty beverage glasses and exchange ashtrays as needed.

1.3.3. Check back to the table

Step 1: Make sure the guests are satisfied with their meals.
- Approach the guests after they have taken a few bites.
- Ask a few specific questions about the food. Such as, “How is your sirloin” or “Are you enjoying your salad?”
- Ask if there’s anything else you can bring at that time. If so, deliver the item right away.

Step 2: Replace unsatisfactory food or beverages.
- Apologize to the guest. Don’t make excuses or blame others for the problem.
- Take care of the problem immediately.
- Tell your supervisor or captain about the problem as soon as possible.

1.3.4. Respond to dissatisfied guests

Step 1: Listen to the guest
- Listen to the details of the complaint. Give the guest time to explain how he or she feels and what he or she wants.
- While listening, stay calm, and do not react angrily or argue with the guest.
Step 2: Apologize to the guest

- Acknowledge the guest’s feelings and apologize for the problems, no matter whose fault it is.
- Repeat the complaint to make sure you understood everything and so the guest knows you listened.

Step 3: Take appropriate action.

- Explain to the guest how you ARE GOING TO RESOLVE THE SITUATION.
- Excuse yourself and tell the guest when you will return.
- Call a manager immediately to talk to the guest. Let the manager know what you have done to solve the problem.

Step 4: Thank the guest:

- While you are waiting for a manager to come over, thank the guest for bringing the problem to your attention.
- Never argue, criticize, ignore, or challenge a guest’s complaint.

1.3.5. Sell After-Dinner items

Step 1: Clear the entire table.

- After guests are finished, remove all unneeded glasses, silverware, plates, and other items.
- Be as neat and quiet as possible when clearing the table.
- Remember not to stack dirty plates at the table.

Step 2: Suggest specific dessert items

- Without asking, bring the dessert cart or display tray to the table and describe each dessert using mouth-watering terms.
- Describe in details one or two of the restaurant’s more popular desserts. Suggest your favorites.
- If guests say they are “too full” to have dessert, suggest light items, such as ice cream, or suggest that guests share a dessert.
1.4. Beverage Service

Step 1: Use your experience

➢ Always know how much alcohol you guests are drinking.

➢ Don’t suggest alcohol if your guests are intoxicated or close to becoming intoxicated.

➢ At lunch and dinner, suggest that guests start their meal with a cocktail and an appetizer.

➢ Take the wine order after the food order, unless guests choose otherwise.

➢ During the breakfast period, offer coffee and orange juice immediately after seating the guest.

➢ Know the drink available and the customary way of serving.

Step 2: Follow an order taking system:

➢ Take orders from women first and then from men.

➢ Write orders on the order pad or guest check according to how the guests are seated. Follow a clock-wise direction.

➢ Listen carefully to each guest’s order. Repeat the order.

➢ Note special requests on the order pad or guest check.

➢ Find out the guest’s preference for service such as “on the rocks” or “straight up.”

➢ Suggest the most popular call brands when a guest does not specify the brand.

➢ Suggest a specialty drink if a guest is not sure what to order.

➢ When offering cocktails, ask guests who don’t want a cocktail if they would like a glass of wine or non-alcoholic drink.

➢ Always suggest specific alcoholic and non-alcoholic drinks, such as a Beefeater gin and tonic, Sparkling water etc.
1.4.1. Process beverage orders

Step 1: Set-up glasses for drink orders

- Know which drinks go in which glasses.
- If you follow a calling sequence when ordering drinks, set up the glasses in the order you will call the drinks.
- You may need to fill glasses with ice for drinks that require it.
- Always use a scoop when putting ice in glasses.

Step 2: place drink orders

- If you need to call orders, say in a clear voice, “ordering” and then tell the bartender your drink orders, including any special instructions.
- Call drink orders for all tables at the same time.
- Make sure you’ve written each order clearly and correctly on a guest check or order pad.
- Place written orders in the proper location so the bartender can refer to them.

Step 3: Garnish drinks

- Select garnishes according to the drink recipe or the guest’s preference.
- Make sure each garnish is fresh and attractive.
- To prevent splatters, place garnishes after drinks have been poured.
Step 4: Set-up beverage napkins, stirrers, and straws

- Put one beverage napkin on your tray for each drink.
- Make sure napkins are clean and free from tears, fold, and wrinkles.
- Put stirrers or straws in drinks if needed.

Step 5: Check your beverage order

- Check each beverage:
- Is it the correct beverage?
- Is it in the correct glass?
- Is the garnish correct?
- Have special instructions been followed?
- Has anything spilled over the side?
- Should it have a chaser?

1.4.2. Serve Beverage Order

Step 1: Place drink on the beverage tray

- Line the tray with linen napkin to improve the look of the tray and to absorb spills and moisture.
- Keep an extra pen and an extra napkin on the tray.
- Center glasses so the tray will be well balanced. If possible, put heavy or tall glasses in the center of the tray.
- Keeping mind the order in which you will serve drinks so your tray will be balanced until the last drink is removed.
Step 2: Serve beverages to guests

- Always serve women first and the host of the group last.
- In no-host situation, simply serve women first and men last.
- Place the beverage napkin first, in the center of the base plate or in the center of the plate space, with the logo facing the guest.
- Avoid reaching across guests. Move around the table and serve each guest from his or her right side with your right hand.
- Handle glasses away rim their rim or lip: handle stemmed glasses by the stem or base.
- Place the drink glass on the center of the beverage napkin.
- Follow your order pad or guest check to serve the correct drink to each guest.
- As you serve each drink, repeat the name of the drink and any special requests to be sure that it is correct. Do not ask who ordered the drink.

Step 3: Suggest another drink when the guest’s glass is one-half or three-quarters empty.

- Pay attention to how much alcohol your guests are drinking. Count the drinks each guest has had.
- Only suggest another drink to guests who are no intoxicated or close to becoming intoxicated.
- Only serve drinks to guests who want them. Do not simply bring “another round” for everyone if some guests do not want another drink.
Step 4: Deny alcohol service to intoxicated guests

- Tactfully tell guests that you care about their safety and can’t serve them alcohol.
- Do not make accusations, judge the guest, or argue.
- Suggest non-alcoholic drinks and food instead
- Tell your supervisor whenever you deny someone alcohol service

Step 5: Pick up napkins and empty glasses and replace them when serving additional drinks

- If a guest has not finished the first drink, ask if he or she wishes to have the glass removed.
- Never put your fingers inside glasses when you are removing them from the table.
- Carry used glasses on a beverage tray to the dish room.
**Steps Of Process**

- Translate the text about cargo ships below.
- Research similar texts about service techniques.

**Suggestions**

- Use technical English dictionary.

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**English Service:**

Often referred to as the "Host Service" because the host plays an active role in the service. Food is brought on platters by the waiter and is shown to the host for approval. The waiter then places the platters on the tables. The host either portions the food into the guest plates directly or portions the food and allows the waiter to serve. For replenishment of guest food the waiter may then take the dishes around for guests to help themselves or be served by the waiter.

**CHECKLIST**

If you have behaviors listed below, evaluate yourself putting (X) in “Yes” box for your earned skills within the scope of this activity otherwise put (X) in “No” box.

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Do you know the requirements of being a steward/ess?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Do you know formal greeting phrases?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Do you know informal greeting phrases</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Do you know the food service tips?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Do you know the beverage Service tips?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**EVALUATION**

Please review your “No” answers in the form at the end of the evaluation. If you do not find yourself enough, repeat learning activity. If you give all your answers "Yes" to all questions, pass to the "Measuring and Evaluation"
Delivering Quality Service

1. What are 6 ways to meet or exceed expectations?
   a. ____________________
   b. ____________________
   c. ____________________
   d. ____________________
   e. ____________________
   f. ____________________

2. How can you give quality service to guests and co-workers when they ask for help?
   a. ____________________
   b. ____________________
   c. ____________________
   d. ____________________
   e. ____________________

3. What are the steps to handling a guest complaint?
   a. ____________________
   b. ____________________
   c. ____________________
   d. ____________________

4. How can everyone improve quality service?
EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review the Learning Activity. If you give right answers to all questions, pass to the next learning activity.
LEARNING ACTIVITY 2

AIM

You will be able to brief the passengers about security procedures.

RESEARCH

➢ Visit a yacht marine and ask for the security precautions and warning signs.

2. BRIEFING THE PASSENGERS

2.1. Security Briefing

A full passenger orientation or safety briefing for your vessel's passengers is an important step to take in promoting safe boating. The passenger safety briefing is a critical part of your routine pre-departure checklist. Completing a pre-departure checklist can help you avoid unforeseen problems and can prevent many common boating mistakes or problems.

The safety briefing is very basic. It points out the locations of important safety equipment and how to use it. Picture what the passenger should know in an emergency without additional assistance. Construct the briefing to match your boat and its idiosyncrasies. No two boats are alike. Rigging and equipment locations differ even among sister ships. There is nothing wrong with providing additional information to interested passengers throughout the voyage.

Consider printing your vessel's unique safety briefing on a card that can be handed out to passengers and posted aboard. Commercial operators often put together notebooks made available to customers that contain information on local sites, geography, history, and wildlife, and include their vessel safety data as part of the presentation.

Read on to find out what your passengers need to know.

➢ Safety Briefing Points:

- Passengers should be checked for appropriate clothing
- Location of personal floatation devices (PFD) and how to use them
Picture 2.1: Personal Floatation Devices (PFD)

- Show passengers how to don an immersion suit if they are carried aboard

Picture 2.2: Immersion suit samples

Picture 2.3. How to wear an immersion suit

- Give instructions for use and location of fire extinguishers.
- Give instructions for use and location of VHF marine radio. Review basics of a Mayday distress call
Picture 2.4: VHF marine radio

- Demonstrate how to use installed Global Positioning System (GPS) equipment and find the current vessel location

Picture 2.5: Marine Global Positioning System (GPS)

- Explain actions to be taken for a man overboard and location of throw bags, liferings and life slings
Show passengers the locations of EPIRB, survival equipment, visual distress signals and first aid kit
Picture 2.10: Emergency Position Indicating Radio Beacon (EPIRB)

Picture 2.11: How EPIRBs work
Picture 2.12: Visual Distress Signals

- **RED STAR SHELLS**
- **FOG HORN CONTINUOUS SOUNDING**
- **FLAMES ON A VESSEL**
- **GUN FIRED AT INTERVALS OF 1 MIN.**
- **ORANGE BACKGROUND BLACK BALL AND SQUARE**
- **SOS**
- **“MAYDAY” BY RADIO**
- **PARACHUTE RED FLARE**
- **DYE MARKER (ANY COLOR)**
- **CODE FLAGS NOVEMBER CHARLIE**
- **SQUARE FLAG AND BALL**
- **WAVE ARMS**
- **RADIO-TELEGRAPH ALARM**
- **RADIO-TELEPHONE ALARM**
- **POSITION INDICATING RADIO BEACON**
- **SMOKE**
- Ask passengers to help maintain a lookout for hazards to navigation like logs or rapidly approaching boats.

- Explain waste management practices in place on the boat and how to use the head.

- Point out unique features and idiosyncrasies of your boat to passengers.

- Demonstrate basic boat operations like starting, stopping, shifting gears and steering.

- Leave the safety orientation open for additional passenger questions.
## 2.2. IMO Security and Warning Signs

<table>
<thead>
<tr>
<th><img src="image" alt="Lifeboat" /></th>
<th><img src="image" alt="Safety Boat" /></th>
<th><img src="image" alt="Life Raft" /></th>
<th><img src="image" alt="Davit Launched Life Raft" /></th>
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<tr>
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<td>Safety Boat</td>
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<tr>
<th><img src="image" alt="Embarkation Ladder" /></th>
<th><img src="image" alt="Evacuation Slide" /></th>
<th><img src="image" alt="Lifebuoy" /></th>
<th><img src="image" alt="Lifebuoy With Line" /></th>
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<td>Lifebuoy With Line</td>
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<tr>
<th><img src="image" alt="Lifebuoy With Light" /></th>
<th><img src="image" alt="Lifebuoy With Light And Smoke" /></th>
<th><img src="image" alt="Lifejacket" /></th>
<th><img src="image" alt="Child's Lifejacket" /></th>
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<td>Lifejacket</td>
<td>Child's Lifejacket</td>
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<tr>
<th><img src="image" alt="Immersion Suit" /></th>
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<th><img src="image" alt="Navigation Guide" /></th>
<th><img src="image" alt="Radar" /></th>
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<td><img src="image2" alt="Rocket Parachute Flares" /></td>
<td><img src="image3" alt="Line Throwing Appliance" /></td>
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<tr>
<td>Survival Craft</td>
<td>Rocket Parachute Flares</td>
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<td>Pyrotechnic Distress</td>
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<td>Assembly Station</td>
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<tr>
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<td><img src="image8" alt="Lifejacket Under Seats" /></td>
<td><img src="image9" alt="First aid" /></td>
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<tr>
<td>Emergency Escape</td>
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2.3. Introducing a Yacht

2.3.1. Physical Features of the Yacht

- Describing sizes and dimensions
  - It’s 7 meters wide and 20 metres long
  - It’s 7 metres by 20 metres
  - It’s square/rectangular/round
  - It’s L-Shaped
  - It’s shaped like and H
  - It has a seating capacity of 20
  - It can take up to 20 people

PS: ISSA (International Shipsuppliers & Services Association)
Talking about the contents of a room

- It’s got (a video…)
- It’s contains ........
- It’s equipped with ........
- It’s set out (for a cocktail party,....)
- It’s arranged (for a wedding ceremony,.....)

Some phrases about features and benefits

- Loose footed main (infinite sail adjustments possible - easy to power up or down)
- Roller reef jib (or battened) - self tacking (easy - no tangling on shrouds)
- Light weight with single axle trailer (don't need a prime mover to trail, easy to move trailer about yard)
- Easily launched in 10 inches (250mm) of water
- Winches not necessary
- Designed by ............... (the architect name)
- Responsive dinghy like, with neutral steering and adjustments.
- Dry planing hull - above 20knts - with fine entry.
- Self righting with built in buoyancy (see video below). The test is shown with the drop keel version. The second test is with keel down with Colin Thorne (boat designer) actually perched on the mast. The righting moment is so strong he is almost catapulted off the mast!
- Large cockpit area
- Sleeps four with large forward berth (good for tall sailors & family friendly)
- Portable toil-et behind bulkhead
- Standard design rig for fair competition
- Sail up the beach for easy boarding (great for cruising)
- Strong Association - great for tips/set up and National competition
- Maintained resale value.

Most yachts offer their guests many luxury cabins and saloons for their use and enjoyment. A yacht may also include a pool, a sauna or a steam room, etc. Throughout the day a guest may ask a cabin employee about any one of them. Questions that guests might
have are; does the cabin have a particular facility, where is it located, what time are the operation hours, how much does it cost, do the facility staff speak English, etc.

Guests may also ask about activities outside the yacht. Such yachts may be a diving program, an historical site to visit, a hot night club stop, or a panoramic vista. The list could be endless. The more experienced the cabin staff is about the yacht entertainment and points of interest, the better service they will be able to give to the guests.

2.3.2. Sample cabin and upper deck Introductions

Most yachts offer their guests many luxury cabins and saloons for their use and enjoyment. A yacht may also include a pool, a sauna or a steam room, etc. Throughout the day a guest may ask a cabin employee about any one of them. Questions that guests might have are; does the cabin have a particular facility, where is it located, what time are the operation hours, how much does it cost, do the facility staff speak English, etc.

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![Picture 2.1: General view of the yacht](image)

2.3.2.1. Upper decks

Upper **deck** is a permanent covering over a compartment or a hull of a ship. On a boat or ship, the primary or upper deck is the horizontal structure which forms the 'roof' for
the hull, which both strengthens the hull and serves as the primary working surface. Vessels often have more than one level both within the hull and in the superstructure above the primary deck which are similar to the floors of a multi-story building, and which are also referred to as decks, as are specific compartments and decks built over specific areas of the superstructure.

- You can have a sunbath on upper decks
- There are five upper desks with high standards which offer you a relax and comfortable personnel area.
- There are 3 upper decks at the front and 2 upper decks at the back of the super yacht.
- You can have beverage service whenever you wish on our desks.

![Picture 2.3: Yacht Decks](image)

### 2.3.2.2. Yacht Dining

- This luxury motor yacht at 71m.
- She is new on the charter market and will be available in both the Caribbean and Mediterranean Seas.
- She provides sumptuous accommodation for up to 12 guests in 6 cabins
2.3.2.3. Yacht Saloon

- Interior itself is emphatically not a standard one.
- Whatever your taste in interior design, you cannot fail to be impressed by the atmosphere created in the yacht by its highly talented designers.
- Falling within a narrow colour band, all the components of the interior are illuminated by light that pours in through huge windows while, by night, carefully placed downlighters and cornice lighting create a delightful atmosphere.
- Pale maple and sycamore wood with a variety of grain is contrasted here and there with darker items of furniture made from bleached wengé, all of which combines well with white walls, teak Venetian blinds and floors from the same material, partially covered by white carpet.
2.3.2.4. Master Cabin

- Master cabins span the full width of the vessel (and occupies the entire bow on main deck) offers all the comforts of home and is the largest cabin available on any dive boat that we know of.
- A King Size bed offers relaxing and restful sleep.
- A spacious lounge with a love seat provide the perfect place to watch videos on the HD flatpanel TV with Blu-ray DVD player, listen to music, read, or work on your laptop -- in total privacy.
- The bathroom is contemporary and features top of the line rainforest shower and vanity fittings.
- This cabin, like all others, is air conditioned with private control.

![Yacht Master Cabin](image)

2.3.2.5. Vip Cabin

- The VIP cabins offer fresh, bright environments for guests.
- From the spacious floor plan, to the wall art and the smallest decor details, these cabins evoke a feeling of tranquility and restfulness.
- Both of these cabins feature a walk-around, queen-size bed and separate daybed. No need to climb over your partner in the middle of the night to reach the bathroom or in search for a drink!
- Hanging bedside tables and large drawers under the beds offer guests ample space to store personal items.
- Adjustable, high-intensity reading lights hang from the headboards for convenient night-time reading.
- Spaciousness extends into the beautiful bathrooms featuring a glass shower area, a big vanity with spa-like fixtures and great lighting.
- These cabins are, of course, air conditioned with private controls.
2.3.2.6. Twin Cabin

- This is another efficient cabin choice for divers needing less spacious accommodations.
- The standard cabin features two single beds arranged opposite each other.
- One bed is elevated with port holes by the waterline for stunning views along the surface of the ocean. The other is standard bed height.
- Built-in storage below the elevated bed provides place for stowing personal items.
- Some cabins also have a newly-remodeled bathroom with shower and toilet and is air-conditioned with private control.
2.3.2.7. Master Bathroom

- Further doors open inwards from the dressing rooms to the centrally positioned bathroom that, stylishly lined with white Thassos marble.
- Offers a pair of head and bidet compartments, double wash basins of hammered nickel, a shower compartment with steam option.
- A two-person bath overlooked by a novel ‘zen garden’ set in an alcove which, in reality, is a well camouflaged emergency escape.

![Picture 2.9: Master bathroom](image)
Use vocational language and terms when necessary.

<table>
<thead>
<tr>
<th>Steps Of Process</th>
<th>Suggestions</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Translate the text about the yacht given below</td>
<td>➢ Use technical English dictionary.</td>
</tr>
<tr>
<td>➢ Research similar texts about yacht introductions</td>
<td></td>
</tr>
</tbody>
</table>

This sleek British-built Sunseeker 105 Yacht offers the rare combination of opulent, five-star luxury and the power to whisk you across the waves at an exhilarating top speed of 30 knots.

The Sunseeker 105 Yacht's elegant interior is a blend of cool, art-deco design concealing state-of-the-art technology and discreet lighting, and finished in soothing, natural colour tones. The spectacular master cabin with its cavernous jacuzzi bathroom - and the luxurious en-suite VIP cabin - are both fitted with flat-screen plasma televisions and DVD players, writing desks and spacious wardrobes.

In the main saloon, eight guests can feast on the exotic international cuisine prepared by our professional chef around the large dining table, or sink into the plush leather sofas in the lounge area.

For cocktails or aperitifs, the saloon's sliding glass doors open onto a sheltered aft deck with sumptuous al fresco seating for ten.

The full streamlined beauty of this stunning Sunseeker 105 Yacht is visible from the from the large sundeck, where charter guests can bask on sun-loungers as they are looked after by our attentive staff, or enjoy a full range of water sports activities including jet-skis, water-skiing and diving.
CHECKLIST

If you have behaviors listed below, evaluate yourself putting (X) in “Yes” box for your earned skills within the scope of this activity otherwise put (X) in “No” box.

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Do know the security briefing points?</td>
<td></td>
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<tr>
<td>2. Can you recognize the security and warning signs used in a yacht?</td>
<td></td>
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<tr>
<td>3. Can you classify a yacht’s cabins generally?</td>
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</table>

EVALUATION

Please review your” No” answers in the form at the end of the evaluation. If you do not find yourself enough, repeat learning activity. If you give all your answers "Yes" to all questions, pass to the "Measuring and Evaluation".
MEASURING AND EVALUATION

Write true or false according to the matchings below.

1. Medical Locker (…….)
2. Assembly Station (…….)
3. Lifebuoy With Light (…….)
4. Child's Lifejacket (…….)
5. Survival Craft Portable Radio (…….)
6. Evacuation Slide (…….)
7. Lifeboat (…….)
8. Drinking Water (…….)

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review the Learning Activity. If you give right answers to all questions, pass to the next learning activity.
Read the sentences and then write “True” or “False”

1. Always serve men first and the host of the group last.
2. Clean empty glasses before serving beverages.
3. Clean the ashtrays with guest serviettes.
4. Delivering the food serve the children first, women next, then men, and the host last.
5. Don’t suggest alcohol if your guests are intoxicated or close to becoming intoxicated.
6. Delivering beverages always serve men first and the host of the group last.
7. Place the drink glass on the right of the beverage napkin.

8. Line Throwing Appliance
9. Assembly Station
10. Life Raft

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review the Learning Activity. If you give right answers to all questions, pass to the next Module.
LEARNING ACTIVITY-1
MEASURING AND EVALUATION

| 1.a  | professional appearance |
| 1.b  | friendliness |
| 1.c  | courtesy |
| 1.d  | empathy |
| 1.e  | responsiveness |
| 1.f  | flexibility |
| 2.a. | Read person |
| 2.b  | Determine what person needs |
| 2.c  | Work together to find solutions |
| 2.d  | Deliver the service |
| 2.e  | Follow up |
| 3.a  | Listen |
| 3.b  | Respond by apologizing |
| 3.c  | Take action to solve problem |
| 3.d  | Follow up by monitoring actions and checking that guest is satisfied |
| 4.a  | Share guest feedback on service quality with management |
| 4.b  | Look for opportunities to improve service |
LEARNING ACTIVITY-2

MEASURING AND EVALUATION

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MODULE EVALUATION

ANSWER KEY

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REFERENCES

- DEMIR Cengiz, “Maritime English”, Kocaeli 2003
- Oxford Dictionary Thesaurus, Great Britain, 1997