English for cruise ship staff

1. Greet her and ask how you can help

Oh, excuse me, dear. I think I'm lost.	Hello! Can I help you?
I'm looking for the dining room.	Of course. I'll show you.

Good evening! Can I help you?

Are you looking for something?

Welcome aboard!

2. Give directions to the dining room

So I go down one floor and to the front?	Yes, that's right. Down one deck, then forward.
What does forward mean?	Forward is the front of the ship.

The dining room is on deck four.

Take the elevator down one deck.

Go forward, to the front of the ship.

Go aft, to the back of the ship.

Follow me. I'll show you.

3. Say the dinner time and when the ship leaves port

What time is dinner?	Dinner is at six thirty or eight thirty.
When does the ship leave port tomorrow?	It leaves at five p.m.

Dinner is at six thirty or eight thirty.

The show starts at nine tonight.

The ship leaves port tomorrow at five p.m.

Please be back on board before that.

4. Handle a cabin that is too cold

The air conditioning in our cabin is too cold.	I'm sorry about that. What's your cabin number?
We can't turn it down.	I'll send someone to your cabin.

I'm sorry about that.

What's your cabin number?

I'll send someone to your cabin.

Please call us if it's still too cold.

5. Remind her of the safety drill and wish her a good day

What time is the safety drill?	It's at four o'clock. Please come.
Thank you, you've been so kind.	My pleasure. Enjoy your cruise!

Please come to the safety drill.

Your meeting point is on your cabin card.

Enjoy your cruise!

Have a good day!