



Case Study # 13

What's in a Name?

Case Study Details:

You've been working with your client Jessie for the last few months on a group mother-daughter cruise. Everything has been going well, no issues or problems – or so you thought. It's now 30 days out from the cruise when your phone rings. It's Jessie, and she's calling to tell you that there are few problems that she was made aware of regarding the trip.

"First, my friend Katherine, doesn't have a passport. So, she was going to use her birth certificate and realized that her legal name is Mary Catherine (with a "C"). She always uses Catherine and never thought to put Mary on the reservation," she says. You immediately go into react mode to figure out what needs to be done.

Then she says, "And, Samantha just separated from her husband. Will there be a problem taking their daughter Jordan on the trip?"

Your mind starts clicking on what needs to be done to help her.

"Oh, and Madison said she's just now applying for her passport. What happens if she doesn't get it in time?" Jessie asks.

"Before I respond, what other questions or situations do I need to be made aware of?" you hesitantly ask.

"Ummmm...I just realized that Angie and her daughter Lauren have different last names because of Lauren's remarriage. Will that be a problem when traveling?" she says.



**Cruise Lines International Association
Master Cruise Counsellor Certification Case Study**

Essay Questions:

In your essay, answer the following questions based on the scenario described above:

- What additional question(s), if any, should you ask before proceeding forward with helping Jessie and her friends?
- What should you advise regarding Katherine/Catherine and the name change on the reservation?
- What information and resources do you need to provide for Samantha and Jordan?
- What guidance would you provide for Madison's situation? Why?
- When it comes to Angie and Lauren, what guidance do you need to provide? Why?
- What other aspects of the trip could these situations impact? How will you resolve them?
- What potential challenges do you foresee in handling each of these situations?