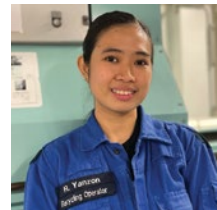


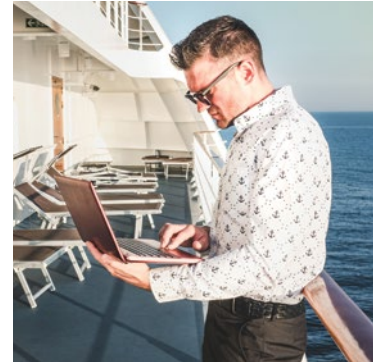
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An Ocean of Opportunities



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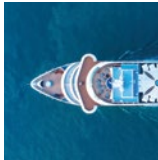


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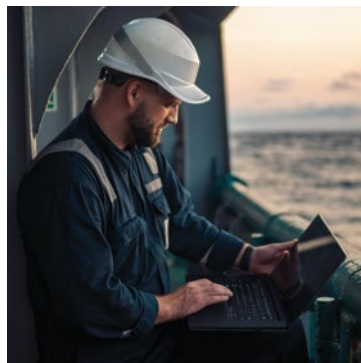
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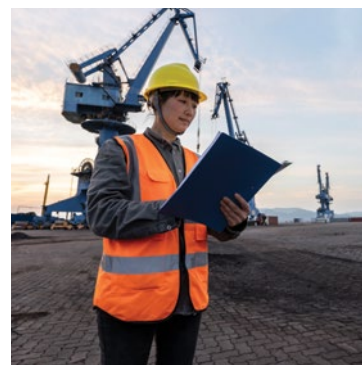


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“In 2024, cruise lines will employ a multinational workforce of nearly 300,000 seafarers, and tens of thousands of employees on land. The workforce is expected to grow in coming years, with more than 50 new cruise ships coming online between 2024 and 2028.”



KELLY CRAIGHEAD
President and CEO,
Cruise Lines International Association (CLIA)



About CLIA

Cruise Lines International Association (CLIA) is the preeminent cruise association providing a unified voice for the industry as the leading authority of the global cruise community. The association has representation in North and South America, Europe, Asia, and Australasia.

CLIA represents member lines which comprise 95% of global cruise passenger capacity, including the world's most prestigious ocean, river, and specialty cruise lines, as well as business services providers and the largest network of travel professionals who specialize in cruise travel.

Foreword

At the heart and soul of the cruise industry are hundreds of thousands of men and women who are passionate about their careers on cruise ships. They provide quality services to guests and take immense pride in doing so. The cruise industry likewise strives to provide a high-quality work environment for its seafarers.

To operate cruise ships in destinations around the world, CLIA member cruise lines rely on a truly global workforce, representing more than 150 countries. Our members would not be able to deliver exceptional cruise vacations without the hard work of dedicated crew.

The industry is proud of its high job satisfaction levels as reflected by a strong employee retention rate. Research from the U.S. Travel Association shows travel jobs – such as in the cruise industry – provide and cultivate essential skills that lead to successful and rewarding careers that help transform lives.

The cruise industry offers seafarers competitive wages and benefits, ongoing training, career advancement, and the opportunity to travel the world.

As CLIA member cruise lines pursue net zero emissions by 2050, cruise lines have invested in the development of innovative environmental technologies and practices aimed at reducing emissions – and contributed significantly to the development of sustainable marine fuels and environmental technologies. Among current and future workforce needs are “green skills,” towards a more sustainable future.

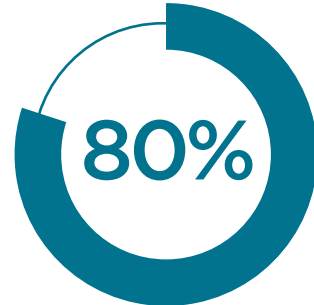
This report looks at the scope of the cruise industry workforce and the positive effect of cruise jobs on people’s lives and communities around the globe.



The cruise workforce

CLIA member cruise lines are proud of the hundreds of thousands of seafarers who sail year after year. Crew are the foundation of every memorable cruise vacation experience, and the cruise industry prides itself on its ability to deliver meaningful employment opportunities.

Tens of thousands of employees also work for cruise lines on land, and the cruise-related jobs ecosystem expands to shipyards, port infrastructure, destinations, suppliers, and other related services.



Employee retention rates in the industry are upwards of 80 percent – a figure unheard of in hospitality, where turnover rates are upwards of 70 percent.

CLIA members have identified among the 17 United Nations Sustainable Development Goals (SDGs) those where the cruise industry is contributing and making a difference. In terms of the workplace these include:



GOOD HEALTH AND WELL-BEING

Ensure healthy lives and promote well-being for all at all ages.



REDUCED INEQUALITIES

Reduce inequality within and among countries.



GENDER & EQUALITY

Achieve gender equality and empower all women and girls.



SUSTAINABLE CITIES AND COMMUNITIES

Make cities and human settlements inclusive, safe, resilient, and sustainable.



DECENT WORK AND ECONOMIC GROWTH

Promote sustained, inclusive sustainable economic growth, full and productive employment, and decent work for all.

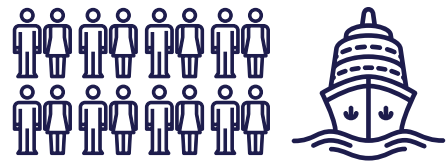


CLIMATE ACTION

Take Urgent Action to combat climate change and its impacts.



CLIA ocean-going members adhere to strict requirements for seafarers set by international bodies such as the International Maritime Organization (IMO) and the International Labour Organization's Maritime Labour Convention (MLC) standards.



Depending on the size of a ship, crew numbers onboard may vary from around 300 to more than 2300.

Seafarer jobs are more varied than most people imagine. It takes a small army to run a cruise galley, a large team of housekeepers to keep cabins fresh, deck hands and engineers. Cruise lines may have such unusual at-sea positions to fill as acrobats and gardeners.

Key to the high standards of service and safety delivered by cruise lines is a well-motivated workforce. Crew members are trained to skilfully perform their jobs as they embark on a rewarding career path.



**“We believe
in the
power of
diversity, it
has made
us better.”**

Bettina Deynes,
Global Chief Human Resources
for the nine-brand Carnival
Corporation

A global, diverse workforce

CLIA member cruise lines are proud to employ a multinational workforce. Often, you’ll find crew from more than 75 nationalities working onboard a ship at any time. Seafarers from different nationalities, cultures, and backgrounds come together to deliver a guest experience unique to a cruise holiday.

“We believe in the power of diversity, it has made us better,” says Bettina Deynes, Global Chief Human Resources Officer for the nine-brand Carnival Corporation, which has employees from more than 150 nationalities. “On a ship, you see seafarers from many cultures and backgrounds, and it has a positive effect on how the ship performs. We are better and more successful companies when the diversity of race, age, gender, culture, beliefs, and background is celebrated.”

Cruise ships and cruise lines offer a safe, inclusive working environment where people can be themselves.

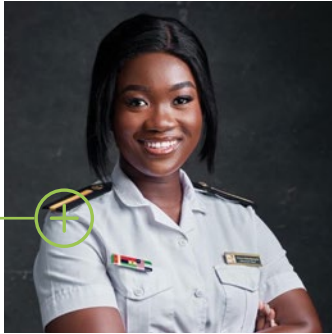
“The cruise industry’s embrace of LGBTQ+ inclusivity is truly exciting,” says John Tanzella, President of IGLTA, the International LGBTQ+ Travel Association. “Cruise lines have expanded their offerings with diverse destinations and inclusive onboard programming, along with fostering safe and welcoming workplace environments where crew can thrive authentically.”

CLIA member cruise lines have focused too on programs that remove barriers for entry and offer independence for workers with disabilities.

Women in Cruise

As well as offering an inclusive, multicultural work environment, the cruise industry provides the most advanced opportunities for women in maritime.

Cruise is leading the way in supporting female leadership roles – from the navigation bridge to the boardroom. The cruise industry recognizes that gender diversity is critical, encouraging teamwork and creativity from a range of perspectives. Several cruise lines are led by women.



“I am so grateful to be a part of a company that fosters diversity and inclusion and cares about the wellbeing of the employee. Having the freedom to apply my curiosity to the work I do is one of the best parts of the job. I love that every day is an opportunity to learn something new.”

Michelle Oduro-Amoateng, Engine Cadet on board Royal Caribbean International's Navigator of the Seas

94%

of women seafarers work in the cruise industry

57%

of women in maritime (at sea and on land) are employed in the cruise industry

50%

of women in the cruise sector hold mid-level positions or higher, according to a 2021 seafarer workforce survey

~40%

of senior leadership roles at cruise companies are held by women

“The cruise industry, much like the whole maritime industry, is undergoing an exciting period of change, with the diversity and inclusion discussion in the spotlight like never before.”



Elpi Petraki, President, WISTA International (Women's International Shipping and Trading Association).



**Kristina Steinle,
Staff Captain,
AIDA Cruises**

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+
A

Kristina Steinle, Staff Captain, AIDA Cruises, talks about her experiences working in the cruise industry.

Why did you choose a career in cruise?

Working onboard a ship was my childhood dream. When I was young, my grandpa owned a small boat, and spending time with him there I fell in love with the sea. I started my career on container ships. School friends inspired me to try out working on a cruise ship.

What has your career path been?

I came to AIDA in 2013 as Third Officer and developed through the different ranks, until I was promoted to Staff Captain in 2019. As Second in Command, I'm the deputy captain and the department head of the Deck Department. My goal is to be Captain of a cruise ship.

“I’m working in a modern working environment with the latest technologies, on an international team with people from all around the world who have different backgrounds and professions, which is exciting and challenging at the same time.”

What do you like most about your job?

Each day is different, always adapting to the current circumstances. If you are looking for a boring job, this is not the place to be! I’m working in a modern working environment with the latest technologies, on an international team with people from all around the world who have different backgrounds and professions, which is exciting and challenging at the same time. And I have the chance to travel the world and to get to know new countries and cultures.

What do you tell your friends and family about your life onboard?

Some of my (much) younger family members still think I am a pirate, and my life looks like the movie “Pirates of the Caribbean,” an idea which I won’t deny to them until they are a bit older!



Life Onboard

When you join a cruise ship crew, you join a community of people from across the globe, onboard for the purpose of delivering guests their dream vacation experience. Crew live and work with their fellow seafarers, in an environment that is often referred to as a “family.”

After training sessions, crew receive a contract, on average for two to eight months, with a substantial break – such as 60 days between contracts (depends on how many months you work and varies by the cruise) – in between contracts – during which they may go home to their families, travel or pursue other interests.

Unlike a land-based job, crew work seven days a week, with time off in between shifts of 8 to 12 hours, and opportunity to go ashore at ports of call around the world.

The cruise industry understands the importance of crew having comfortable living conditions and opportunity for social interaction, whether at sea with colleagues or back home, via high-speed Internet.

The cruise industry understands the importance of crew having comfortable living conditions and opportunity for social interaction, whether at sea with colleagues or back home, via high-speed Internet.





On CLIA member cruise ships:



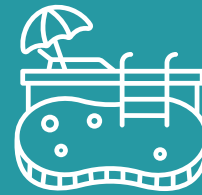
All crew have decent accommodations onboard, shared with no more than four people.



All crew are provided three meals a day.



All crew have access to free medical care, and work in an environment that promotes health and occupational safety.



There are crew amenities such as swimming pools and hot tubs, gyms, bars, and recreation rooms.



High-speed internet allows crew to stay in touch with family and friends and follow social media.



Cruise lines are constantly making improvements in crew facilities. New ships have increased the number of cabins designed for one or two crew members, based on a general recognition that happy crew leads to happy passengers.



“Working with people of different nationalities opens you up mentally and encourages you to learn about other cultures.”

Gaia Musolesi, Commis de Cuisine,
Costa Cruises

A “neighbourhood” for crew

In designing an entire “neighbourhood,” for the 2,350 crew onboard the 7,600-passenger Icon of the Seas, Royal Caribbean International sought input from more than 1,000 crew, through surveys, discussions with architects and designers and tours of mock-ups of crew cabins. The result is a patented L-shaped crew cabin design that allows for more privacy and storage space, and crew facilities that include a pub with indoor and outdoor areas, a gym, a salon and barber shop, a clubhouse lounge with a coffee shop, an entertainment room with Karaoke, a store, and a buffet with live-cooking stations – plus, a whole room for gaming play.

Understanding the importance of social interaction at sea, cruise lines encourage crew to mingle at social activities. Cruise ships have recreational areas reserved for crew such as gyms, basketball courts, pools and hot tubs, lounges, and bars.

Social activities, such as concerts, holiday celebrations, musical jam sessions and movie nights, encourage comradery.

“Onboard, crew have a kinship unlike any other in the hospitality sector,” says Jon Ingleton, Executive Editor of Cruise & Ferry Review (CruiseandFerry.net). “Motivations to embark on a career at sea are many and varied but the lifelong friendships formed within the crew are always a treasured bonus.”



Case study

“I love traveling the world and exploring new places, and I also love learning new things every day, continuing my education and being a role model to my fellow crew members and friends. When successes, birthdays and anniversaries are celebrated together, you have the heart-warming feeling of being part of a big family.”

Renielyn Yanzon, AIDA Cruises' first female Recycling Operator





Regulatory framework

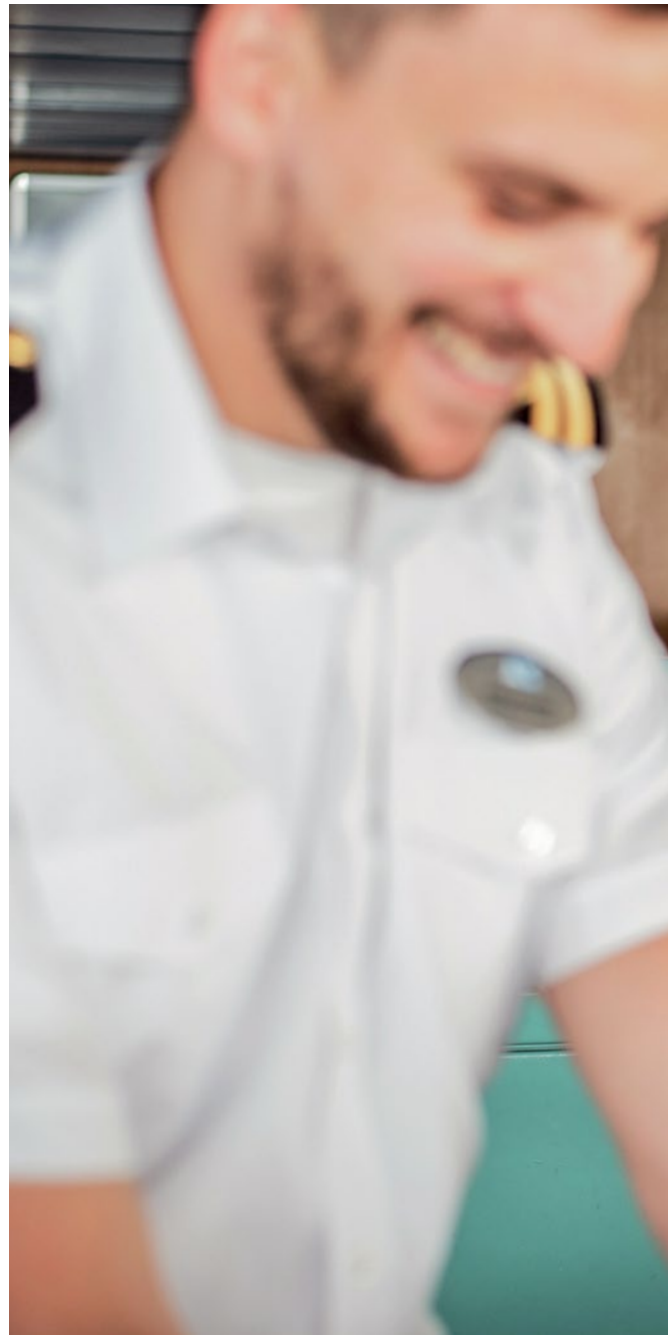
The cruise industry is committed to supporting the well-being of its global seafarer community by providing fair and equitable wages and good working conditions. The industry operates under an extensive regulatory framework, generally surpassing established minimum standards.



The International Maritime Organisation (IMO) and International Labour Organization (ILO), both of which are United Nations governing bodies, set international standards for ships engaged in international voyages. These standards ensure the safety and fair treatment of all seafarers operating on vessels subject to these standards.

For instance, the Maritime Labour Convention, an instrument of the ILO, and commonly known as the “Seafarer’s Bill of Rights,” covers requirements for seafarers related to work on board, conditions of employment, accommodation and recreational facilities, food and catering, health protection, medical care, and social security protection.

The IMO sets professional standards for various shipboard positions (such as navigation/bridge, deck, and engine). The Standards, Training, Certification and Watchkeeping (STCW) Convention covers all typical seafaring positions.



Certifications received for training and watchkeeping are issued to the individual seafarer, making those certifications transferable with them – so that seafarers may grow in their professional career or move from ship to ship. Planned amendments to the STCW include requirements for training regarding harassment.

In addition to the ILO standards, the IMO establishes many standards for ship design, construction, and equipment to ensure the safety of the seafarers, and the passengers they serve. The STCW serves as the link between the equipment requirements and training to ensure it is employed safely.

All crew in non-traditional seafarer roles (such as entertainers, hotel staff, and bartenders) also receive a level of training in safety and security, as they interact with passengers on a cruise ship in most emergency and non-emergency situations.





Careers Onboard

At any given time, cruise line human resources departments may be looking to fill hundreds, or even thousands of seafarer positions – and additional jobs on land. Cruise lines invest heavily to attract the best people.

Cruise lines are actively recruiting officers, deck hands, and other seamen with maritime certification – such as a behind-the-scenes technical team overseeing ship engines and systems.

Like hotels and resorts, cruise ships need a huge staff to maintain standards for guests onboard. The hotel team itself requires a small army of cooks, chefs, waiters, cabin stewards, bartenders, and others.

Performers, activities staff, youth counselors, and casino dealers, are among those hired to keep guests well entertained, while photographers, beauty and spa specialists, and retail workers offer guests added temptations. Ships also have a whole team such as pursers, human resource specialists, and accountants keeping everything running in the back office.

Case study

“Many people assume that working on board is a hard life and are not aware of the new generation of robust welfare schemes, work nature and opportunities for advancement,” says Nagababu Dasar, Director Hotel Services for MSC Cruises, who started as dishwasher, completed his B.A. degree and is currently pursuing a post-graduate diploma.



“The crew is paid well and can visit every destination. And in my case, my life partner, my wife and soulmate, I met while sailing.”

Nagababu Dasar, Director Hotel Services for MSC Cruises

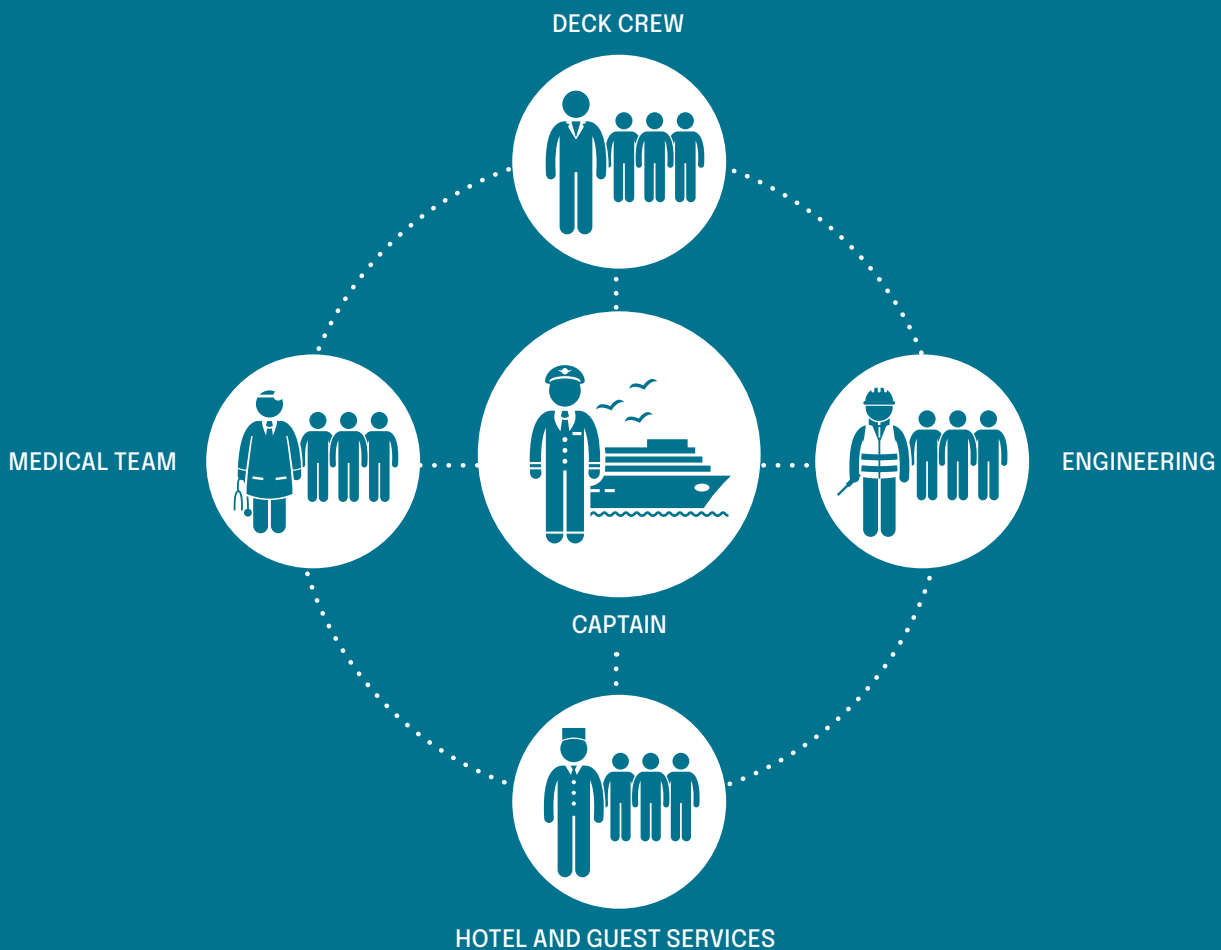
Case study

Florence Kuyper changed her life at age 47, leaving a flourishing career in social innovation to live and work among penguins at a former science base in Antarctica. Later, she joined expedition ships. As an Expedition Leader on Ponant's Le Commandant Charcot, she leads a team sharing her knowledge and passion for the region.



“Our goal is to give guests the opportunity to be outside and live an unforgettable experience with nature.”

On large ships you may find as many as 450 different types of jobs



Case study

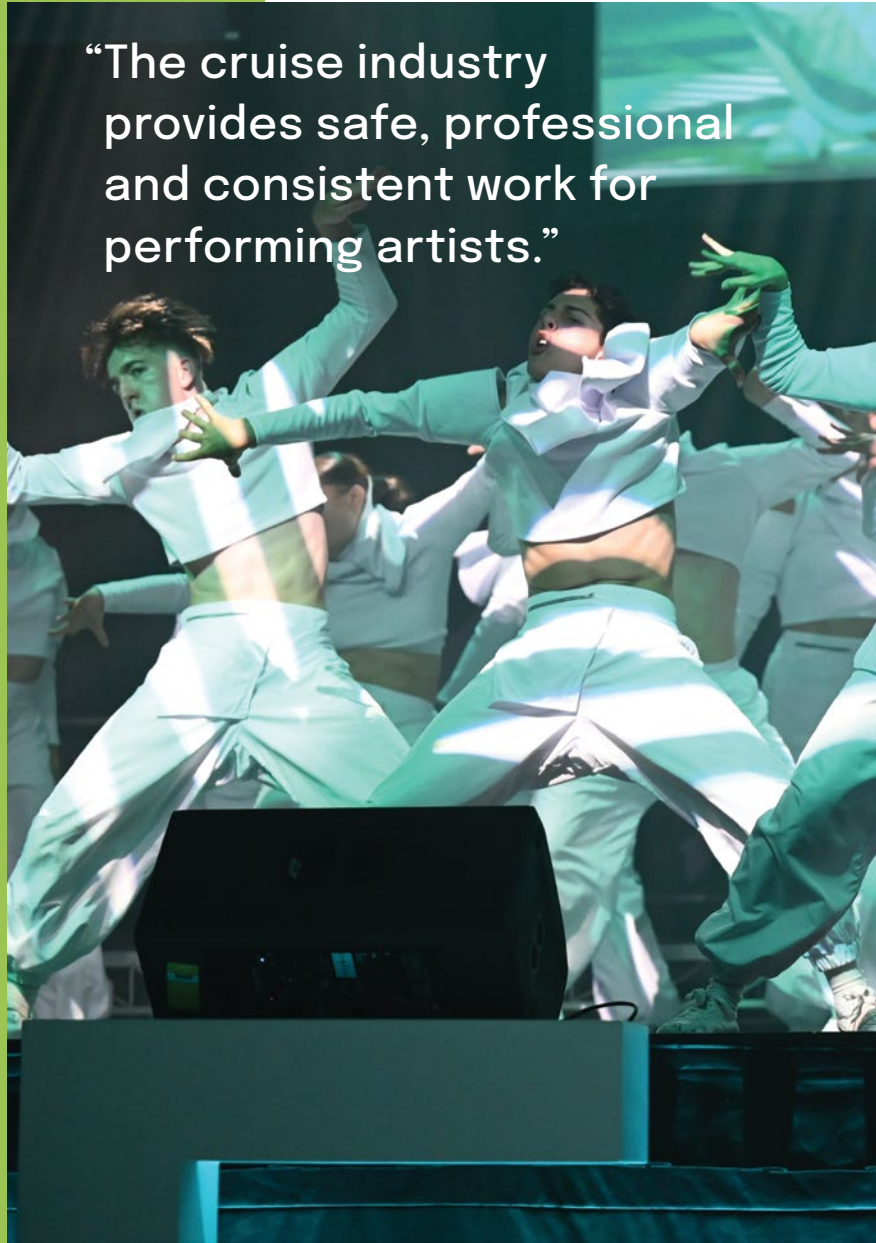
In Sydney, performing arts training centre Brent Street is a major source of talent for cruise lines operating in Australia and other parts of the world.

Thousands of the school's alumni have worked on cruise ships, often as their first professional contract, with some working their way up into management roles.

"The cruise industry provides safe, professional and consistent work for performing artists," says Managing & Creative Director Lucas Newland. "They learn great teamwork skills, performance stamina, and customer service skills. It's also a great way for our alumni to travel, meet new people from all over the world, form connections to a broader arts community, and gain experience with creative industry leaders.

The feedback is always positive. It's fulfilling seeing our students achieve their dreams of a career performing at sea!"

"The cruise industry provides safe, professional and consistent work for performing artists."



Some jobs on cruise ships are entry level, such as cabin steward and deckhand. Others require some previous training or experience.

Cruise lines are constantly looking for talented individuals, with job openings listed at the career websites of cruise line human resources departments. Each department has management positions, in addition to entry level slots to fill.



The jobs may be much more varied than you imagine. Depending on the cruise line you may find such positions as florists, priests, lifeguards, surf instructors, dive instructors, cycling excursion leaders, naturalists, characters from the Star Wars and Avengers movie franchises, brewmasters, librarians, desktop publishers, violinists, and programmers for robots that make cocktails.

“In cruise, there’s the opportunity to move up the ladder quickly”

says Ana Maria Carvalho Pedroso de Lima, Guest Relations Manager on Silversea’s Silver Moon. “You work in a fast-paced environment where you can prove yourself and build your career. And your office moves around the world.”



Royal Caribbean Group offers an industry-leading autism friendly initiative for families living with autism, Down Syndrome and other developmental disabilities. All Youth Staff hired for the Adventure Ocean youth program receive autism awareness training developed by the Autism on the Seas Foundation. Many of the staff are certified at the Silver training level, the foundation's second level of training.



Case study



Brazilian Cruise Director Naim Jose Ayub, says he took his first job at sea as a way of getting to know South America and other countries around the world. He started as a coordinator for children's activities back in 1988, and worked his way up to his current role at Costa Cruises.

Today his countries-visited list tops 77, but it's his Instagram presence that is most impressive – more than 80,000 followers. "I consider myself innovative and I love creating stories," he says. On Instagram he shares information about cruises and highlights Costa's famous theme parties. "Engagement is high and people are looking forward to the next event," he says.

“To work on board, you need a passion for work and a desire to innovate. Dealing with people and providing unique experiences is rewarding, and always makes you want to do more.”

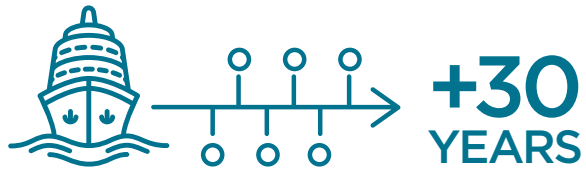
Naim Jose Ayub, Cruise Director, Costa Cruises



A life at sea

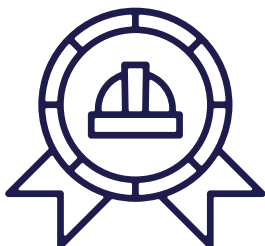
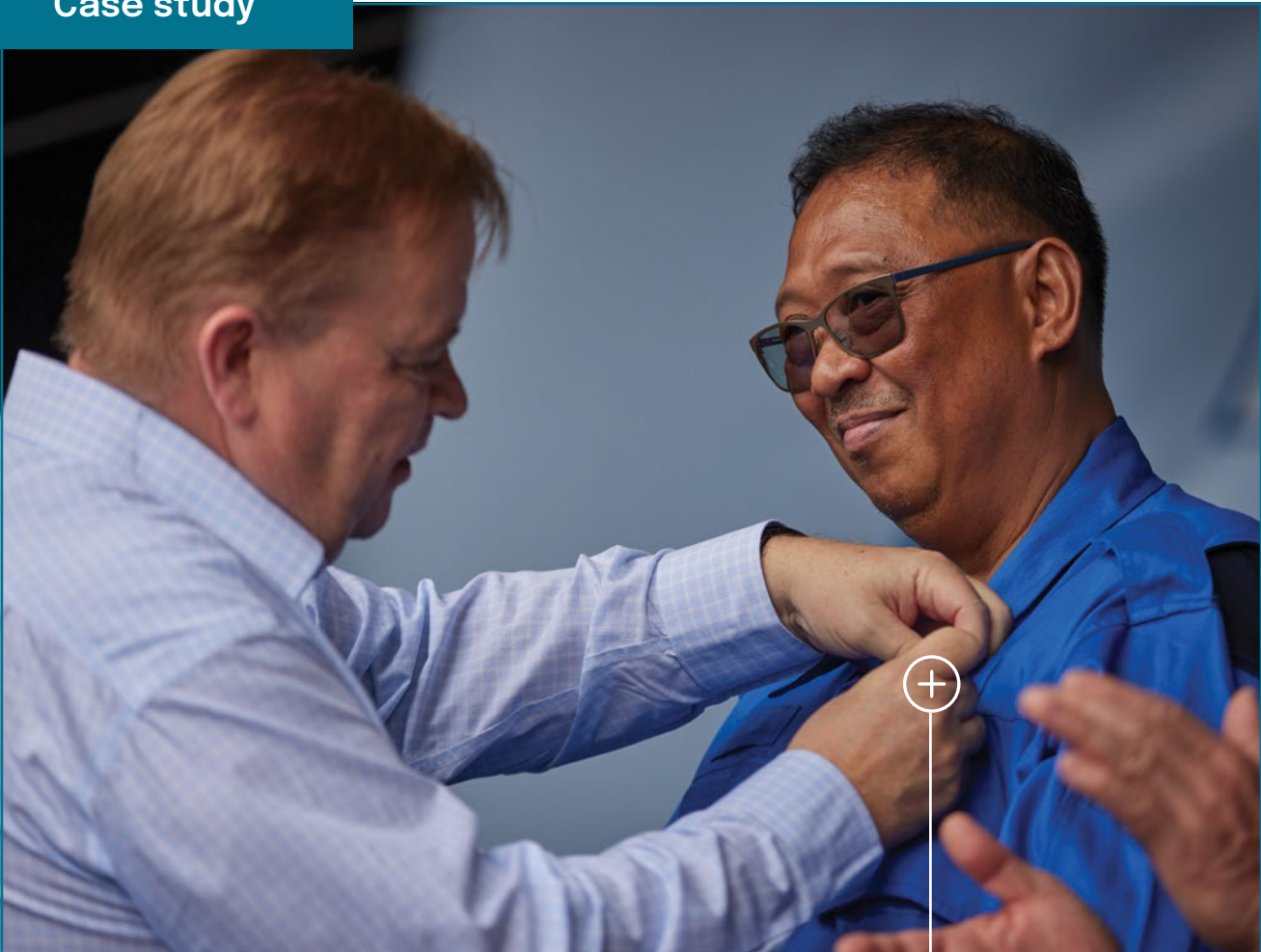
When Petros Bakas joined the Celebrity Equinox as an apprentice engineer, he already felt a deep connection with the ship. His father spent his career as chief engineer in the same engine department.

Under the watchful eye of the experienced crew, and with his father's guidance, Petros trained in the engine room, honing his skills and becoming a skilled marine engineer in his own right.



With the modern cruise industry now more than 60 years old, it is not uncommon to see second and third generations of families working on cruise ships. Cruise companies celebrate employees who have been at sea for 20, 30, or more years.

Case study



Roberto Rebite, a Fitter/Welder on Fred. Olsen Cruise Lines' Bolette, has worked in departments that include deck fitting, engine fitting, and welding. Hailing from the Philippines, he began his maritime career on the Black Prince in 1989, inspired by a desire to provide for his family and their futures. He recently received a service award for his 34 years with the cruise line.

“A career on board our ships can be life-long and rewarding. We seek to offer our crew a defined career pathway with internal mobility, meaning that they can develop and grow with us, experiencing many different departments on board, sailing in different regions around the world as well as now, with us, across two distinct cruise brands.”

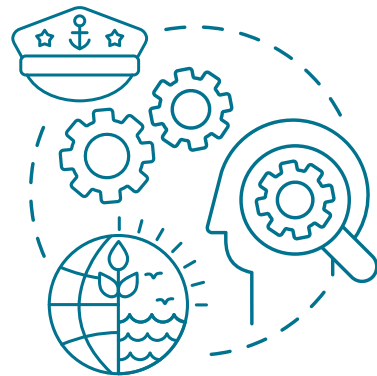
Ilaria Wambach, Head of Crew Experience, MSC Cruises



+ Onboard training and development

Crew are hired for a specific department such as hotel services, engine or entertainment. They receive training in the skills needed for their job, as well as specific training related to maritime health and safety.

Substantial training takes place before they join the ship on their first contract, either in classrooms, online or via apps. An extensive onboarding program begins nearly two months before a new hire steps foot on a ship.



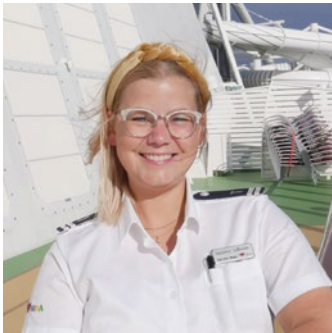
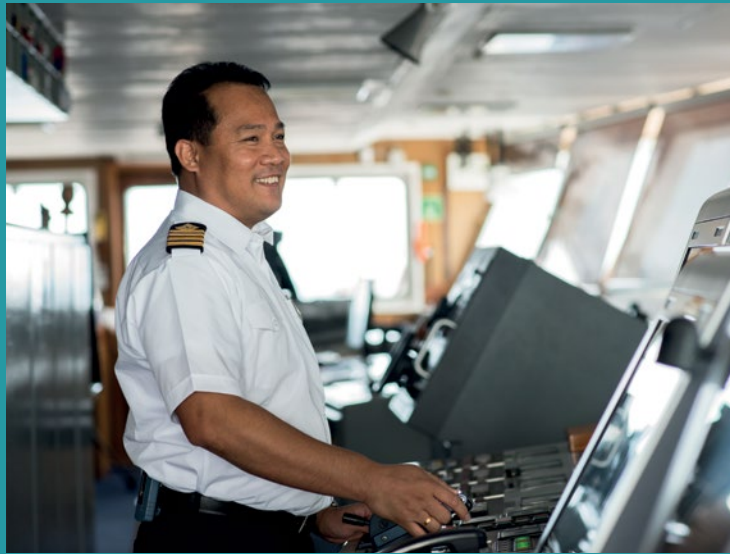
Working on a ship is a journey in travel and career growth

On a cruise ship, crew have opportunity to learn the skills needed as they pursue opportunities for promotion, including leadership skills. The cruise industry strives to provide a high-quality work environment for its seafarers by offering ongoing training and career advancement.

Few industries have the amount of career opportunity as the cruise industry - where there is a lot of focus from within in terms of career advancement.

Case study

Born and raised in the Philippines, Captain Rommel Pineda studied at Merchant Maritime College before starting his career at sea as a deck boy in 1996. Nine months later, Rommel joined Fred. Olsen Cruise Lines and never looked back. He worked his way through a variety of positions such as Deck Cadet, Ordinary Seaman, Third Officer, Second Officer, and Chief Officer, before being promoted to his dream role of Captain.

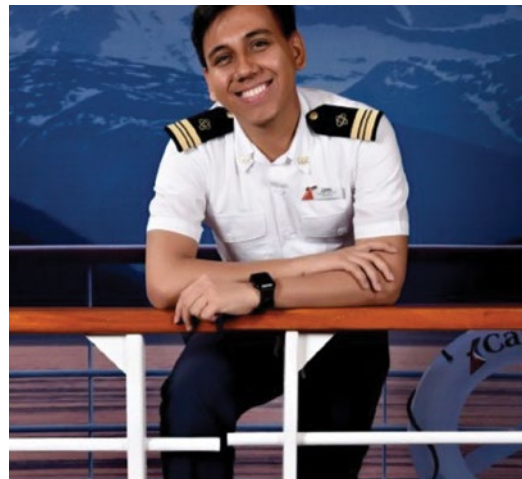


“I started as a receptionist, was promoted to concierge and I am now a Guest Services Manager. If you show interest, many doors are open to you.”

Susanne Vallentin, Guest Services Manager, AIDA Cruises

Case study

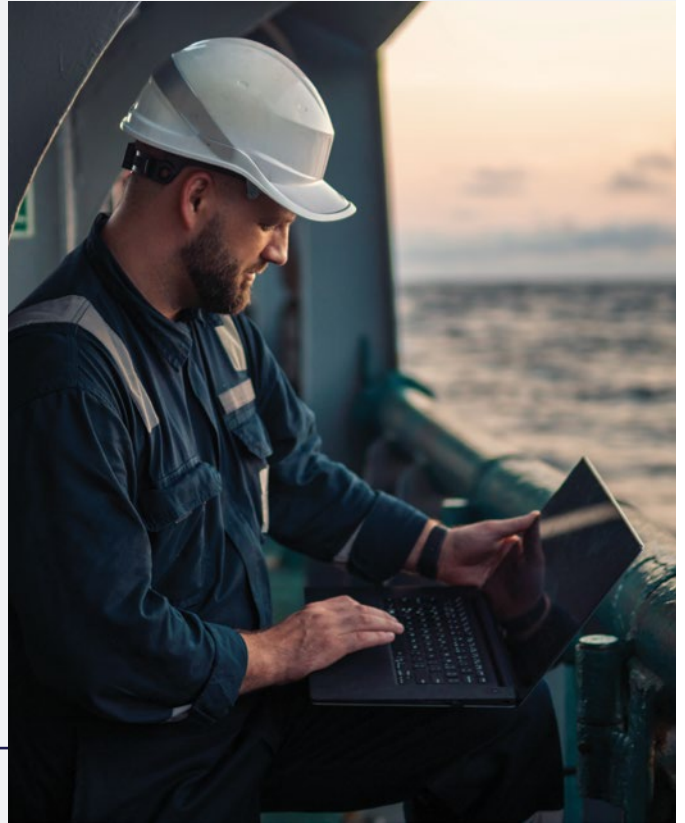
“I started my career in 2014 as a laundry attendant, because I was eager to work on ships, for a U.S.-based company, and was happy to take that role, even with my previous background in IT,” says Zaini Saputrea, 32, Senior IT Officer for Carnival Cruise Line. “After three years, I was able to complete all the necessary requirements for a department change and began working in IT onboard. I am so happy in this role. In fact, in 2022 I was the first team member in Carnival’s history to be nominated as Team Member of the Year.”





Life after cruise

Cruise ship jobs also provide skills applicable outside of the cruise industry. Electricians, plumbers, salespeople, and IT experts gain skills that they may easily transfer to land, and the same is true on the hotel operations side where crew may transfer from cruise to jobs at hotels, resorts or restaurants.



While many seafarers use their salaries to support their families back home, others may be saving to fulfill their dream of opening their own businesses. One former cruise line chef now has four restaurants in India!

Entertainers may get their start on cruise ships and then make a splash on Broadway or the West End, in movies or on TV.



Case study

“I was a stage manager on land before a chance sighting of a Royal Caribbean International advertisement for technical careers in theater at sea. I was attracted by the level of technology on Royal, where I have worked in the main theater, with the aqua shows and with robots in the Two70 theater.”



Gemma Wilks, Technology Director of Entertainment, Odyssey of the Seas



Onshore roles

Cruise lines promote from within, and that includes opportunities onshore if seafarers determine they would like to work on land.

Some jobs are transferrable to cruise line land operations, including at corporate headquarters. As examples: Experience in HR, finance, reservations, payroll, accounting, marketing, sales and AI data analysis.

How far can you go in terms of career advancement? Consider, that Michael Bayley, president and CEO of Royal Caribbean International, began his career with Royal in 1981 as an assistant purser.

Christopher Prelog, president of Windstar Cruises, started his cruise career as a waiter. They are by far not the only examples of land-based leaders with experience working shipboard.

With an academic background in statistics and public policy, Filippos Manolopoulos joined TUI Cruises as a Technical Support Officer in the Engine Department and worked on ships for two years, while also receiving training in budget controlling for shipyard projects. Promoted to TUI headquarters in Hamburg, Manolopoulos is today a Senior Project Controlling Manager, working with shipyards as they build new ships.

“Witnessing environmental advances for a sustainable future.”

Filippos Manolopoulos, Support Officer in the Engine Department TUI Cruises



“Designing the ships themselves is one of the most rewarding jobs there is,” says Ben Wilson, Head of Architecture & Concept Design for MSC Cruises, who has worked on creating ships such as the MSC World Europa, MSC Seascape and MSC Euribia.



“In fully designing cruise holidays, I must consider every single touchpoint for guests as they move through the ship, so you really need to put yourself in the shoes of people of all ages and nationalities. This is a huge responsibility, but very fulfilling, as I am very fortunate to have a lot of creative freedom in this role.”

Ben Wilson, Head of Architecture & Concept Design MSC Cruises

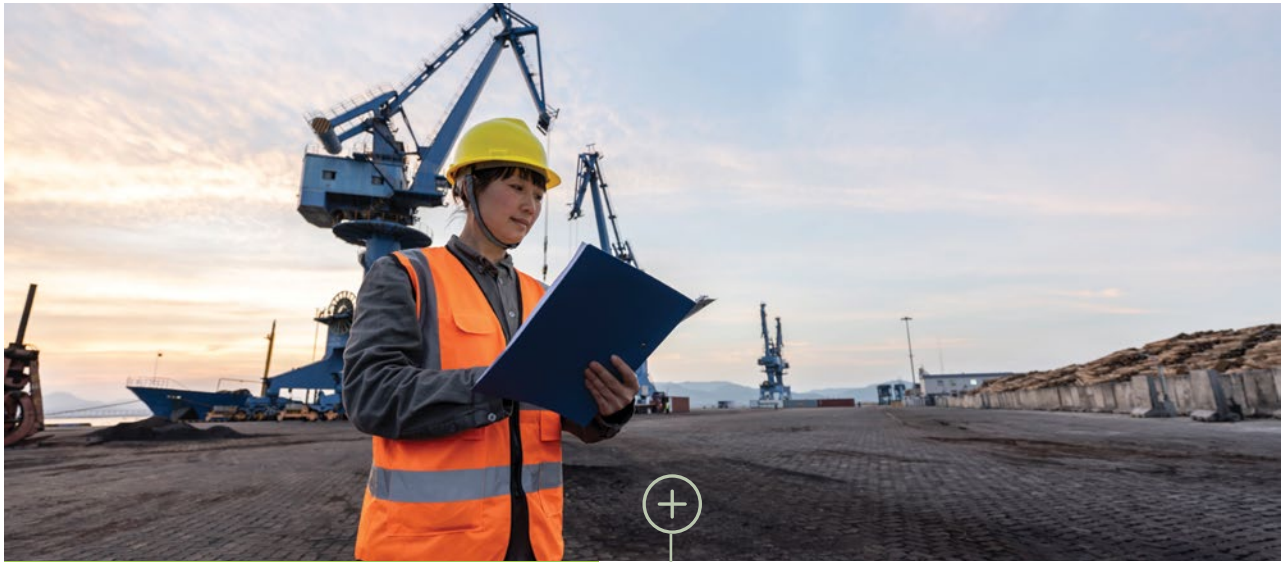
Corporate headquarters jobs include sales, management, human resources, reservations, and many other areas listed on cruise line websites.

In addition to positions at sea and jobs at corporate headquarters, cruise lines also have employees working at other destinations such as shipyards, where ships are refurbished or under construction, and at port destinations – including popular cruise line-owned private islands and beaches.

Case study

Norwegian Cruise Line's Careers, Jobs & Employment Opportunities recently listed job listed land-based jobs in these areas: IT, Human Resources, Accounting, Supply Chain Management, Sales, Call Center, Finance, Air Services, Data Management, Analytics, Communications, Legal, Marine Operations, Creative Services, Port Operations.





Chus Martinez, Global Ground Operations Manager for port services company Intercruises, started as a Meet & Greet Agent in Barcelona when she was 25. "I was a single mom, had a full-time job, and worked at the port as a side gig," she says. "It didn't take me long to understand that cruise operations were my thing. So, I left the not-so-exciting pharmaceutical industry and never looked back." Two decades later, her daughter, Diamanda Proal Martinez, 22, followed in her mom's footsteps, joining Intercruises as a Port Delivery Agent for Spain's Galician ports.

"A lot of work goes into preparing for each cruise ship visit, and it's rewarding to have satisfied cruise line clients."

Diamanda Proal Martinez,
Port Delivery Agent



Cruise-Related Opportunities

The cruise ecosystem includes jobs generated directly by the cruise industry but not strictly in cruise lines. It's estimated that 1.2 million people around the world rely on cruise and the cruise ecosystem for their livelihoods.

Partnerships are crucial to the cruise industry. The cruise ecosystem extends to business entities ashore. The cruise ecosystem extends to shipyards, suppliers, port authorities, terminal operators, provisioning companies, hotels, restaurants, catering, and group transportation, among others.

"In 2019, the cruise business created nearly \$900 million a year in local business revenue, with each homeport ship call contributing an average \$4.2 million to the state's economy and supporting more than 5,500 jobs."

Port of Seattle

Cruise ecosystem job creators include:



Local businesses, tour operators, restaurants, and attractions that cater to cruise passengers on shore

Travel agencies around the world who specialize in cruise travel, with travel advisors who steer guests to their dream cruise vacations



Port authorities and terminals with jobs such as greeting passengers, staffing check-in counters, security screening, customs and immigration facilities, and baggage handling – as well as waste management and provisioning

Port agents (also called ship agents) representing the cruise line in port, handling logistics such as provisions and fuel, and assuring all immigration, documentation and other shore requirements are met



Shipbuilding and ship maintenance, with shipyards and their suppliers, designing, building, and maintaining a growing cruise ship fleet.

In 2019, with 29.7 million cruise passengers, the cruise industry contributed

\$155 Bn

to the global economy

1.2 M

jobs worldwide

\$50 Bn

in wages

98%

In Europe, cruise contributes significant economic impact, in large part attributable to the fact that 98% of cruise ships are built in Europe.

“Beyond merely handling general cargo, which lacks personal interaction, attending to a cruise ship offers the unique opportunity to engage with real people, fostering personal relationships and sharing in the emotional experiences and positive energy aboard the vessel,” says Antonio Belmar da Costa, Regional Vice President Europe of the Federation of National Associations of Ship Brokers and Agents (FONASBA).

“For a ship agent in the cruise business, the role holds significant importance and excitement.”





Considering a career in cruise

With the cruise industry is booming, there has never been a better time to apply for a job on a cruise ship.

A cruise line may have tens of thousands of crew members on dozens of ships, all with a different contract length, at any one time. And the complexities of recruiting include staffing for a hotel department, engineering department, maritime, entertainment and medical team, all at sea.



“The medicine we practice onboard, is uniquely rewarding and challenging. You provide multidisciplinary care to crew and guests from different nationalities in a resource rich but ultimately remote setting. You are guaranteed to treat a broader variety of conditions than you would in any single role back home. And as an individual, you develop a broader skill set,” says Dr Katie Barnes, now Head of Fleet Medical Services for MSC Cruises.



“A seafaring position provided me the opportunity to combine my two passions in life – medicine and traveling”

Dr Katie Barnes, Head of Fleet Medical Services for MSC Cruises

For every crewmember job opening, cruise lines may receive up to 100 applicants or more.



Competing for talented cruise members, cruise lines offer customized and competitive contracts, within the strict requirements of the Maritime Labour Convention (MLC).

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Cruise lines focus their recruitments efforts on established bases for crew such as the Philippines, Indonesia, India, China and Eastern Europe, and have expanded to Africa and Latin and South America, and beyond.

“After a receiving a diploma in nautical science from Bandari Maritime Academy in Kenya, I began working as



a cadet for a shipping company. I pursued advanced courses and did oral exams to become further qualified, and Royal Caribbean hired me and has helped me pursue my dream of working on a cruise ship. I hope to continue to grow in the industry.”

Harriet Ngoka, Junior Seaman, Odyssey of the Seas, Royal Caribbean International



How to Find a Job



Cruise line career websites are a great place to start a search and find information on a career in the cruise industry.

Candidates can apply for cruise jobs directly at cruise line career websites, which are designed to make it easy to search for open positions.

In addition to their inhouse recruiting and Human Resources teams, cruise lines have established relationships with Hiring Partners, who assist with recruitment around the globe. These third-party partners are paid by the cruise line to source, pre-screen and present to the cruise line qualified applicants for approval. They do not do the actual hiring.

Some cruise lines also have their own recruiting agencies that screen and process candidates for employment on their ships. For instance, Royal Caribbean Group has its own Manning Agencies in Manila (RCM Manila) and in India (RCM India). You will find approved agencies on cruise line websites.

Cruise job fairs allow recruiters to meet you face to face, either in person or during virtual events – and are organized by cruise lines themselves or their approved recruiting partners.

Candidates whose skills match openings are invited to a job interview. This may take place in person or via Zoom or other video communications providers.

When seeking a cruise job, applicants are warned to beware of anyone asking an applicant to pay an application fee, agency fee or processing fee, or requiring unnecessary courses and medical exams. Cruise lines do not allow their approved recruiters to collect administrative fees, agency fees, or processing fees from job applicants. Email phishing schemes are another area of concern for cruise lines.

Requirements to work on board:

These are requirements for employees working onboard a cruise ship

1



Be at least 21 years of age (age 18 in certain positions, varies by cruise line).

2



Hold a valid passport.

4



Speak English (required by most cruise lines)

3



Have the relevant visa or work permit (if you are offered a position the cruise line will provide documentation to support your visa application).

5



Pass a medical examination (or have a seafarer medical fitness certificate)

6



Have a valid STCW Basic Safety Training (BST) certificate



The process of finding a cruise ship job starts with considering what a career at sea will look like and whether a potential crew member is willing to spend months away from home and work in a fast-paced environment. Some cruise lines post quizzes to aid potential seafarers in this decision.

Successful applicants receive a formal written offer with a start date, the ship they are joining and the position they are being offered. They complete the necessary paperwork and training before joining a ship. Once a new hire joins their assigned ship, they become an employee of the cruise line.



Skills for the future

CLIA's oceangoing member cruise lines provide continuous training across marine education and nautical sciences, such as navigation, marine engineering, and electrical engineering. As the cruise industry continues its course towards net-zero cruising by 2050, a new and critical area will be how seafarers obtain the skills needed for safely operating innovative technologies, including navigation systems and the handling of alternative fuels. As the cruise industry transitions, thousands of seafarers will need to be trained in alternative fuel technologies, the number progressively increasing each decade, especially into the 2040s.

Equally important is the need to adapt training in general to changing business procedures and processes related to digitalization. New skills will be required as digitalization accelerates.

"Technological advances, particularly in cruise, have moved rapidly during my career as seagoing engineer through to surveyor and technical specialist," says Joep Bollerman, Vice President Global Passenger Ships Support Centre at Lloyd's Register. "I have seen firsthand how important training for new technology is. Making sure seafarers and shoreside staff are fully trained and familiar with these advanced technologies is critical to ensure the technology itself works successfully as intended,"

Cruise lines are increasingly using cutting edge technologies onboard, leveraging artificial intelligence (AI), for instance, for more efficient operations – in areas such as reducing food waste and the reduction of fuel consumption. Crew, including in hotel operations, will need to be digitally literate – able to use handheld devices such as phones or smart pads, and able to follow new policies on waste reduction, energy reduction and eco-friendly operations. Crew will also need to quickly adjust to change.



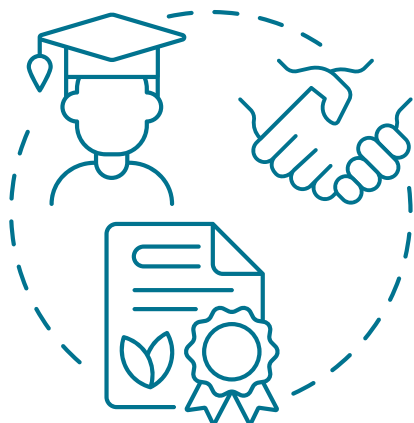


As digitalization progresses, cruise lines will have more access to data, and this will allow for further customization of the guest experience. At the same time, officers and engineers will need to be proficient in analyzing data gathered for more efficient operations.

CLIA is actively engaged with the International Chamber of Shipping's (ICS) maritime Just Transition Taskforce, which seeks to strengthen and coordinate collaboration between governments, industry, and academia towards a safe, equitable, and human-entered approach to the transition towards a decarbonized shipping industry.

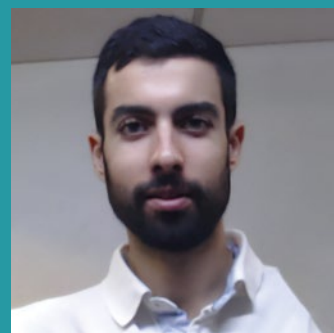
Collaboration with schools and our training partners is crucial as cruise lines look towards future staffing and "green skills" expertise.

"Cruise lines are constantly evaluating their green skills training and collaborating with schools and training partners to stay updated," says Eric Visser, Senior Director, Maritime Operations People, Holland America Line and Seabourn. "Labour partners, such as our talent partners, CLIA, Flag States and unions are pivotal in communicating needs and solutions to keep moving forward in having the best-trained seafarers on our fleets."



"I am proud to protect our environment. In my role, I train and educate our crew onboard to recycle and reuse to reduce garbage. I monitor emissions at sea and in the various ports of call and keep an eye on the proper and careful discharging of any harmful products ashore, to protect our communities and oceans."

Spyridon Bouras, Environmental Officer, Royal Caribbean International's Freedom of the Seas.



Case study

Marine academies and training schools, such as the Italian Shipping Academy Foundation (FAIMM), which since 2005 has provided specialized training in occupations with a high professional and technical content, are adapting courses for a sustainable future. New training in both competences and safety culture is required for decarbonization, as seafarers work with new and alternative fuels. FAIMM students are, for instance, studying Liquified Natural Gas (LNG), learning about all phases including transport, management and handling, both on the ship and on land. The courses use the latest generation of simulators.



“I joined cruise to escape the 9 to 5 routine and to pursue my two big passions, environmental protection and the ocean.”



Fenia Kalachani, an Environmental Officer with TUI Cruises, age 32, from Corinth, Greece.

In addition to technical aspects, cruise lines will need additional crew knowledgeable about environmental practices and regulations – in areas such as waste reduction, energy conservation and eco-friendly operations.

Many cruise ships now have an Environmental Officer onboard. These officers are subject matter experts in environmental regulations and oversee all aspects of environmental management and compliance.



Volunteering to save lives

CLIA is proud to support Mercy Ships as our charity of choice. Mercy Ships operates two hospital ships that deliver free surgeries and life-transforming healthcare services to those in need. The fleet serves African nations where resources are scarce, and the need is great. Since 1978, the NGO has performed more than 117,000 surgeries, and through surgical care, medical training, and infrastructure development has impacted close to 3 million lives.

Hotel, technical, officers, and other crew from CLIA member ocean-going lines take sabbaticals to work onboard the two Mercy Ships. These state-of-the-art floating hospitals deliver personalized medical care to port areas, reaching children and adults who otherwise would have little access to safe, free surgical care.

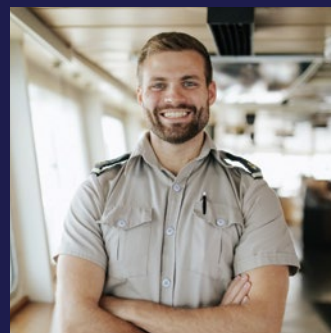
See [mercyships.org](https://www.mercyships.org) for more information.



“Over 50% of the world’s population lives near a coast. Our ships are the best way to reach people in great need.”

Mercy Ships

“My experience at Mercy Ships has changed my way of seeing life and given me new purpose for being a sailor. You use your expertise, your knowledge to deliver hope and healing, and that’s one of the best purposes I think anyone can have.”



Tommie Kristensson, volunteer second officer from Sweden





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