

JOHANNA Online School Cruise Management Course

Online: Gdynia/POLAND

Day 1 - MONDAY, 18.10.2021

- 15:30 – 15:50** *Cruise Management Course - opening*
- 16:00 – 17:00** *Online lecture: Cruise Industry Overview | Prof.Dr. Alexis Papathanassis, Rector, Bremerhaven University of Applied Science, GERMANY (tbc)*
- 17:15 – 18:15** *Online discussion: Cruise Industry Overview | Prof.Dr. Alexis Papathanassis, Rector, Bremerhaven University of Applied Science, GERMANY (tbc)*
- 18:45 – 19:45** *Virtual training: Cruise ships pre-visit checks, approaching, anchoring & berthing | Prof. Przemysław Wilczyński, Navigation Faculty, Gdynia Maritime University, POLAND*

Day 2 - TUESDAY, 19.10.2021

- 16:00 – 17:00** *Online lecture: Cruise Passenger Behavior & Customer Service | Prof. Dr. Werner Gronau, Edna Ozuna Garcia, M.A., Economic Faculty, Stralsund University of Applied Science, GERMANY*
- 17:15 – 18:15** *Virtual training: Cruise Passenger Behavior & Customer Service | Prof. Dr. Werner Gronau, Edna Ozuna Garcia, M.A., Economic Faculty, Stralsund University of Applied Science, GERMANY*
- 18:30 – 20:00** *Virtual lecture & site visit: Cruise Operations Management & Port Authorities | Michał Stupak, Manager, Port of Gdańsk, POLAND*

Day 3 - THURSDAY, 21.10.2021

- 15:30 – 16:30** *Online lecture: Consumer research in the cruise industry | Prof. Dr. Werner Gronau, Edna Ozuna Garcia, M.A., Economic Faculty, Stralsund University of Applied Science, GERMANY*
- 16:45 – 17:45** *Virtual training: Consumer research in the cruise industry | Prof. Dr. Werner Gronau, Edna Ozuna Garcia, M.A., Economic Faculty, Stralsund University of Applied Science, GERMANY*
- 18:00 – 19:00** *Online lecture: Cooperation & team training | Malin Hagberg-Andersson, Cruise coordinator, City of Karlskrona, SWEDEN*
- 19:00 – 20:00** *Digital team exercise: Cooperation & team training | Malin Hagberg-Andersson, Cruise coordinator, City of Karlskrona, SWEDEN*

Day 4 - TUESDAY, 26.10.2021

- 15:00 – 16:00** *Online lecture: Tourism Destination Management* | Marta Chetkowska, Director, Department of Tourism, Marshal Office of the Pomorskie region, POLAND (tbc)
- 16:15 – 17:15** *Virtual discussion & problem solving: Tourism Destination Management* | Marta Chetkowska, Director, Department of Tourism, Marshal Office of the Pomorskie region, POLAND (tbc)
- 17:45 – 18:45** *Online active lecture: Cruise ships entrance check-in & documents* | Dr Krzysztof Wróbel, Navigation Faculty, Gdynia Maritime University, POLAND
- 19:00 – 20:00** *Virtual training on-board: Cruise ships entrance check-in & documents* | Dr Krzysztof Wróbel, Navigation Faculty, Gdynia Maritime University, POLAND

Day 5 - WEDNESDAY, 27.10.2021

- 15:00 – 16:00** *Online lecture: Cruise ships pre-visit checks, approaching, anchoring & berthing* | Prof. Przemysław Wilczyński, Navigation Faculty, Gdynia Maritime University, POLAND
- 16:15 – 17:15** *Online simulator training: Cruise ships pre-visit checks, approaching, anchoring & berthing* | Prof. Przemysław Wilczyński, Navigation Faculty, Gdynia Maritime University, POLAND

Day 6 - THURSDAY, 28.10.2021

- 15:30 – 16:30** *Active lecture: Tourism Destination Management* | Łukasz Magrian, Director, Magdalena Węgrowicz, Deputy Director, Pomeranian Regional Tourist Organisation, POLAND (tbc)
- 17:00 – 18:00** *Active lecture: Tourism Destination Management* | Łukasz Magrian, Director, Magdalena Węgrowicz, Deputy Director, Pomeranian Regional Tourist Organisation, POLAND (tbc)
- 18:30 – 19:30** *Active lecture: Developing tourist packages for cruise travellers* | Prof. Joanna Kizielewicz, Dr Katarzyna Skrzyszewska, Faculty of Management and Quality Science, Gdynia Maritime University, POLAND

Day 7 - THURSDAY, 4.11.2021

- 16:00 – 17:00** *Virtual training & simulations: Developing tourist packages for cruise travelers* | Prof. Joanna Kizielewicz, Dr Katarzyna Skrzyszewska, Faculty of Management and Quality Science, Gdynia Maritime University, POLAND
- 17:30 – 18:30** *Online active lecture: External technical services & supply & documents* | Prof. Henryk Śniegocki, Navigation Faculty, Gdynia Maritime University, POLAND
- 18:30 – 19:00** *Cruise Management Course - closing*