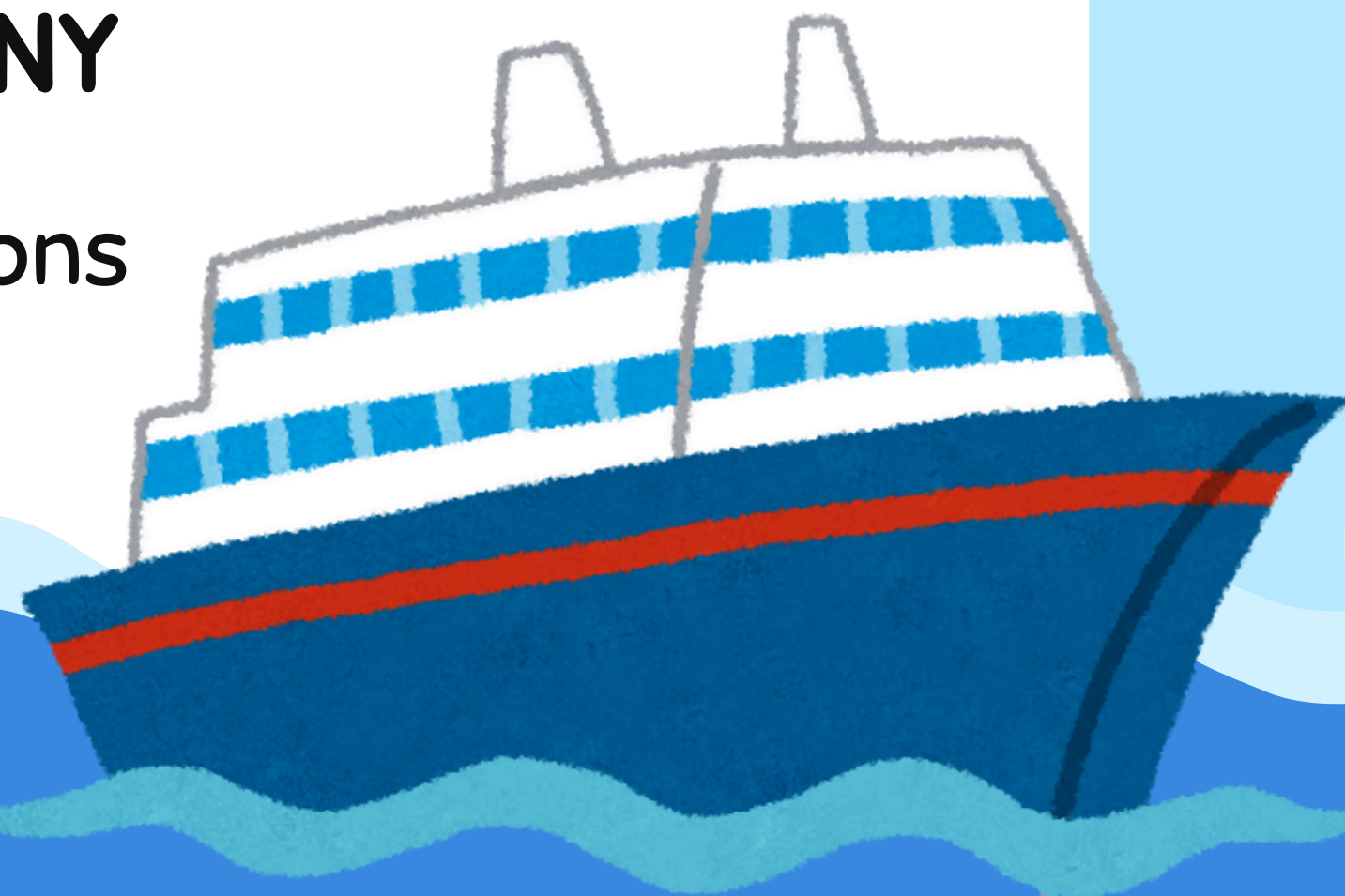


Cruise speaking 3

Getting ready NY

@mariaenglishlessons



REAL-LIFE CRUISE ROLEPLAY SITUATIONS

I THINK I'M LOST AGAIN...



Passenger:

Hi there! I'm sorry... I think I'm lost again. I've been trying to find the spa for like 15 minutes.



Crew:

That's totally okay—it's a big ship! Do you know which deck your cabin is on?



Passenger:

Yes, cabin C408 on Deck 9. I passed the elevators, then ended up at the art gallery somehow.



Crew:

Ah, you took a wrong turn after the elevators. Here's what you'll do: take the elevator down to Deck 5, walk past the buffet, and you'll see the spa entrance near the salon.



Passenger:

Perfect. Is there a sign or someone who can guide me there?



Crew:

Yup—there are signs along the wall, and if you see anyone in blue shirts, just ask!



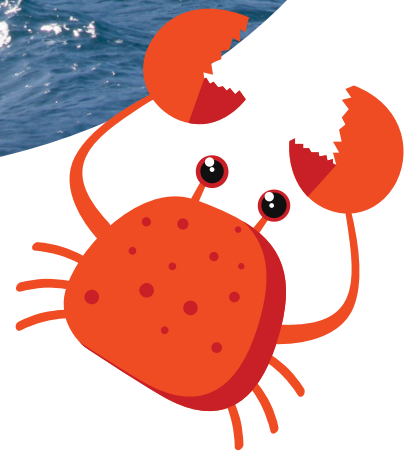
Passenger:

Thanks a lot. I'll probably get lost again, but at least I'll be more relaxed when I do!



Crew:

Haha, that's the spirit. You're on vacation—getting lost is part of the fun.



MY ROOM IS FREEZING!

🧳 Passenger:

Hi, sorry to bother you, but my cabin is really cold. I can't figure out how to adjust the temperature.

🧑✈️ Crew:

No problem at all. Which cabin are you in?

🧳 Passenger:

C221. I tried turning the dial on the wall, but nothing changed.

🧑✈️ Crew:

Okay, that's likely a sensor issue. I'll send someone from maintenance to check it out within 20 minutes. Would you prefer we bring you extra blankets in the meantime?

🧳 Passenger:

Yes, please. Last night I was freezing—I had to wear two sweaters to bed!

🧑✈️ Crew:

Oh no! I'll make sure you're comfortable tonight. We'll get you a warm blanket and a quick fix.

🧳 Passenger:

Thank you. Do I need to be in the room when they come?

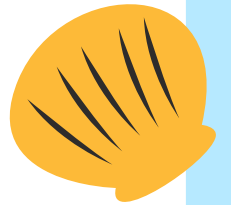
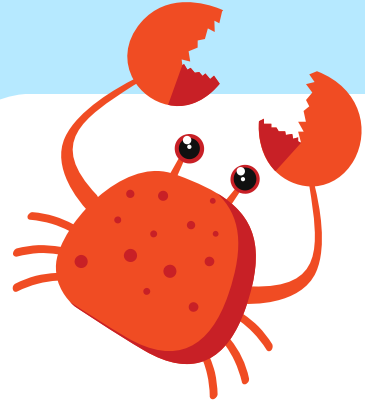
🧑✈️ Crew:

Not at all. They'll knock first, and if you're out, they'll leave a note with details.

🧳 Passenger:

Perfect. I really appreciate your help!





I MISSED MY EXCURSION!

 Passenger:

Excuse me—I'm really stressed out. I missed the excursion I booked this morning.

 Crew:

Oh no! I'm sorry to hear that. What excursion was it?

 Passenger:

It was the snorkeling tour in St. Thomas. I thought it left at 10:00, but it was actually 9:30...

 Crew:

That happens sometimes. Let me check if there are spots left in the afternoon group.

 Passenger:

That would be amazing. I've been looking forward to it for months.

 Crew:

Good news—they have space at 2:00 p.m., same tour, same meeting point. No extra cost since you booked ahead.

 Passenger:

Seriously? Thank you so much!

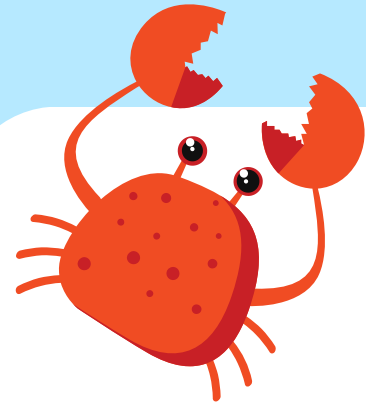
 Crew:

Of course! Just make sure to be at the gangway by 1:45 this time. Want me to set a reminder on your cabin phone?

 Passenger:

That would be perfect. Thank you for saving my day.





IS THIS DRINK PACKAGE WORTH IT?



 Passenger:

Hey there—can I ask a quick question about the drink packages?

 Crew:

Of course! What would you like to know?

 Passenger:

I'm considering the premium package, but I'm not sure if I'll drink enough to make it worth it.

 Crew:

Totally fair. It really depends on your habits. The premium one includes cocktails, specialty coffee, and smoothies. If you plan to have 4–5 drinks a day, you'll break even.

 Passenger:

Hmm. I usually have a couple of glasses of wine and a morning cappuccino.

 Crew:

Then the classic might be better—you still get wine, beer, and basic espresso drinks. Want me to print out a comparison?

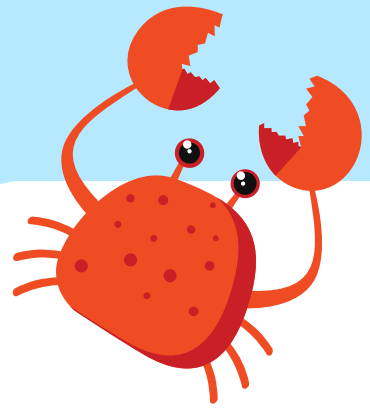
 Passenger:

Yes, please. That would help a lot. Can I upgrade later if I change my mind?

 Crew:

Absolutely—you can change anytime before the final sea day. No penalties.





MY LUGGAGE IS MISSING



 Passenger:

Hi... I think my suitcase is missing. I checked in three hours ago and still nothing.

 Crew:

I'm really sorry to hear that. Let me take down some details. Can you describe the suitcase?

 Passenger:

Sure—it's a black roller bag with a red ribbon on the handle. There's a luggage tag with my name and cabin number.

 Crew:

Got it. We'll check the storage area and the wrong-room deliveries. Sometimes bags are sent to cabins with similar numbers.

 Passenger:

Could it have been taken by someone else?

 Crew:

It's rare, but we'll review hallway security footage if needed. In the meantime, would you like a basic kit with toiletries and a t-shirt?

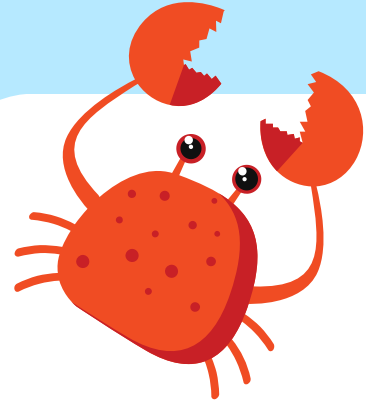
 Passenger:

Yes, that would be great. I only have what I wore on the plane.

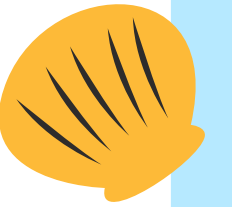
 Crew:

Totally understandable. We'll follow up within the hour. Don't worry—we'll track it down.





CELEBRATING A SPECIAL OCCASION



 Passenger:

Hi! My partner and I are celebrating our anniversary tomorrow. Is there anything special we can do onboard?

 Crew:

Congratulations! We have a few romantic options. How about a table for two with roses and a dessert platter at the steakhouse?

 Passenger:

That sounds perfect! Can I book that now?

 Crew:

Of course—I'll reserve it for 7:30 p.m. Would you like to add a bottle of champagne?

 Passenger:

Yes, please. And maybe something in the room?

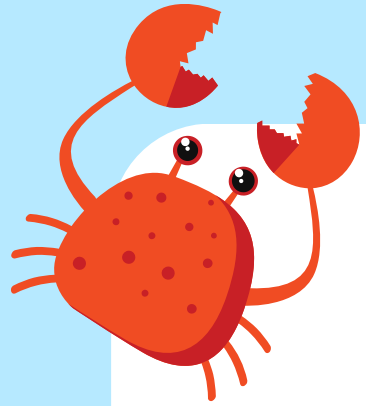
 Crew:

We can deliver chocolate-covered strawberries and rose petals before you return from dinner.

 Passenger:

Wow. That's amazing! Thank you so much for making it special.



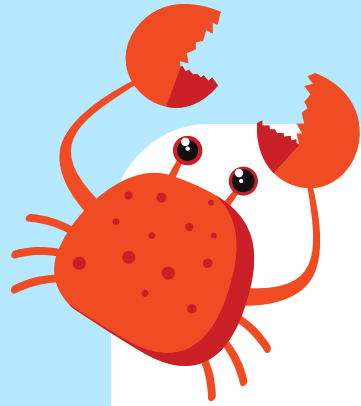


I'm Lost and Running Late



1. Have you ever gotten lost in a large place? What happened?
2. What phrases did the crew member use to give directions?
3. How would you ask for help if you're in a hurry but still want to be polite?
4. Can you describe how to get from the buffet to the spa using your own words?



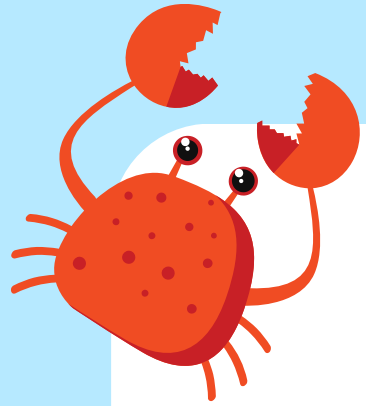


My Room's Too Cold!



1. What are polite ways to request something on a cruise?
2. How would you explain a technical problem in your cabin?
3. What are three different ways to say "It's cold" using new vocabulary?
4. Describe a time you had an issue with a hotel or room. What did you say?



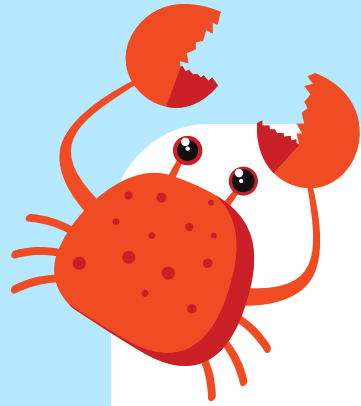


I Missed My Excursion!



1. What expressions did the crew member use to calm the passenger down?
2. Can you explain how to ask about rescheduling or changing an activity?
3. What do you think is the best way to stay organized on a cruise?
4. Have you ever missed something important while traveling?



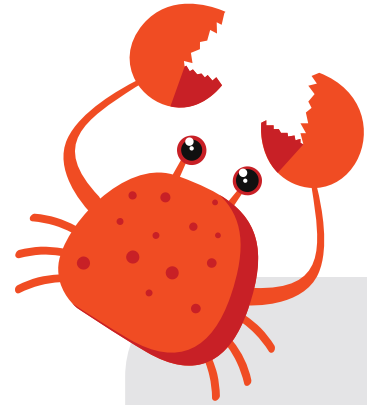


Charge Mistake



1. What are polite ways to complain about a charge?
2. What's the difference between "I think there's a mistake" and "I was charged wrongly"?
3. Would you feel comfortable doing this in English in real life? Why or why not?
4. Practice explaining your cruise bill to me in your own words.



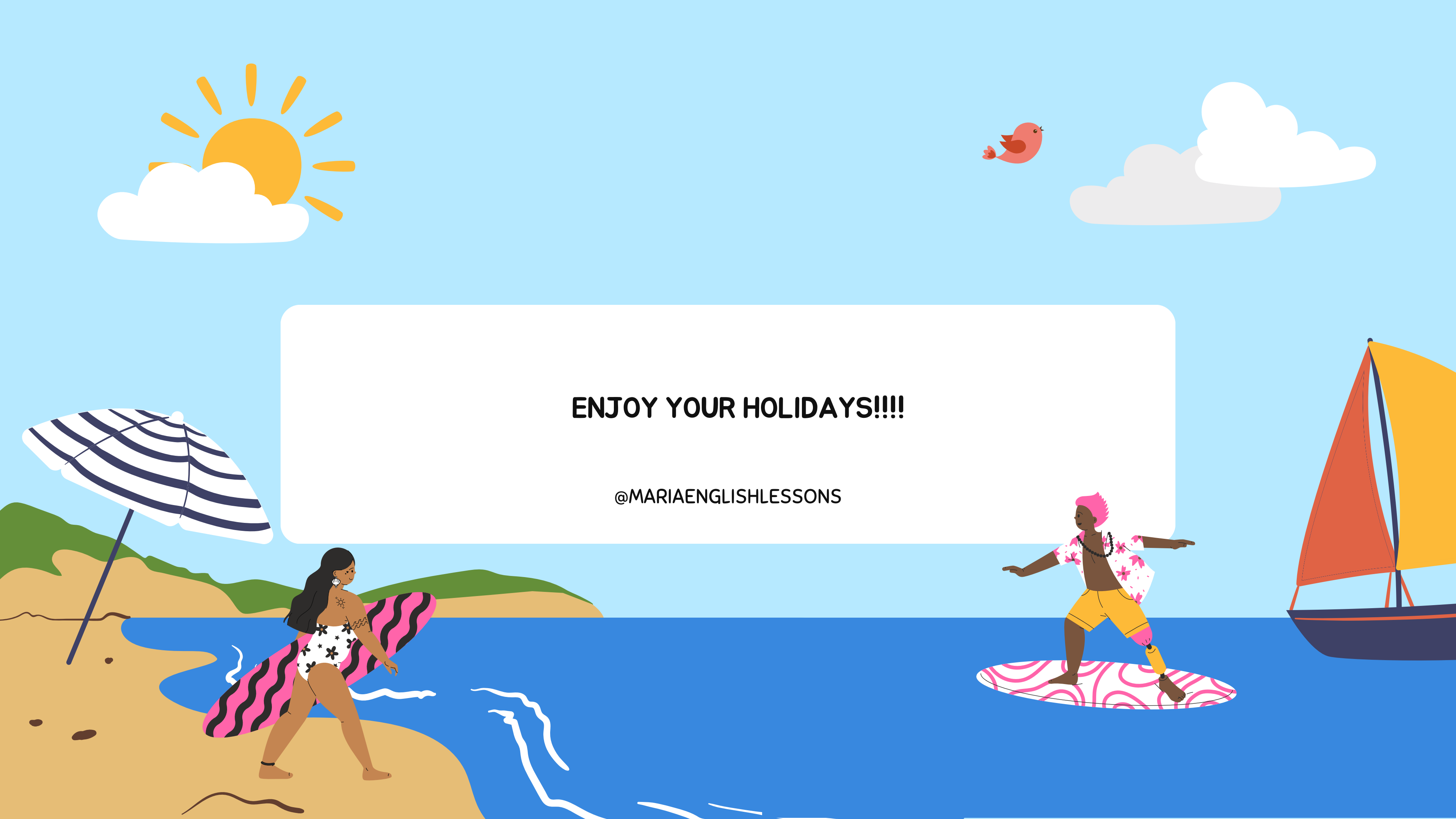


It's Our Anniversary



1. What details did the passenger request for the celebration?
2. How do you say "make it romantic" or "surprise her" in other ways?
3. What would you like to do on your birthday or anniversary while on a cruise?
4. Can you describe a perfect cruise day from morning to night?





ENJOY YOUR HOLIDAYS!!!!

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