

# George Ellison

Cruise Ship Crew Member

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Hospitality Management graduate from the University of Central Lancashire with a completed 6 month contract as guest services crew on a P&O cruise ship. Served over 2,000 passengers per sailing, resolved an average of 25 guest queries per day, and hold a full STCW Basic Safety Training certificate. Experienced in onboard guest services, shore excursion coordination, and maritime safety drills.

## Experience

**Guest Services Crew Member**, P&O Cruises (Carnival UK), At Sea / Southampton

Mar 2025 – Aug 2025

Front of house guest services on MV Arvia (5,200 passenger capacity) during a 6 month contract covering Mediterranean and Atlantic itineraries.

- Resolved an average of **25 guest queries per day** at the reception desk, covering cabin issues, billing disputes, dining reservations, and itinerary changes
- Processed **shore excursion bookings** for up to 180 guests per port call, coordinating with 12 local tour operators across 8 ports of call
- Participated in **18 safety drills** over the contract: 6 full passenger muster drills and 12 crew emergency exercises (fire, man overboard, abandon ship)
- Received **42 guest commendation cards** during the contract, ranking 2nd in the guest services team of 14 crew members

**Front Desk Assistant (Part Time)**, Premier Inn, Preston

Oct 2023 – Feb 2025

Part time reception work during university at a 120 room hotel near Preston city centre.

- Checked in an average of **40 guests per shift**, processing reservations, handling payment, and issuing room keys
- Handled **guest complaints** and resolved issues including room changes, billing errors, and noise complaints, achieving a 95% first contact resolution rate

## Education

**BSc (Hons) in Hospitality Management**, University of Central Lancashire, Preston

Sep 2022 – Jun 2025

Upper Second Class Honours (2:1). Modules included Cruise Industry Operations, Revenue Management, Food and Beverage Management, and Customer Experience Design.

- Dissertation: "**Guest Satisfaction Drivers on UK-Departing Cruise Ships: An Analysis of 2,400 TripAdvisor Reviews**" — found that dining quality and cabin cleanliness were the two strongest predictors of 5 star ratings

**A-Levels in Travel & Tourism (A), Business Studies (B), English Language (B)**, Cardinal Newman College, Preston

Sep 2020 – Jun 2022

Achieved ABB.

## Skills

Guest Services & Reception Operations • Shore Excursion Coordination • Maritime Safety Drills & Emergency Procedures • Cabin Allocation & Onboard Systems • Revenue Management & Upselling • Complaint Resolution & Service Recovery • OPERA PMS (Hotel Property Management) • Multilingual Guest Communication • Team Working in Confined Environments • Shift Work & Fatigue Management

## Certifications

**STCW Basic Safety Training (Full Certificate)**, Warsash Maritime School (Solent University)

Jan 2025 – Jan 2030

**Crowd Management Training (STCW V/2)**, Warsash Maritime School

Jan 2025 – Jan 2030

**ENG1 Seafarer Medical Certificate**, MCA Approved Doctor

Jan 2025 – Jan 2027

**Level 2 Award in Food Safety in Catering**, Highfield Qualifications

Mar 2024

## Languages

English (native) • Spanish (conversational)

## References

**Karen Whitworth**

Guest Services Manager, P&O Cruises, karen.whitworth@pocruises.com, +44 7700 900 533

## Extra Curricular Activity

**UCLan Sailing Club – Social Secretary**

Sep 2023 – Jun 2025

Organised social events and fundraising for the sailing club. Completed an RYA Competent Crew qualification during a club trip to the Solent in 2024.