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CRUISE OPERATIONS MANAGEMENT

Philip Gibson

Cruise Operations Management The Management Of Hospitality And Tourism Enterprises

H Kauffman



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unprecedented breadth of coverage and range of scholarship The Blackwell Companion to Maritime Economics represents the new standard resource for any and all topics related to maritime economics Cruise Management Alexis Papathanassis, Michael H. Breitner, Cornelia Schoen, 2011-11-03 Increasingly cruise operators are utilising information and communication technologies ICTs to improve service effectiveness and process efficiency both on and off board Therefore it is worth initiating a discussion on the potential and challenges ICTs entail for both cruise operators back offices and for cruisers consumption experiences This book documents the proceedings of the 1st e Cruising Conference Bremerhaven Germany which was aimed at discussing the possibilities and applicability of ICTs and mobile services in various aspects of cruise operations Following a rigorous double blind review the best papers were chosen to be incorporated in this volume

The Business and Management of Ocean Cruises Michael Vogel, Alexis Papathanassis and Ben Wolber, 2012 This book is divided into six parts which are organized to guide the reader step by step from the macro level of the cruise industry to the micro level of operations management on board cruise ships Part I chapters 1 4 sets the scene for the book by characterizing the conditions under which cruise lines operate Part II chapters 5 8 includes four chapters that address issues of significance for corporate managers in the cruise sector Part III chapters 9 11 deal with aspects of the marketing mix employed by cruise lines to attract passengers and fill their ships Part IV chapters 12 15 is concerned with managerial functions related directly to the cruise product Part V chapters 16 19 focuses on operational management functions on board cruise ships The final Part VI chapter 20 looks at future development possibilities for the cruise sector

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