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Cruise Operations Management provides a comprehensive and contextualised overview of hospitality services for the cruise industry. As well as providing a background to the cruise industry, it

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also looks deeper into the management issues providing a practical guide for both students and professionals alike.

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management of seafarers on the resumption of cruise ship operations from the UK, in the context of Coronavirus (COVID-19). This framework has been developed by the UK Chamber of Shipping in partnership with key sector stakeholders and provides information for cruise lines and operators.

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Cruise Operations Management book. Hospitality Perspectives. By Philip Gibson, Philip Gibson, Richard Parkman. Edition 3rd Edition. First Published 2018. eBook Published 21 September 2018. Pub. location London. Imprint Routledge. DOI <https://doi.org/10.4324/9781315146485>.

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Cruise Operations Management presents a range of issues illustrated by a number of case studies that encourage the reader to examine the often complex circumstances that surround problems or events associated with cruise operations. The case studies are contemporary and are constructed from first hand research with a number of international cruise companies providing a real world insight into this industry.

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Cruise Operations Management provides a comprehensive and

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contextualised overview of hospitality services for the cruise industry. As well as providing a background to the cruise industry, it also looks deeper into the management issues providing a practical guide for both students and professionals alike. A user-friendly and practical guide it discusses issues such as:

- The history and image of cruising
- How to design a cruise and itinerary planning
- Roles and responsibilities on a cruise ship
- Customer service systems and passenger profiles
- Managing food and drink operations onboard
- Health, safety and security

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number of international cruise companies providing a real world insight into this industry. Each case study is followed by questions that are intended to illuminate issues and stimulate discussion. The structure of the book is designed so the reader can either build knowledge cumulatively for an in-depth knowledge of managerial practices and procedures onboard a cruise ship, or they can ‘ dip in ’ and make use of specific material and case studies for use within a more generic hospitality or tourism learning context.

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knowledge cumulatively for an in-depth knowledge of managerial practices and procedures onboard a cruise ship, or they can 'dip in' and make use of specific material and case studies for use within a more generic hospitality or tourism learning context. * Comprehensive overview of hospitality services and operations written specifically for the cruise industry * Uses contemporary examples to illustrate the unique aspects of this industry providing a clear understanding of managing operations onboard * Flexible format enables readers to build knowledge cumulatively or jump in and make use of specific material within a hospitality or tourism learning context

After decades of solid growth, the worldwide ocean cruise sector has become a noticeable economic factor and a significant employer. In

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the way it combines social, technological and natural systems to form its products, cruise tourism is an increasingly attractive area of study; particularly with regards to the managerial challenges posed by the interaction of these systems. This book brings together industry know-how, managerial experience and academic rigour to cover some of the most important and interesting managerial challenges associated with ocean cruises.

Cruise Operations Management: Hospitality Perspectives offers a comprehensive and contextualised overview of hospitality services for the cruise industry. As well as providing a background to the cruise industry, it also looks deeper into the management issues, providing a practical guide for students and professionals alike. Since the last edition of this book was published, there have been

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many important developments in the industry. This third edition has been updated to include: New content on: health, safety and security, sustainability, environmental impacts of cruise operations, changing and emerging markets, professionalism and talent management, innovation and digital technologies A new chapter on 'Leadership in the cruise industry' New international case studies throughout to provide a real-world insight into the industry Additional online resources, including PowerPoint slides for instructors and student quizzes to test knowledge This comprehensive, accessible and engaging text is essential reading for all those seeking to study cruise operations management whether for academic or vocational reasons.

This book addresses innovation management and product

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development in the cruise tourism industry. It explains how experience management has evolved from a strictly company-level, product- or service-focused tactical task to an industry-wide strategic challenge, and analyses the role of intangible reputational aspects of cruise experiences, as well as peripheral components and stakeholders, as increasingly important factors for customer acquisition and retention. Safety and risk issues are a central theme, as well as the cruise sector ' s environmental and socio-economic impacts. Lastly, the book considers the increasing size of cruise vessels and the accompanying standardisation of facilities and itineraries, in conjunction with the hybridisation of cruise passengers in connection with expanding the competitive boundaries and intensity of competition in the cruise sector. The book approaches these issues as more than a mere public relations campaign,

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recognising the fact that they have since become the very essence of strategic cruise business development.

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.

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From restaurants to resorts, the hospitality industry demands strong operations management to delight guests, develop employees, and deliver financial returns. This introductory textbook provides students with fundamental techniques and tools to analyse and improve operational capabilities of any hospitality organization.

This book explores the lessons learned from half a century of Caribbean cruise tourism; one of the most popular and profitable sectors of the tourism industry. The modern-day cruise industry dates from the 1960s when the three major cruise lines, Carnival, Royal Caribbean, and Norwegian, set up shop in Florida and began selling winter cruises to the Caribbean targeting American retirees. For geopolitical reasons, the US initially excluded cruises to Cuba.

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This changed in 2016, following the historic Obama-Castro agreement to move towards diplomatic, trade and travel normalization. Cuba quickly became the Caribbean ' s fastest growing cruise destination. This book considers the limited economic benefits of cruise tourism, its environmental and social impacts, and the effects of climate change, and "overtourism." Based on this analysis and case studies of key Caribbean and Mediterranean destinations, this book cautions against overdependence on cruise tourism and outlines reforms needed to bring more benefits and equity to Caribbean countries. It will be valuable to professionals, businesses, development agencies, NGOs, and academics interested in a sustainable cruise industry and the economic well-being of Caribbean island nations.

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From A. Class to Zodiac, this cruise dictionary contains the latest terms, phrases, acronyms and jargon used in the cruise and tourism industries. The Dictionary of the Cruise Industry is an authoritative and entertaining, late-night and rainy-day reading for every ship buff worth his or her (sea)salt. For more serious readers -- including those with a professional interest in all aspects of the cruise industry -- the volume seems to become the definite reference book.

Cruises are the primary form of tourism in the Polar Regions and cruise ship tourism in both the Arctic and Antarctic is expanding rapidly. The industry has moved beyond its infancy, and is now entering a maturing phase with increased numbers and types of vessels, more demanding routes, and more regular and predictable patterns of activity. The increase in cruise activities, and the

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associated risks of accidents, as well as the potential and actual impacts of the large numbers of tourists in the polar regions bring with it management challenges for sustainable use of these regions. This book discusses critically the issues around environmental and social sustainability of the cruise industry in Polar Regions. Authors from Canada, USA, Europe, Australia and New Zealand are experts in their respective fields and take an innovative, critical and at times controversial approach to the subject.

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