

AN ESSENTIAL GUIDE  
TO THE  
CRUISE INDUSTRY  
AND ITS  
ECONOMIC IMPACT


# CRUISE OPERATIONS MANAGEMENT

Philip Gibson



**Cruise Operations Management Management Of  
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Routledge2011 Paperback**

**Peter Szende,Alec N. Dalton,Michelle  
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Cruise Operations Management Philip Gibson,2006-08-11 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 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 Cruise Operations Management presents a range of contextualised facts illustrated by a number of case studies that encourage the reader to examine the often complex circumstances that surround problems or events associated to 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 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 *Cruise Operations Management* Philip Gibson,2012-02-01 Cruise Operations Management Hospitality Perspectives provides a comprehensive and contextualized 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 Since the first edition of this book there have been many important developments in the industry and this new edition features revised chapters on contemporary cruise operations cruise geography itinerary planning health safety and security maritime issues and legislation In addition there is a new chapter on Cruise Management Resources intended to be of benefit to research students 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 They include Roles and Responsibilities on a Cruise Ship Customer Service Systems and Passenger Profiles and Managing Food and Drink Operations Onboard 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 *Cruise Operations Mangement* Philip Gibson,2019 **Cruise Operations**

**Management** Baldev Mehta (Professor of the cruise ship management),2019 *Cruise Sector Challenges* Philip Gibson,Alexis Papathanassis,Petra Milde,2011-11-19 This textbook presents a compendium of important issues that were discussed at the 2nd International Cruise Conference in Plymouth UK between the 18th and 20th February 2010 The focus of the conference was to consider emerging issues problems and solutions for the cruise industry at a time when trading conditions were perceived to be highly volatile

**Operations Management in the Travel Industry, 2nd Edition** Peter Robinson,Paul Fallon,Harry Cameron,John C Crotts,2016-02-26 Covering the applied managerial perspective of the travel industry this book looks at the core disciplines and the application of theory to practice Considering individual and corporate social responsibility it teaches effective managerial skills by reviewing legal frameworks quality management and marketing financial management and the management of shareholders and stakeholders It discusses current trends such as sustainability and governmental emission targets against a background of the needs of a commercial business to innovate and increase profits A valuable tool for both students and those working in the travel industry this new edition includes new content a revised structure and all new international case studies

**Operations Management in the Hospitality Industry** Peter Szende,Alec N. Dalton,Michelle (Myongjee) Yoo,2021-06-10 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

**Hospitality and Cruise Ship Management** Ravindra K. Ahuja,2016

**Hotel Management and Operations** Michael J. O'Fallon,Denney G. Rutherford,2010-01-12 This newly updated edition is a compilation of readings divided into nine sections each examining a specific hotel department or activity Each topic is examined through a variety of viewpoints on the duties responsibilities problems and opportunities encountered there Multidimensional case studies taking a practical approach challenge readers to identify the central issues involved in complex management problems understand the structure and resources of the department in question and find solutions that may help in managing other hotel resources and departments

Handbook of Hospitality Operations and IT Peter Jones,2008 Handbook of Hospitality Operations and IT provides an authoritative resource for critical reviews of research into both operations and IT management Internationally renowned scholars provide in depth essays and explanations of case studies to illustrate how practices and concepts can be applied to the hospitality industry Topics include Theories of operations management involving the processing of materials customers and information The responsibilities of the operations manager quality productivity and innovation The role of the customer in operations management Major aspects of operations and information management in hospitality The depth and coverage of each topic is unprecedented A must read for hospitality researchers and educators students and industry practitioners

*Service Operations Management in Hospitality and Tourism Industry* Thomson,2025-03 Hospitality Management Lynn Van der Wagen,Anne

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