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Cruise ships are the single largest passenger conveyances in the world, with one ship currently in service that can carry more than 8,500 passengers and crew. The Coast guard considers cruise ships to be highly attractive targets to terrorists, and according to a 2008 RAND Corporation report, cruise ships can represent high-prestige symbolic targets for terrorists. Additionally, in recent years, there have been increased incidences of sexual assault, theft and bodily injury aboard cruise ships. This book examines cruise ship safety and the

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potential steps for keeping Americans safe at sea.

Man Overboard tells the inside story of one of America's most notorious murder cases in decades, providing unprecedented insight into the death of Greenwich native George Allen Smith IV on his honeymoon. He married Jennifer Hagel in June 2005. Both of them were young and beautiful. He came from an old-line Greenwich family; she, from blue-collar Cromwell and with a reputation for being a flirt. Just eight days after their wedding, their new life together disintegrated on their Royal Caribbean honeymoon cruise. The morning after several booze-fueled melees, a gruesome blood stain traced the awning below their cabin, and George had vanished. After four years of bitter legal wrangling with both families,

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Royal Caribbean recently handed over its files to the FBI, which announced that Smith's murder is "very active and open." Man Overboard provides an extraordinary look into a case that has captured the public imagination and raised provocative questions about the unregulated cruise industry, leading directly to the historic Cruise Vessel Security and Safety Act signed by President Obama.

Cruising at Risk

Man Overboard

Crimes against Americans on cruise ships

Cruise Vessel Safety and Security Act of 2009

Oversight of the Cruise Ship Industry
Cruise Vessels

Research paper from the year 2008 in the subject Business economics - Supply, Production, Logistics, grade:

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1,7, Stralsund University of Applied Sciences, language: English, abstract: This study will show different risks on cruise vacations and within the cruise industry. The study will show past, present and future challenges for risk management and the important role of media for keeping up the boom in cruise vacations. Cruise vessels will be identified as potential targets for terroristic violence and the public prevention via media will be shown. Is an ocean voyage safe or is there just a feeling of safety? To approximate the topic it will be given important definitions and an overview about the historic development with historic 'points of change' within the cruise industry. The risk for ocean liners will be identified and categorized. It will be given an overview about historic development

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of safety regulations in ocean cruising
and the role of media

This book examines the concept of port state jurisdiction in the context of international maritime law. In particular the book focuses on situations where port states have used their jurisdiction over visiting foreign-flagged vessels to apply unilateral domestic law, as compared with the internationally-agreed standards enforced by regional port state control organisations. To illustrate the legal issues involved three recent pieces of legislation are analysed in detail: the United States' Cruise Vessel Security and Safety Act 2010, the EU's liability insurance directive of 2009, and Australia's Fair Work Act 2009. Key issues include the legality of port states' attempts to regulate aspects of a vessel's

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structure or equipment, or even certain activities that may take place before a vessel's arrival in port. The author argues that examples of unilateral measures being imposed by way of port state jurisdiction are growing, and that without active protests from flag states this concept will continue to expand in scope. As international law currently presents very few restrictions on the actions of ambitious port states, such developments may have a significant impact on the future of international maritime regulation.

Inside the Honeymoon Cruise Murder
Cruise Industry Safety and Security
Cruise Ships as Soft Targets for
Pirates, Terrorists, and Common
Criminals

Report of the Committee on
Commerce, Science, and

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Transportation on S. 588

Proceedings of the Marine Safety &
Security Council

Developments and Considerations

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*

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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

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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.

After decades of solid growth, the worldwide ocean cruise sector has become a noticeable economic factor and a significant employer. In the way it combines social, technological and natural systems to form its products, cruise tourism is an increasingly

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*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 Vessel Security and Safety
Act of 2009
The Cruise Ship Phenomenon in
North America
Hearing Before the Subcommittee
on Coast Guard and Maritime
Transportation of the Committee
on Transportation and
Infrastructure, House of
Representatives, One Hundred*

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*Tenth Congress, First Session,
September 19, 2007*

*Cruise Business Development
Passenger Security and Safety on
Cruise Ships*

*Cruise Ships' Safety Measures
and Their Influence on
Passengers' Sense of Security and
Purchase Intention*

*Cruise Industry Safety and
Security Developments and
Considerations Nova Science Pub
Incorporated*

*Tourism Safety and Security for the
Caribbean examines the security
risks posed to the region and the
wider economic impacts on the
success of this vital industry. The
study presents an illuminating new
perspective for Tourism and*

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*Security Studies scholars interested
in the Caribbean context and
beyond.*

*International Maritime Security
Practical Guide to Post COVID
Cruise Ship Guest Satisfaction and
Service Personnel Operating
Standard*

*Recent Incidents Show Need for
Stronger Focus on Consumer
Protection : Hearing Before the
Committee on Commerce, Science,
and Transportation, United States
Senate, One Hundred Thirteenth
Congress, First Session, July 24,
2013*

*Generation Z Marketing and
Management in Tourism and
Hospitality*

The Business and Management of

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Ocean Cruises

International maritime security II

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

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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

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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

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case studies for use within a more generic hospitality or tourism learning context. Generation Z (Gen Z) is the demographic cohort also known as Post-Millennials, the iGeneration or the Homeland Generation.

Referring to individuals born roughly between the mid-1990s and the early 2000s, they are our youngest consumers, students, colleagues, and voters.

Understanding them is a key aspect. In the context of the hospitality and tourism, Gen Z-ers represent the future in human resources, and service production and consumption. This book focuses on the aspirations,

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expectations, preferences and behaviours related to individuals within this demographic. It critically discusses their dynamism in driving the tourism sector and offers insights into the roles that Gen Z will inhabit as visitors, guests, consumers, employees, and entrepreneurs. This book is a valuable resource for managers, scholars and students interested in acquiring concrete knowledge on how Gen Z will shape the marketing and management of tourism-related services.

Crises Management and
Prevention in Cruise
Industry
Port State Jurisdiction and

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And Considerations
the Regulation of

International Merchant
Shipping

Hearing Before the
Subcommittee on Coast Guard
and Maritime Transportation
of the Committee on
Transportation and
Infrastructure, House of
Representatives, One Hundred
Sixth Congress, First
Session, October 7, 1999

Tourism Safety and Security
for the Caribbean

Examining Potential Steps
for Keeping Americans Safe
at Sea : Hearing Before the
Subcommittee on Surface
Transportation and Merchant
Marine Infrastructure,
Safety, and Security of the
Committee on Commerce,

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**Science, and Transportation,
United States Senate, One
Hundred Tenth Congress,
Second Session, June 19,
2008**

Cruising for Trouble

Completely updated and revised, Cruise Ship Tourism, 2nd Edition covers the economic, social and environmental impacts of cruising, combining the latest knowledge and research to provide a comprehensive account of the subject. Despite the industry growing rapidly, there is a substantial gap in the related literature, and this book addresses the key issues for researchers, students and industry professionals. A valuable 'one-stop-shop' for those interested in cruise ships and maritime tourism, this new edition

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from major names in the field is also an invaluable resource for anyone concerned more widely with tourism and business development.

In 2011, almost 11 million passengers took a cruise from a U.S. port. Media reports about passenger personal safety while aboard cruise vessels -- including those related to the January 2012 grounding of the cruise vessel Costa Concordia off the coast of Italy, which resulted in 32 deaths -- combined with the increasing number of passengers taking cruises has raised questions about passenger safety and security. With the enactment of the Cruise Vessel Security and Safety Act (CVSSA) in 2010, cruise vessels that visit U.S. ports were required to

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meet certain security and safety requirements, such as having rail heights of at least 42 inches and reporting allegations of certain crimes to the FBI. This report reviewed (1) the extent to which the cruise vessel industry and federal agencies have implemented the CVSSA; and (2) any actions taken following the Costa Concordia accident to enhance the safety of cruise vessels visiting U.S. ports. Tables and figures. This is a print on demand report.

Examining Potential Steps for Keeping Americans Safe at Sea: Hearing Before the Subcommittee on Surface Transportation and Merchant Marine Infrastructure, Safety, and Security of the

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Committee on Commerce, Science,
and Transportation

Proceedings of the Marine Safety
Council

Report (to Accompany H.R. 3360)
(including Cost Estimate of the
Congressional Budget Office).

Hospitality Perspectives

Are Current Regulations Sufficient
to Protect Passengers and the
Environment? : Hearing Before the
Committee on Commerce, Science,
and Transportation, United States
Senate, One Hundred Twelfth
Congress, Second Session, March 1,
2012

hearing before the Subcommittee on
Coast Guard and Maritime
Transportation of the Committee on
Transportation and Infrastructure,

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House of Representatives, One
Hundred Tenth Congress, first
session, March 27, 2007

This book offers an alarming
inside look at the security
preparations of the cruise
industry and the potential for
cruise ships to be the target
for pirates, terrorists, and
criminal activity. * A
combination of photographs
from the author, the U.S.
Department of Defense, the
Coast Guard, and API
illustrate innovative security
measures found on cruise
ships, results of terrorist
attacks, fire, piracy, and
victims of cruise ship

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incidents. * Provides a list of acronyms found throughout the book, such as the International Ship and Port Security (ISPS) codes and Unmanned Aerial Vehicle (UAV) * Includes over 500 endnote references * Offers a comprehensive index

Cruise ship safety : examining potential steps for keeping Americans safe at sea : hearing before the Subcommittee on Surface Transportation and Merchant Marine Infrastructure, Safety, and Security of the Committee on Commerce, Science, and Transportation,

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United States Senate, One
Hundred Tenth Congress,
second session, June 19,
2008.

Interim Final Regulations on
Port Security

The Future of the Industry
Cruise Ship Tourism, 2nd
Edition

Factors Associated with
Sense of Safety and Security
Among Cruise Ship Tourists
Hearings Before the
Subcommittee on Merchant
Marine of the Committee on
Merchant Marine and
Fisheries, House of
Representatives, One

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Hundred First Congress,
Second Session, on
Oversight Hearings on Safety
Conditions and Emergency
Health Care Facilities Aboard
Cruise Ships Operating Out
of U.S. Ports

In 2011, almost 11 million
passengers took a cruise from a
U.S. port. Media reports about
passenger personal safety while
aboard cruise vessels --
including those related to the
January 2012 grounding of the
cruise vessel Costa Concordia
off the coast of Italy, which
resulted in 32 deaths --
combined with the increasing
number of passengers taking

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cruises has raised questions about passenger safety and security. With the enactment of the Vessel Security and Safety Act (CVSSA) in 2010, cruise vessels that visit U.S. ports were required to meet certain security and safety requirements, such as having rail heights of at least 42 inches and reporting allegations of certain crimes to the FBI. GAO was asked to review cruise vessel safety as well as security issues -- related to keeping passengers safe from crime. This book reviews the extent to which the cruise vessel industry and federal agencies have

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implemented the CVSSA, and any actions taken following the Costa Concordia accident to enhance the safety of cruise vessels visiting U.S. ports.

Tourism security is an important part of both security management and tourism.

Private security professionals and police departments in tourism cities, as well as hotels, major attractions, and theme parks, have all come to realize that tourism security and safety issues (often called tourism surety) are essential for industry survival and success. In *Tourism Security*, leading expert Peter Tarlow addresses

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a range of key issues in tourism safety and security. The book guides the reader through a study of tourism security themes and best practices. Topics include the relationship between tourism security and the economy, hotel and motel security, risk and crisis management, public places, transportation, and legal issues. The book also includes case studies of four popular tourist destinations. With each destination, an interview with a police or security representative is included—providing unique, in-depth insight to security

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concerns. Tourism Security is an invaluable resource for private security professionals, police departments that serve tourist destinations, and tourism professionals who work in hotels or convention centers, or at attractions, casinos, or events. Explains what tourism security is and outlines safety procedures for different tourism environments Serves as a resource tool and how-to for implementing best practices Includes detailed case studies of four popular tourist destinations: Charleston, South Carolina, the Dominican Republic, Las Vegas, Nevada,

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and Rio de Janeiro, Brazil
Introduction to cruise line
travel safety, security and
crowd control

Most Required Security and
Safety Measures Have Been
Implemented, But Concerns
Remain about Crime Reporting
law enforcement, passenger
security, and incident
investigation on cruise ships :
hearing before the
Subcommittee on National
Security, Emerging Threats,
and International Relations of
the Committee on Government
Reform, House of
Representatives, One Hundred
Ninth Congress, second

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session, March 7, 2006

Cruise Industry Oversight
Strategies for Effectively
Managing Travel Risk and
Safety

Cruise Ship Security Practices
and Procedures

Cudahy (an independent scholar with a PhD in philosophy and a passion for transportation) looks at the early days of the cruise ship industry and discusses contemporary cruise ship design, cruise markets, and the evolution of the burgeoning, recreation-oriented business. Coverage also includes the challenges of managing cruise lines and regulations governing the industry. A detailed appendix

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presents an instant history of the major cruise line ships, including notes on specifications, builders, registry, and passenger capacity.

Annotation copyrighted by Book News, Inc., Portland, OR.

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

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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.

**Hearing Before the
Subcommittee on Coast Guard
and Mar[i]time Transportation of
the Committee on**

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**Transportation and
Infrastructure, House of
Representatives, One Hundred
Eighth Congress, First Session,
July 22, 2003
Issues in Cruise Ship Safety and
Security
Cruise Operations Management
Cruise Ship Safety
Tourism Security
Joint Hearing Before the
Subcommittee on National
Security, Emerging Threats, and
International Relations and the
Subcommittee on Criminal
Justice, Drug Policy, and Human
Resources of the Committee on
Government Reform, House of
Representatives, One Hundred
Ninth Congress, First Session,**

Get Free Cruise Industry Safety And Security Developments And Considerations **December 13, 2005**

This text provides a comprehensive overview on how modern cruise ships are run, covering the most important topics of today's shipboard operation involving Deck, Engine and Hotel divisions, with a focus on the recent innovations in the Culinary Arts, Entertainment productions, Spa and Beauty facilities and a specific reference on how to maximize "onboard revenues" such as Casino, Bar, Duty-Free Shops, Shore Tours, Photo Gallery, and onboard Art Auctions. A special chapter is dedicated to the procedures to prevent virus outbreaks including Norovirus and Coronavirus. World Class Shipboard Hospitality is addressed to all those who want to get an unbiased understanding of today's cruise industry such as worldwide media

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professionals, tourism and hospitality college teachers, cruise industry administrators, product and service suppliers, crew manning agencies and business executives. It can also be a guide for marine, tourism, and hospitality students to learn from a reliable source, and a tool to encourage candidates interested in a career in the industry, as well as to assist existing cruise employees to be eligible for a promotion. Today there are several books about cruising and cruise ships with description and evaluation of ships, cruise mystery, fiction stories, and personal memories; however, *World Class Shipboard Hospitality* has the advantage to describe the cruise business operation with first-hand knowledge from an inside point of view and with a richness of professional information,

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that makes it unique in its genre.

WORDS OF PRAISE A culmination of decades worth of experience and dedication to the cruise industry. A must-read for all cruising enthusiasts and industry staff! --Cornelis van der Hel, former Princess Cruises'

Passenger Services General Manager

This extremely timely and totally comprehensive narrative details everything needed to provide safe and successful cruises throughout the world. The number one critical resource for everyone in the entire cruise industry. ---Jeri Trannett

DeTillio, Journalist and Coach Thanks

to his remarkable experience in the cruise sector, Benassi gives us a valuable and complete professional training manual, a useful guide also for hotel school's students interested to start a career on a cruise ship.

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--Damiano Oberoffer, Head Professor at Macugnaga Monterosa School They are floating hotels with luxury restaurants and high-level entertainment, but they need to be perfect to accomplish their mission: to give people a break from reality in the most amazing surroundings.... Benassi has spent almost his entire adult life in the hospitality industry, whether on the ground or at sea. His book considers the main aspects of shipboard hospitality, its evolution, the highs, and lows encountered recently during the pandemic, and primarily the human aspect of it all. It is a book crafted with attention, passion, and, above all, love. "World Class Shipboard Hospitality" is a must-read for anyone who works in the industry, who dreams of working at sea, or for those who, simply, dream of escaping in the lap of

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luxury if only for a few days. ---Dr. Antonino Laspina, Director Italian Trade Commission The wealth of knowledge this will provide not only to seasoned professionals in the industry but to those wanting to pursue a career in the maritime business is imposing. --Keith Woods, Corporate Account Manager at Ecolab Inc. Covering the full shipborne hotel organization and hotel and sanitation procedures in modern cruise ships. It is practical, easy to read, extended to all aspects of guest satisfaction and sanitation, and contains daily life cases illustrating the theory. A must for any medium and high-level cruise line executives and senior onboard staff. --Andres Molina Marti, Cruise ship's design and operation consultant and former C.O.O. in Pullmantur Cruises (RCCL Group) Paolo Benassi gives a

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fascinating cross-sectional overview of a cruise ship and its complex meritocratic hierarchy. He offers interesting anecdotes and practical advice to guide the ship industry to the other side of the COVID-19 storm, with the experience of a well navigated seaman and the style of a professional coach. --Dr. Ilaria Serra, Professor of Italian and Comparative Studies, Florida Atlantic University, Boca Raton, Florida This book charts who we are and what we do as a business. As we gradually emerge from the global COVID pandemic, we can use it profitably both as a learning tool and support engagement with future crews. --Andrea Cavallucci, Shipboard Finance Process Lead, MSC Cruises This book addresses innovation management and product development in the cruise tourism

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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

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cruise sector. The book approaches these issues as more than a mere public relations campaign, recognising the fact that they have since become the very essence of strategic cruise business development.

Examining Potential Steps for Keeping
Americans Safe at Sea

World Class Shipboard Hospitality
Safety, Product Design and Human
Capital