1. In terms of hardware we would have a PC client that the employee makes the query one. This then gets send to the Webhosting server which then sends a message to the database server that prefers the search query. At a Software level what is happening is that the pc sends a request with the search parameter to the webserver via TCP. The Webserver software then takes that data sent and communicates to the data base server and makes a select query based on any matching cruises with the data sent (Such as the name or port of the cruise). All the returned data from the query is returned to the webserver which then passes that data via TCP back to where the request was made from.
2. We can show pictures of the boats and their rooms so the customers know what they will receive. We could also shows and clips of other entrainment that happens on a set cruise. Lastly we can store long customer and professional reviews of the cruises that people have been on.