

Agenda

- Strategic Challenge
- Mental Model
- Data & Insights
- Transformation
- Q&A

Strategic Challenge

Objective: Evaluate the tradeoff between price and various attributes and features using choice-based conjoint analysis

$$\left\{ \begin{array}{l} \text{Probability of customer i choosing} \\ \text{alternative "Cheer" among choices,} \\ \text{"Tide", "Always", "YES", "Cheer"} \end{array} \right. \\ = P_{icheer} = \frac{e^{(U_{icheer})}}{e^{(U_{itide})} + e^{(U_{ialways})} + e^{(U_{iYES})} + e^{(U_{iCheer})}} \right\}$$



Mental Model



PRICE

\$250

\$950

\$1550

ROOM TYPE

Interior Facing Cabin

Ocean View Cabin

Duplex Suite

ENTERTAINMENT

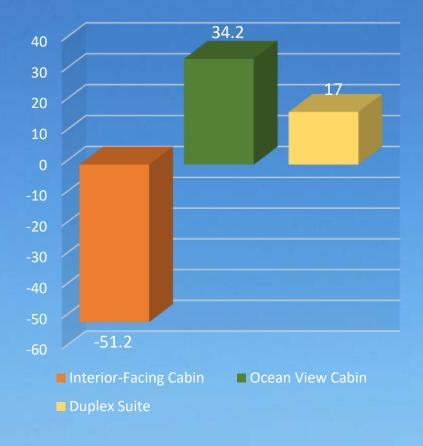
Onboard Activities

Onboard Events

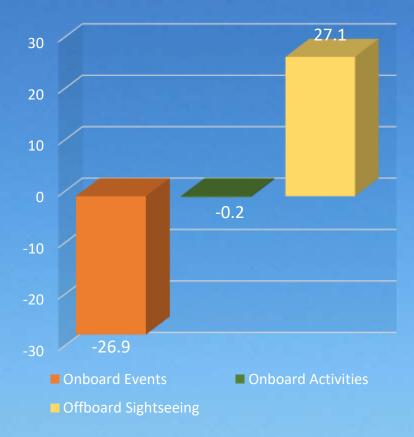
Offboard Sightseeing

Data & Insights

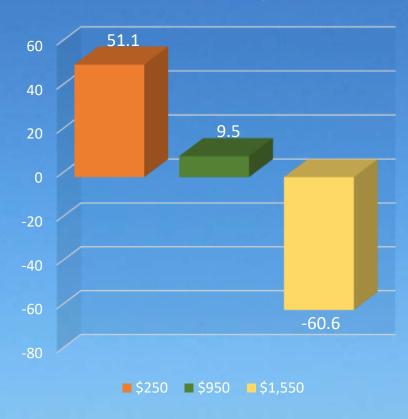




Entertainment Utility



Price Utility



Data & Insights

Change to Offboard Sightseeing = \$250 +
$$\frac{($950 - $250) * (U_{Offboard} - U_{Onboard})}{U_{$950} - U_{$250}} = $1,184$$



Change to Ocean View Cabin = \$250 +
$$\frac{($950 - $250) * (U_{Oceanview} - U_{Interior})}{U_{$950} - U_{$250}} = $1,689$$



Baseline

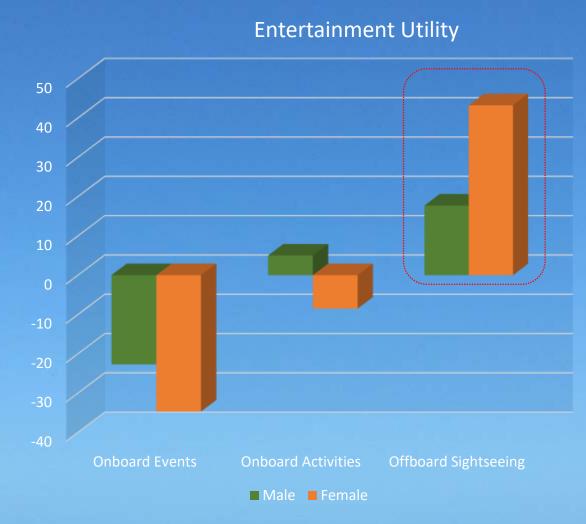
\$250

Interior Facing Cabin

Onboard Events

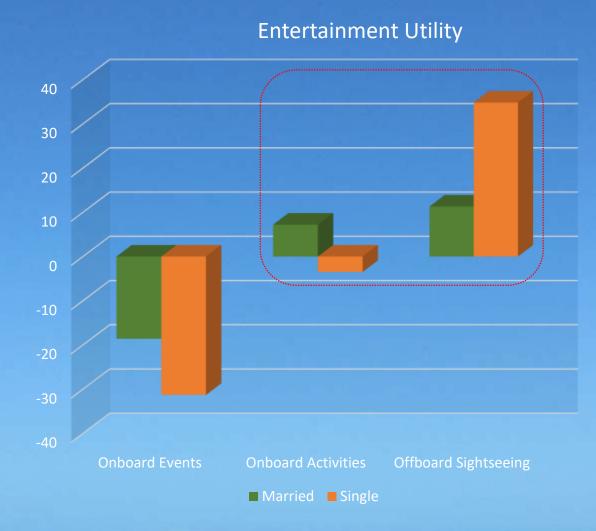
Transformation





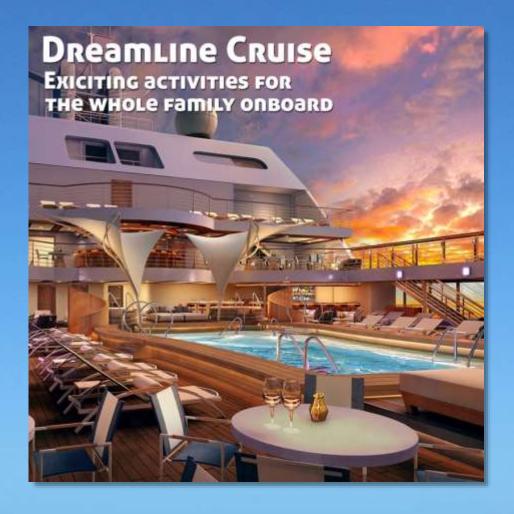
Transformation





Transformation







Appendix





Baseline \$250.00 Interior-facing \$1,689.08 OceanView \$1,405.34 Duplex Suite \$712.14 Interior-facing \$1,184.47 Interior-facing

Onboard events Δ Price
Onboard events \$1,439.08
Onboard events \$1,155.34
Onboard activities \$462.14
Offboard sightseeing \$934.47

Appendix

Sample Scenario

