

PRESTIGE ENTERPRISES: TRANSCRIPT

Important notes from interviews

- Keep track of discounts/special deals being offered
- 200 transactions a day
 - keep track of payment until cruise is over
 - after cruise keep track of cruises visited by customers
- captains banquet for frequent cruisers
- rooms cheaper closer to the date of departure
- about 1000 cabins and 1500-2000 passengers
- employees get 20% discount on available rooms
- up to 4 people in a cabin
- people can book as many cabins as they want
- groups of 16 get 1 cruise fair free
- trip insurance for cancellations
- fees for off ship excursions booked online added to total
- ability to compare cruises needed
- on board credit system with everything being charged to rooms
- cabins based on double occupancy
- staff needs access to passenger data
- 50 possible ships
- list types of entertainment onboard and off board
- has half now half later payment plan