CARNIVAL UK

Ventura
Pilot Ship

Iona
2nd Largest
Excel Class Ship

Organizational Profile:

Ventura
- 1,556 cabin
- 3,200 passengers
- 21 bars & restaurants
- 16 decks

Iona
- 2,614 cabins
- 5,200 passengers
- 30 bars & restaurants
- 16 decks

Proof of Concept:

With the launch of Iona: a concept of people, processes & technology must first be measurably validated

Challenges:

- Capacity doubled over all previous ships, needed a system that could scale up
- With Main galley split across 3 levels, conventional POS no longer worked, kitchen needed to be digitized
- 7-minute walk time between waiter station and galley triggered a change to mobile POS & real time communications across all departments
- Sustainability goals required cooking for 5,000 be "Just in Time" for better quality and reduced spoilage
- Easy usage and learning expedited the flexible manning model on the ship

Targeted Objectives:

Ventura (Pilot Ship) via Agilysys solutions must:

- Demonstrate a table turn increase from 1.2 to 1.9 per service
- Increase the guest to crew ratio by 20%
- Maintain service levels whilst increasing the distance between the waiter stations and the galley
- Increase Employer Net Promoter Scores (eNPS)

Solutions Deployed:

- **InfoGenesis POS, Loyalty & Promotions**

Results:

- Revenue center change **decreased to 2 seconds**
- Improved response times and consolidated staffing resources for enhanced efficiency and a superior guest experience

agilysys
CASE IN POINT