May 2010

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Tourism has a substantial impact on Ketchikan's economy. Exceptional customer service increases the number of visitors and encourages repeat visitation, ultimately increasing the economic well being of Ketchikan.						1
2	3	4	5	6 Norwegian Star-S-8:00a-6:00p-1 Total: 2,466	7 Norwegian Pearl-S-6:00-1:30p-1 Total: 2,466	8 Amsterdam-S-7:00a-1:00p-1 Total: 1,460
9 Carnival Spirit-S-11:00a-8:00p-1 Total: 2,124	10 Norwegian Star-N-7:00a-3:00p-1 Total: 2,466	11 Ryndam-N-7:00a-3:00p-2 Millennium-S-8:00a-6:00p-1 Total: 3,304	12 Mercury-S-7:00a-6:00p-2 Rhapsody of the Seas-S-7:00a-6:00p-1 Total: 3,740	13 Infinity-N-8:00a-4:00p-2 Radiance of the Seas-N-9:00a-5:00p-3 Zuiderdam-S-10:00a-6:00p-1 Coral Princess-S-11:00a-6:00p-4 Total: 7,978	14 Norwegian Pearl-S-6:00a-1:30p-3 Oosterdam-S-7:00a-1:00p-1 Total: 4,314	15 Amsterdam-S-7:00a-1:00p-1 Total: 1,460
16 Carnival Spirit-S-7:00a-1:00p-1 Millennium-N-7:00a-3:00p-2 Total: 4,162	17 Coral Princess-N-6:30a-2:00p-4 Norwegian Star-N-7:00a-3:00p-3 Volendam-S-10:00a-6:00p-2 Total: 5,918	18 Sapphire Princess-N-6:30a-4:00p-4 Statendam-N-7:00a-3:00p-2 Silver Shadow-N-10:00a-6:00p-1 Total: 4,248	19 Island Princess-N-6:30a-2:00p-4 Zaandam-S-7:00a-1:00p-2 Amsterdam-N-7:00a-5:00p-1 Total: 4,912	20 Golden Princess-S-7:00a-12:30p-1 Rotterdam-S-7:00a-1:00p-2 Zuiderdam-S-10:00a-6:00p-3 Diamond Princess-S-10:00a-6:00p-4 Total: 8,364	21 Norwegian Pearl-S-6:00a-1:30p-3 Oosterdam-S-7:00a-1:00p-1 Ryndam-S-11:00a-8:00p-2 Total: 5,580	22 Mercury-N-9:00a-5:00p-2 Total: 1,740
23 Carnival Spirit-S-7:00a-1:00p-1 Radiance of the Seas-N-7:00a-3:00p-3 Infinity-N-9:00a-4:00p-2 Total: 6,262	24 Diamond Princess-N-6:30a-2:00p-4 Norwegian Star-N-7:00a-3:00p-3 Volendam-S-10:00a-6:00p-2 Total: 6,526	25 Sapphire Princess-N-6:30a-4:00p-4 Ryndam-N-7:00a-3:00p-2 Sea Princess-N-7:00a-3:00p-1 Total: 5,816	26 Zaandam-S-7:00a-1:00p-2 Royal Princess-N-7:00a-2:00p-3 Millennium-S-9:00a-6:00p-1 Total: 4,183	27 Golden Princess-S-6:00a-12:30p-1 Rotterdam-S-7:00a-1:00p-2 Zuiderdam-S-10:00a-6:00p-3 Coral Princess-S-10:00a-6:00p-4 Total: 7,756	28 Norwegian Pearl-S-6:00a-1:30p-3 Oosterdam-S-7:00a-1:00p-1 Statendam-S-11:00a-8:00p-2 Total: 5,580	29 Island Princess-S-10:00a-6:00p-2 Total: 1,992
30 Carnival Spirit-S-7:00a-1:00p-1 Millennium-N-7:00a-3:00p-3 Infinity-N-7:00a-4:00p-2 Seven Seas Navigator-N-8:00a-6:00p-4 Total: 6,690	31 Coral Princess-N-6:30a-2:00p-4 Norwegian Star-N-7:00a-3:00p-3 Silver Shadow-S-8:00a-5:00p-1 Volendam-S-10:00a-6:00p-2 Total: 6,300	"Customer service is giving someone something that they didn't expect to get, when they didn't expect to get it, from someone they didn't expect to get it from." Kent Burns				

June 2010

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 Sapphire Princess-N-6:30a-4:00p-4 Statendam-N-7:00a-3:00p-2 Total: 3,866	2 Island Princess-N-6:30a-2:00p-4 Zaandam-S-7:00a-1:00p-2 Amsterdam-N-7:00a-5:00p-1 Radiance of the Seas-S-9:00a-6:00p-3 Total: 7,012	3 Golden Princess-S-7:00a-12:30p-1 Rotterdam-S-7:00a-1:00p-2 Zuiderdam-S-10:00a-6:00p-3 Diamond Princess-S-10:00a-6:00p-4 Total: 8,364	4 Norwegian Pearl-S-6:00a-1:30p-3 Oosterdam-S-7:00a-1:00p-1 Ryndam-S-11:00a-8:00p-2 Mercury-S-2:30p-8:30p-4 Total: 7,320	5 Silver Shadow-N-8:00a-4:00p--2 Total: 382
6 Carnival Spirit-S-7:00a-1:00p-1 Radiance of the Seas-N-7:00a-3:00p-3 Infinity-N-7:00a-4:00p-2 Total: 6,262	7 Diamond Princess-N-6:30a-2:00p-4 Norwegian Star-N-7:00a-3:00p-3 Volendam-S-10:00a-6:00p-2 Total: 6,526	8 Sapphire Princess-N-6:30a-4:00p-4 Ryndam-N-7:00a-3:00p-2 Sea Princess-S-9:00a-4:00p-1 Total: 5,816	9 Zaandam-S-7:00a-1:00p-2 Royal Princess-N-7:00a-2:00p-3 Millennium-S-9:00a-6:00p-1 Total: 4,183	10 Golden Princess-S-6:00a-12:30p-1 Rotterdam-S-7:00a-1:00p-2 Coral Princess-S-10:00a-6:00p-4 Zuiderdam-S-10:00a-6:00p-3 Total: 7,756	11 Norwegian Pearl-S-6:00a-1:30p-3 Oosterdam-S-7:00a-1:00p-1 Statendam-S-11:00a-8:00p-2 Seven Seas Navigator-N-12:00p-6:00p-4 Mercury-S-2:30p-8:30p-3 Total: 7,810	12 Island Princess-S-10:00a-6:00p-2 Total: 1,992
13 Carnival Spirit-S-7:00a-1:00p-1 Millennium-N-7:00a-3:00p-3 Infinity-N-7:00a-4:00p-2 Total: 6,200	14 Coral Princess-N-6:30a-2:00p-4 Sea Princess-N-7:00a-3:00p-1 Norwegian Star-N-7:00a-3:00p-3 Volendam-S-10:00a-6:00p-2 Total: 7,868	15 Sapphire Princess-N-6:30a-4:00p-4 Statendam-N-7:00a-3:00p-2 Silver Shadow-S-9:30a-5:30p-1 Total: 4,248	16 Island Princess-N-6:30a-2:00p-4 Zaandam-S-7:00a-1:00p-2 Amsterdam-N-7:00a-5:00p-1 Radiance of the Seas-S-9:00a-6:00p-3 Total: 7,012	17 Golden Princess-S-7:00a-12:30p-1 Rotterdam-S-7:00a-1:00p-2 Zuiderdam-S-10:00a-6:00p-3 Diamond Princess-S-10:00a-6:00p-4 Total: 8,364	18 Norwegian Pearl-S-6:00a-1:30p-3 Oosterdam-S-7:00a-1:00p-1 Seven Seas Navigator-N-7:00a-3:00p-2 Ryndam-S-11:00a-8:00p-4 Mercury-S-1:30p-7:30p-3 Total: 9,076	19 Silver Shadow-N-8:00a-4:00p-2 Total: 382
20 Carnival Spirit-S-7:00a-1:00p-1 Radiance of the Seas-N-7:00a-3:00p-3 Infinity-N-7:00a-4:00p-2 Total: 6,262	21 Diamond Princess-N-6:30a-2:00p-4 Norwegian Star-N-7:00a-3:00p-3 Volendam-S-10:00a-6:00p-2 Total: 6,526	22 Sapphire Princess-N-6:30a-4:00p-4 Ryndam-N-7:00a-3:00p-2 Total: 3,866	23 Zaandam-S-7:00a-1:00p-2 Royal Princess-N-7:00a-2:00p-3 Millennium-S-9:00a-6:00p-1 Total: 4,183	24 Golden Princess-S-6:00a-12:30p-1 Rotterdam-S-7:00a-1:00p-2 Coral Princess-S-10:00a-6:00p-4 Zuiderdam-S-10:00a-6:00p-3 Total: 7,756	25 Norwegian Pearl-S-6:00a-1:30p-3 Oosterdam-S-7:00a-1:00p-1 Statendam-S-11:00a-8:00p-2 Mercury-S-2:30p-8:00p-4 Total: 7,320	26 Island Princess-S-10:00a-6:00p-2 Total: 1,992
27 Carnival Spirit-S-7:00a-1:00p-1 Millennium-N-7:00a-3:00p-3 Infinity-N-7:00a-4:00p-2 Total: 6,200	28 Coral Princess-N-6:30a-2:00p-4 Silver Shadow-N-7:00a-3:00p-ANC Norwegian Star-N-7:00a-3:00p-3 Sea Princess-S-9:00a-4:00p-ANC Volendam-S-10:00a-6:00p-2 Seven Seas Navigator-S-12:00p-6:00p-1 Total: 8,740	29 Sapphire Princess-N-6:30a-4:00p-4 Statendam-N-7:00a-3:00p-2 Total: 3,866	30 Island Princess-N-6:30a-2:00p-4 Zaandam-S-7:00a-1:00p-2 Amsterdam-N-7:00a-5:00p-1 Radiance of the Seas-S-9:00a-6:00p-3 Total: 7,012	What do customers expect in their interactions with you or your business? Respect, Courtesy, Honesty, Promptness, Reliability and Flexibility.		

July 2010

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Customer service begins before words are even spoken. What does the physical condition of your place of business convey about your product or service? Consider too how your body language, eye contact, facial expressions, hygiene and grooming speak to your customers.				1 Golden Princess-S-7:00a-12:30p-1 Rotterdam-S-7:00a-1:00p-2 Zuiderdam-S-10:00a-6:00p-3 Diamond Princess-S-10:00a-6:00p-4 Total: 8,364	2 Norwegian Pearl-S-6:00a-1:30p-3 Oosterdam-S-7:00a-1:00p-1 Seven Seas Navigator-N-7:00a-3:00p-2 Ryndam-S-11:00a-8:00p-4 Mercury-S-2:30p-8:30p-3 Total: 7,810	3 **NO SHIPS**
4 **HAPPY 4TH OF JULY!** Carnival Spirit-S-7:00a-1:00p-1 Sea Princess-N-7:00a-3:00p-4 Radiance of the Seas-N-7:00a-3:00p-3 Infinity-N-7:00a-4:00p-2 Total: 8,212	5 Diamond Princess-N-6:30a-2:00p-4 Norwegian Star-N-7:00a-3:00p-3 Volendam-S-10:00a-6:00p-2 Total: 6,526	6 Sapphire Princess-N-6:30a-4:00p-4 Ryndam-N-7:00a-3:00p-2 Total: 3,866	7 Zaandam-S-7:00a-1:00p-2 Royal Princess-N-7:00a-2:00p-3 Millennium-S-9:00a-6:00p-1 Total: 4,183	8 Golden Princess-S-6:00a-12:30p-1 Rotterdam-S-7:00a-1:00p-2 Coral Princess-S-10:00a-6:00p-4 Zuiderdam-S-10:00a-6:00p-3 Total: 7,756	9 Norwegian Pearl-S-6:00a-1:30p-3 Oosterdam-S-7:00a-1:00p-1 Statendam-S-11:00a-8:00p-2 Mercury-S-1:30p-7:30p-4 Total: 7,320	10 Silver Shadow-N-7:00a-5:00p-3 Island Princess-S-10:00a-6:00p-2 Total: 2,374
11 Carnival Spirit-S-7:00a-1:00p-1 Millennium-N-7:00a-3:00p-3 Infinity-N-7:00a-4:00p-2 Total: 6,200	12 Coral Princess-N-6:30a-2:00p-4 Norwegian Star-N-7:00a-3:00p-3 Volendam-S-10:00a-6:00p-2 Seven Seas Navigator-S-12:00p-6:00p-1 Total: 6,408	13 Sapphire Princess-N-6:30a-4:00p-4 Statendam-N-7:00a-3:00p-2 Total: 3,866	14 Island Princess-N-6:30a-2:00p-4 Zaandam-S-7:00a-1:00p-2 Amsterdam-N-7:00a-5:00p-1 Radiance of the Seas-S-9:00a-6:00p-3 Total: 7,012	15 Golden Princess-S-7:00a-12:30p-1 Rotterdam-S-7:00a-1:00p-2 Zuiderdam-S-10:00a-6:00p-3 Diamond Princess-S-10:00a-6:00p-4 Total: 8,364	16 Norwegian Pearl-S-6:00a-1:30p-3 Oosterdam-S-7:00a-1:00p-1 Seven Seas Navigator-N-7:00a-3:00p-2 Ryndam-S-11:00a-8:00p-4 Mercury-S-2:30p-8:30p-3 Clipper Odyssey-N-7:30p-midnight-2 Total: 7,930	17 Silver Shadow-N-7:00a-5:00p-3 Total: 382
18 Carnival Spirit-S-7:00a-1:00p-1 Radiance of the Seas-N-7:00a-3:00p-3 Infinity-N-7:00a-4:00p-2 Sea Princess-S-9:00a-4:00p-4 Total: 8,212	19 Diamond Princess-N-6:30a-2:00p-4 Norwegian Star-N-7:00a-3:00p-3 Volendam-S-10:00a-6:00p-2 Total: 6,526	20 Sapphire Princess-N-6:30a-4:00p-4 Ryndam-N-7:00a-3:00p-2 Total: 3,866	21 Zaandam-S-7:00a-1:00p-2 Royal Princess-N-7:00a-2:00p-3 Millennium-S-9:00a-6:00p-1 Total: 4,183	22 Golden Princess-S-6:00a-12:30p-1 Rotterdam-S-7:00a-1:00p-2 Coral Princess-S-10:00a-6:00p-4 Zuiderdam-S-10:00a-6:00p-3 Total: 7,756	23 Norwegian Pearl-S-6:00a-1:30p-3 Oosterdam-S-7:00a-1:00p-1 Statendam-S-11:00a-8:00p-2 Mercury-S-1:30p-7:30p-4 Toatl: 7,320	24 Silver Shadow-N-7:00a-5:00p-3 Island Princess-S-10:00a-6:00p-2 Total: 2,374
25 Carnival Spirit-S-7:00a-1:00p-1 Millennium-N-7:00a-3:00p-3 Infinity-N-7:00a-4:00p-2 Total: 6,200	26 Coral Princess-N-6:30a-2:00p-4 Norwegian Star-N-7:00a-3:00p-3 Volendam-S-10:00a-6:00p-2 Seven Seas Navigator-S-12:00p-6:00p-1 Total: 6,408	27 Sapphire Princess-N-6:30a-4:00p-4 Statendam-N-7:00a-3:00p-2 Total: 3,866	28 Island Princess-N-6:30a-2:00p-4 Zaandam-S-7:00a-1:00p-2 Amsterdam-N-7:00a-5:00p-1 Sea Princess-S-9:00a-4:00p-ANC Radiance of the Seas-S-9:00a-6:00p-3 Total: 8,962	29 Golden Princess-S-7:00a-12:30p-1 Rotterdam-S-7:00a-1:00p-2 Zuiderdam-S-10:00a-6:00p-3 Diamond Princess-S-10:00a-6:00p-4 Total: 8,364	30 Norwegian Pearl-S-6:00a-1:30p-3 Oosterdam-S-7:00a-1:00p-1 Seven Seas Navigator-N-7:00a-3:00p-2 Ryndam-S-11:00a-8:00p-4 Mercury-S-2:30p-8:30p-3 Total: 7,810	31 **NO SHIPS**

August 2010

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 Carnival Spirit-S-7:00a-1:00p-1 Radiance of the Seas-N-7:00a-3:00p-3 Infinity-N-7:00a-4:00p-2 Total: 6,262	2 Diamond Princess-N-6:30a-2:00p-4 Norwegian Star-N-7:00a-3:00p-3 Volendam-S-10:00a-6:00p-2 Total: 6,526	3 Sapphire Princess-N-6:30a-4:00p-4 Ryndam-N-7:00a-3:00p-2 Silver Shadow-S-8:00-4:00p-1 Total: 4,248	4 Zaandam-S-7:00a-1:00p-2 Royal Princess-N-7:00a-2:00p-3 Millennium-S-9:00a-5:00p-1 Total: 4,183	5 Golden Princess-S-6:00a-12:30p-1 Rotterdam-S-7:00a-1:00p-2 Coral Princess-S-10:00a-6:00p-4 Zuiderdam-S-10:00a-6:00p-3 Total: 7,756	6 Norwegian Pearl-S-6:00a-1:30p-3 Oosterdam-S-7:00a-1:00p-1 Statendam-S-11:00a-8:00p-2 Mercury-S-2:30p-8:30p-4 Total: 7,320	7 Sea Princess-S-9:00a-4:00p-3 Island Princess-S-10:00a-6:00p-2 Total: 3,942
8 Carnival Spirit-S-7:00a-1:00p-1 Silver Shadow-N-7:00a-3:00p-4 Millennium-N-7:00a-3:00p-3 Infinity-N-7:00a-4:00p-2 Total: 6,582	9 Coral Princess-N-6:30a-2:00p-4 Norwegian Star-N-7:00a-3:00p-3 Volendam-S-10:00a-6:00p-2 Seven Seas Navigator-S-12:00p-6:00p-1 Total: 6,408	10 Sapphire Princess-N-6:30a-4:00p-4 Statendam-N-7:00a-3:00p-2 Total: 3,866	11 Island Princess-N-6:30a-2:00p-4 Zaandam-S-7:00a-1:00p-2 Amsterdam-N-7:00a-5:00p-1 Radiance of the Seas-S-9:00a-600p-3 Total: 7,012	12 Golden Princess-S-7:00a-12:30p-1 Rotterdam-S-7:00a-1:00p-2 Zuiderdam-S-10:00a-6:00p-3 Diamond Princess-S-10:00a-6:00p-4 Total: 8,364	13 Norwegian Pearl-S-6:00a-1:30p-3 Oosterdam-S-7:00a-1:00p-1 Seven Seas Navigator-N-7:00a-3:00p-2 Ryndam-S-11:00a-8:00p-4 Mercury-S-2:30p-8:30p-3 Total: 7,810	14 **NO SHIPS**
15 Carnival Spirit-S-7:00a-1:00p-1 Radiance of the Seas-N-7:00a-3:00p-3 Infinity-N-7:00a-4:00p-2 Total: 6,262	16 Diamond Princess-N-6:30a-2:00p-4 Norwegian Star-N-7:00a-3:00p-3 Volendam-S-10:00a-6:00p-2 Total: 6,526	17 Sapphire Princess-N-6:30a-4:00p-4 Ryndam-N-7:00a-3:00p-2 Sea Princess-S-9:00a-4:00p-1 Total: 5,816	18 Zaandam-S-7:00a-1:00p-2 Royal Princess-N-7:00a-2:00p-3 Millennium-S-9:00a-5:00p-1 Silver Shadow-S-9:30a-5:30p-4 Total: 4,565	19 Golden Princess-S-6:00a-12:30p-1 Rotterdam-S-7:00a-1:00p-2 Coral Princess-S-10:00a-6:00p-4 Zuiderdam-S-10:00a-6:00p-3 Total: 7,756	20 Norwegian Pearl-S-6:00a-1:30p-3 Oosterdam-S-7:00a-1:00p-1 Statendam-S-11:00a-8:00p-2 Mercury-S-2:30p-8:30p-4 Total: 7,320	21 Island Princess-S-10:00a-6:00p-2 Total: 1,992
22 Carnival Spirit-S-7:00a-1:00p-1 Silver Shadow-N-7:00a-3:00p-4 Millennium-N-7:00a-3:00p-3 Infinity-N-7:00a-4:00p-2 Total: 6,582	23 Coral Princess-N-6:30a-2:00p-4 Norwegian Star-N-7:00a-3:00p-3 Volendam-S-10:00a-6:00p-2 Seven Seas Navigator-S-12:00p-6:00p-1 Total: 6,408	24 Sapphire Princess-N-6:30a-4:00p-4 Statendam-N-7:00a-3:00p-2 Sea Princess-N-7:00a-3:00p-1 Total: 5,816	25 Island Princess-N-6:30a-2:00p-4 Zaandam-S-7:00a-1:00p-2 Amsterdam-N-7:00a-5:00p-1 Radiance of the Seas-S-9:00a-6:00p-3 Total: 7,012	26 Golden Princess-S-7:00a-12:30p-1 Rotterdam-S-7:00a-1:00p-2 Zuiderdam-S-10:00a-6:00p-3 Diamond Princess-S-10:00a-6:00p-4 Total: 8,364	27 Norwegian Pearl-S-6:00a-1:30p-3 Oosterdam-S-7:00a-1:00p-1 Seven Seas Navigator-N-7:00a-3:00p-2 Ryndam-S-11:00a-8:00p-4 Mercury-S-2:30p-7:30p-3 Total: 7,810	28 **NO SHIPS**
29 Carnival Spirit-S-7:00a-1:00p-1 Radiance of the Seas-N-7:00a-3:00p-3 Infinity-N-7:00a-4:00p-2 Total: 6,262	30 Diamond Princess-N-6:30a-2:00p-4 Norwegian Star-N-7:00a-3:00p-3 Volendam-S-10:00a-6:00p-2 Total: 6,526	31 Sapphire Princess-N-6:30a-4:00p-4 Ryndam-N-7:00a-3:00p-2 Total: 3,866				

A SATISFIED customer may tell 5 people about their experience. A DISSATISFIED customer may tell 10 or more people. For every complaint received, the average company has 26 customers with similar issues who didn't complain. Can you afford to have 270 people hearing about a bad experience with your business?

September 2010

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Exceptional customer service involves: Anticipating the customer's needs: trying to understand what the customer is thinking; meeting and exceeding the customer's expectations.			1 Zaandam-S-7:00a-1:00p-2 Royal Princess-N-7:00a-2:00p-3 Millennium-S-9:00a-6:00p-1 Silver Shadow-S-9:30a-4:00p-4 Total: 4,565	2 Golden Princess-S-6:00a-12:30p-1 Rotterdam-S-7:00a-1:00p-2 Sea Princess-N-7:00a-3:00p-ANC Coral Princess-S-10:00a-6:00p-4 Zuiderdam-S-10:00a-6:00p-3 Total: 9,706	3 Norwegian Pearl-S-6:00a-1:30p-3 Oosterdam-S-7:00a-1:00p-1 Statendam-S-11:00a-8:00p-2 Mercury-S-2:30p-8:30p-4 Total: 7,320	4 Island Princess-S-10:00a-6:00p-2 Total: 1,992
5 Carnival Spirit-S-7:00a-1:00p-1 Millennium-N-7:00a-3:00p-3 Infinity-N-7:00a-4:00p-2 Total: 6,200	6 Coral Princess-N-6:30a-2:00p-4 Norwegian Star-N-7:00a-3:00p-3 Volendam-S-10:00a-6:00p-2 Seven Seas Navigator-S-12:00p-6:00p-1 Total: 6,408	7 Sapphire Princess-N-6:30a-4:00p-4 Statendam-N-7:00a-3:00p-2 Total: 3,866	8 Island Princess-N-6:30a-2:00p-4 Zaandam-S-7:00a-1:00p-2 Amsterdam-N-7:00a-5:00p-1 Radiance of the Seas-S-9:00a-6:00p-3 Total: 7,012	9 Golden Princess-S-7:00a-12:30p-1 Rotterdam-S-7:00a-1:00p-2 Silver Shadow-S-7:00a-3:00p-ANC Zuiderdam-S-10:00a-6:00p-3 Diamond Princess-S-10:00a-6:00p-4 Total: 8,746	10 Norwegian Pearl-S-6:00a-1:30p-3 Oosterdam-S-7:00a-1:00p-1 Seven Seas Navigator-N-7:00a-3:00p-2 Ryndam-S-11:00a-8:00p-4 Mercury-S-2:30p-7:30p-3 Total: 7,810	11 **NO SHIPS**
12 Sea Princess-N-7:00a-3:00p-4 Radiance of the Seas-N-7:00a-3:00p-3 Infinity-N-7:00a-4:00p-2 Carnival Spirit-S-11:00a-7:00p-1 Total: 8,212	13 Diamond Princess-N-6:30a-2:00p-4 Norwegian Star-N-7:00a-3:00p-3 Volendam-S-10:00a-6:00p-2 Total: 6,526	14 Sapphire Princess-N-6:30a-4:00p-4 Silver Shadow-N-8:00a-4:00p-1 Total: 2,982	15 Zaandam-S-7:00a-1:00p-2 Rhapsody of the Seas-S-7:00a-6:00p-3 Millennium-S-9:00a-6:00p-1 Total: 5,498	16 Golden Princess-S-6:00a-12:30p-1 Rotterdam-S-7:00a-1:00p-2 Coral Princess-S-10:00a-6:00p-4 Zuiderdam-S-10:00a-6:00p-3 Total: 7,756	17 Norwegian Pearl-S-6:00a-1:30p-3 Oosterdam-S-7:00a-1:00p-1 Ryndam-S-8:00a-5:00p-4 Statendam-S-11:00a-8:00p-2 Mercury-S-2:30p-8:30p-3 Total: 8,586	18 Island Princess-S-10:00a-6:00p-2 Total: 1,992
19 Infinity-N-7:00a-4:00p-2 Total: 2,038	20 Norwegian Star-N-7:00a-3:00p-3 Volendam-S-10:00a-6:00p-2 Total: 3,926	21 **NO SHIPS**	22 Zaandam-S-7:00a-1:00p-2 Sea Princess-N-7:00a-3:00p-1 Total: 3,410	23 Golden Princess-S-7:00a-12:30p-1 Zuiderdam-S-10:00a-6:00p-3 Total: 4,448	24 Oosterdam-S-7:00a-1:00p-1 Statendam-S-10:00a-6:00p-2 Total: 3,114	25 Mercury-S-2:00p-8:00p-2 Total: 1,740
26 **NO SHIPS**	27 Norwegian Star-N-7:00a-3:00p-1 Total: 2,466	28 **NO SHIPS**	29 Zaandam-S-7:00a-1:00p-2 Total: 1,460	30		

KETCHIKAN CRUISE SHIP 2010 STATISTICS

CRUISE LINES SHIPS	LENGTH IN FEET	NO. OF PASS.	NO. OF CREW	STOPS	TOTAL PASS.
Carnival Cruise Lines					
1 CARNIVAL SPIRIT	963	2,124	930	19	40,356
Celebrity Cruises					
2 INFINITY	965	2,038	1,000	19	38,722
3 MERCURY	858	1,740	910	19	33,060
4 MILLENNIUM	965	2,038	1,000	19	38,722
Holland America Line					
5 AMSTERDAM	780	1,460	647	11	16,060
6 OOSTERDAM	936	1,848	850	20	36,960
7 ROTTERDAM	780	1,320	600	18	23,760
8 RYNDAM	720	1,266	600	19	24,054
9 STATENDAM	720	1,266	600	19	24,054
10 VOLENDAM	780	1,460	700	19	27,740
11 ZAANDAM	780	1,460	700	20	29,200
12 ZUIDERDAM	936	1,848	850	20	36,960
Norwegian Cruise Line					
13 NORWEGIAN PEARL	965	2,466	1,010	20	49,320
14 NORWEGIAN STAR	965	2,240	1,100	22	49,280
Princess Cruises					
15 CORAL PRINCESS	965	1,992	900	19	37,848
16 DIAMOND PRINCESS	946	2,600	1,240	18	46,800
17 GOLDEN PRINCESS	951	2,600	1,100	19	49,400
18 ISLAND PRINCESS	965	1,992	900	18	35,856
19 ROYAL PRINCESS	594	700	375	8	5,600
20 SAPPHIRE PRINCESS	946	2,600	1,240	18	46,800
21 SEA PRINCESS	856	1,950	850	13	25,350
Royal Caribbean Cruise Line					
22 RADIANCE OF THE SEAS	962	2,100	900	18	37,800
23 RHAPSODY OF THE SEAS	915	2,000	800	2	4,000

CRUISE LINES SHIPS	LENGTH IN FEET	NO. OF PASS.	NO. OF CREW	STOPS	TOTAL PASS.
Clipper Cruise Lines					
24 CLIPPER ODYSSEY	338	120	70	1	120
Regent Sevens Seas Cruises					
25 SEVEN SEAS NAVIGATOR	565	490	325	15	7,350
Silver Seas					
26 SILVER SHADOW	610	382	295	16	6,112
POTENTIAL 2010 TOTALS (26 Ships)				429	771,284

	PAST ARRIVAL DATA:		
Year	# of Pass.	# Ships	# Stops
2009	937,419	36	496
2008	941,910	37	502
2007	899,638	36	499
2006	838,880	36	503
2005	921,429	37	562
2004	848,969	37	535
2003	770,663	37	538
2002	700,993	34	503
2001	665,221	39	514
2000	572,464	38	461
1999	565,005	32	452
1998	523,108	35	488

LEGENDS:

BOLD = Inaugural Ships **1**=Berth 1 **2**=Berth 2 **3**= Berth 3 **4**=Berth 4 D = Daily Float ANC= Anchoring out tendering in D= Daly Float TBA= To Be Announced
A= A.M. P= P.M. N= Northbound S= Southbound

KETCHIKAN CRUISE SHIP 2010 STATISTICS

KETCHIKAN

Our lifestyle, your reward

2010 SUMMER SEASON EVENTS IN KETCHIKAN

May 06:	First Cruise Ship visit of the season
May 07:	Annual Spring Wine and Beer Tasting hosted by Ketchikan CHARR
May 08:	Totem to Totem Half Marathon
May 29-31:	Ketchikan's 62nd Annual King Salmon Derby Sponsored by CHARR
June 5-6:	Ketchikan's 62nd Annual King Salmon Derby Sponsored by CHARR
June 12-13:	Ketchikan's 62nd Annual King Salmon Derby Sponsored by CHARR
July 4:	Fourth of July Celebration; Parade, Food & Game Booths, Annual Duck Race, Fireworks and more! Sponsored by the Ketchikan Lions Club
July 9-24:	The Fish Pirate's Daughter- Ketchikan's original melodrama every Friday and Saturday evening In July
Aug 6 & 8:	12th Annual Gigglefeet Dance Festival Co-sponsored by KAAHC
Aug 7:	The Annual Blueberry Arts Festival
Sept 29:	Last Cruise Ship visit of the season

For more information on these events and more visit our website at: www.visit-ketchikan.com

Customer service tips excerpted from Alaska Host- the state's customer service training program for the visitor industry. If you'd like to take this class or enroll employees please contact the Ketchikan Visitors Bureau at 225-6166.