

6/27/2024

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msc-bellissima-avoid

Cruising Review

MSC Bellissima - Ship to Avoid



This webpage QR code

Structured Data

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MSC Bellissima - Ship to Avoid. 2019 December review of two week Persian Gulf cruise. Ship was overcrowded and unsanitary conditions, due to lack of good staff to passenger ratio.

PDF Version of the webpage (first pages)

<https://cruisingreview.com/cruise-reviews/msc-bellissima-avoid.html>

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MSC Bellissima: Reasons to Avoid this Ship (Review)

MSC Bellissima: Reasons to Avoid this Ship

Date: 2/11/2020

MSC Bellissima

Ever wonder what is too big for a cruise ship ? Look no further, it's the MSC Bellissima. While a beautiful new ship, it's overcrowded without the staff to support the 4,500 passenger load.

Antiquated card based POS systems only make things worse, especially when trying to incorporate the medallion RFID system.

Unsure if it's the Italian way of doing business, or the staff is overwhelmed, but the organization is fraught with problems, inefficiencies, and has the potential for very unsanitary operating conditions, especially in the buffet area (no soap or sanitary lotion many times).

Management, staff, and ship designers need to get together and learn from the mistakes made on this ship. An easy fix is to them go on a Sky Princess Cruise, and see how it's done right. If you want long lines, poor service, nonfunctioning medallion systems, lots of waiting, crowded conditions, then go on this ship.

This is a poor value for the money, and may lead to an awful experience. Choose another ship, and another cruiseship line.

PRODUCT: The hallmark of poor management and staff is if you have to spend time dealing with issues. On this ship, all the staff can do is listen. For some reason, they can't do much to resolve issues.

Take Action: Always keep track of your bill. Make notes, take photos, and document any idiosyncracies. It's more profound when you are paying more than normal cruises. Visit guest experience and let them know what is wrong. Unfortunately, on this ship your concerns fall on deaf ears.

Not enjoying your cruise ? Provide factual reviews online. This helps keep cruise lines accountable for their actions. It may not help you, but will help the next potential guest.

PROFIT: Divide and Conquer: The ship is divided into the fancy Yacht Club (forward and upper decks). And the economy class back and lower. Expect a poor experience unless you are in the Yacht Club level.

The ship is beautiful. Clearly some thought went into her design, but fails in the upper decks where most people congregate. Specifically the sun deck areas, and the buffet. Clearly, nobody ran computer flows to see where passengers would be the bottleneck. Problems compound, which makes life difficult for the staff.

Unless you're on the main promenade, it's hard to navigate from forward to stern on the ship. Luckily, the elevators are plentiful.

TIME: The worst point of sales system I've seen in the past 10 years. Not sure if it's the Italian way, or just merging technologies that won't blend.

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The medallion system works intermittently, but rarely when you need it (when purchasing anything)

MSC Bellissima: Beautiful ship but a cruise to avoid

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