

# *Consult DC*

## Your preferred partner in port and destination development



- **Are you a developing port or destination that would like to build the finest and most practical port infrastructures?**
- **Would you like to achieve top quality operations and a consistent high quality of service in your port?**
- **Do you aspire to become a well structured and recognized cruise destination and attract an optimum volume of business?**
- **Are you missing clear strategies on how to reach these goals?**
- **Do you represent a cruise line looking for new destinations and itineraries?**
- **Are you a tour operator that wants to create a great product and engage successfully with cruise lines?**

**Consult DC is an innovative consulting firm specialized in Port & Destination Development.**

With a background in cruise logistics and port operations encompassing over 20 years, we have the knowledge and experience to oversee quality consulting services that will enable you to find solutions to your challenges and assist you in reaching your goals more effectively.

“For us Consult DC is a very reliable partner! We use their services mainly for itinerary research and destination information and for us this cooperation is a very good and effective partnership. We are very satisfied with the accuracy of reports and information received. Consult DC convinces with flexibility, professionalism and a global reach.”

**Daniel Bruhn, Beluga Shipping**



**Consult DC is based in Copenhagen, Denmark representing a team of international collaborators and experts in different fields covering the full spectrum of port and destination development.**

The firm was founded by Luis de Carvalho after an extensive career in the cruise and hospitality industry spanning 24 years and taking different roles with cruise lines, including 12 years with Crystal Cruises. His expertise in port operations and development took shape while representing the line as Corporate Port Coordinator covering all regions of the globe. Additionally he also took posts as Director Cruise Operations with Ultramar Express / TUI Spain, Tumlare Corporation and Kuoni Destination Management. Luis de Carvalho is a member of the Seatrade Cruise Research Centre.



**Luis de Carvalho**  
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“Luis de Carvalho has helped us in carrying out a national cruise seminar and workshop with the aim of giving the participants valuable insights of the cruise industry and how it works. He is excellent in getting messages across and excels in analyzing customer’s needs and identifying business areas that can be improved. But most critically; during our collaboration Luis did not leave it at the talking, but also helped us actively in doing the walking.”

**Malik Milfeldt, Greenland Cruise Business Council**

## Services offered to ports, destinations and DMC’s:

- Port & Destination Development
- Terminal, Pier, Operational Logistics and Support
- Cruise Line Surveys
- Promotion & Marketing
- Cruise Line Contacts
- Local Network Building
- Cruise Conference, Seminar & Workshop Resource
- Training programs for Guides
- Training Programs for Tour Operators
- Product Development Support
- Operational Evaluation
- Quality & Service Control

## Offered to Hotels

- Education & Briefing about Cruise Business Opportunities
- Market Analysis
- Contacts and Promotion Support
- Coordination and Training Programs
- Quality & Service Control

“Cruise Baltic was pleased with Consult DC ‘s professional work during the preparation and delivery of some of our international conferences and workshops, and in the efforts when it comes to establishing service standards within our network. Their contribution has been highly valued in our efforts to continue the growth of the Baltic Sea Region as an integrated cruise destination”.

**Bo Larsen, Managing Director of Cruise Baltic**

“Consult DC has been assisting Enapor, ports of Cape Verde since 2009. Their support and collaboration have lead us to sound improvements in service standards, development of our destinations, general cruise awareness and increase of our calls. They have also been extremely valuable with finding new partners and working strategies for the future. We are extremely pleased with our work relationship with Consult DC.”

**Jorge Mauricio, GM Enapor Ports of Cape Verde**



## Luis de Carvalho represents Bermello Ajamil and partners in Europe and Africa offering:

- Market Analysis
- Real Estate and Financial Assessment
- Port and Waterfront Strategic and Master Planning
- Cruise, Ferry and Cargo Terminal Design
- Marine Structural and Civil Engineering Marinas
- Facility Simulation and Modeling
- Construction Administration
- Client Advocacy and Promotion
- Tourism and Sustainability consulting

## Offered to Cruise lines

- New Port and Destination Research
- Itinerary Planning Support
- Land, Extended and Special Program Research and Design
- Local or Global Representation
- Shore Side Training According to Company Standards & Expectations
- Port Coordination
- Pre & Post Hotel Program Coordination
- Site Inspections and Reporting
- Quality Control

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### Consult DC

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“The Madeira Port Authority had the valuable assistance and expertise of Luis de Carvalho, an experienced consultant in the cruise industry, which contributed to the revision of the functional content of our new cruise terminal, the redefinition of areas and channels of embarkation and disembarkation of this important infrastructure with excellent conditions to accommodate the increasing number of passengers”.

**Bruno Freitas, President of Apram, ports of Madeira**

“During the last two years Luis has supported our project with excellent professional advice and insight showing the high level of expertise in cruise business. It is our pleasure to mark the professionalism of Luis and his passion and dedication to the cruise industry, his sincere interest in making destinations successful and help them develop.”

**Olga Titova, Passenger Port St. Petersburg “Marine Facade”**

“Consult DC organized Aalborg’s first cruise seminar and workshop with professionals from the city, port, tour operators, port agents and cruise lines.

We were very pleased with the delivery and results and feel confident in the sales- and marketing work ahead of us.

We still have a lot to learn, but Consult DC certainly gave us a good foundation to start from.”

**Ole Brøndum, Port of Aalborg, Denmark**