

# The Center for Cruise Excellence<sup>★</sup>

JOIN US IN RAISING THE LEVEL OF EXCELLENCE

## FCCA Customer Service & Frontline Training U.S. VIRGIN ISLANDS



Presented by Aquila

**ST. THOMAS**

**THURSDAY MAY 10TH**

**8:15-4:00PM**

**ACC Conference Center**

**University of the Virgin Islands**

**RSVP please call 340-774-8784**

**STTGREETERS@usvitourism.vi**

**ST. CROIX**

**WEDNESDAY MAY 9TH**

**8:15-4:00PM**

**Great Hall**

**University of the Virgin Islands**

**RSVP please call 340-201-6880**

**SROSARIO@USVITOURISM.VI**



### Raising the level of excellence learning ...

- **About the cruise industry and gaining a better understanding of the importance of the tourism industry and the cruise sector specifically, and what this means to frontline greeters, taxis, sales associates and tour drivers.**
- **Skills and Knowledge needed to provide guests with an excellent experience.**

### Including:

**How to minimize risk and exceed guest expectations.**

**How to be respectful of all cultures while sharing their own culture.**



**A Certificate of Achievement will be presented to all participants.**



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**HOSTED BY THE USVI DEPARTMENT OF TOURISM**