### The Center for Cruise Excellence\*

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 WI

#### 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.

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



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#### Shore Excellence U.S. VIRGIN ISLANDS



St. Croix
May 8<sup>th</sup> 5:00PM - 7:00PM
Shore Excellence Stake Holders
Brass Parrot
The Buccaneer Hotel

St. Thomas
May 10<sup>th</sup> 5:30PM - 7:00PM
Shore Excellence Stake Holders
Conference Room 1<sup>st</sup> Floor
Administrative Building
West Indian Company

RSVP please call 340-201-6880 SROSARIO@USVITOURISM.VI

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### **Aqulia Workshop on Shore Excellence**

Who should attend?

- Industry Stakeholders
- Port Leadership
- Cruise/Tourism Personnel
- Tour Operators

- Taxi Associations
- Retail Associations
- Attraction Owners