

CELEBRITY CRUISES TRADE SUPPORT

MISSION STATEMENT: Produce mutually profitable results through unique relationships with our Travel Partners, with an experienced sales team, to help them grow.

RESERVATIONS – NANCY CZISKE

- Contact the Reservations Department at: (800) 437-3111
- Staffed with knowledgeable brand representatives for all individual booking creations
- Product experts for PCP Items
- Handles all pre cruise individual booking servicing needs
- Experts on promotions, combinability and offers
- Provides inside look at products and services for individual bookings and sailings
- Assist in pre sailing online check in process

STRATEGIC PRODUCTS – JOSH ERICKSON

- Contact the Strategic Products Department at:(888) 307-8401
- Have exclusive expert desk for all Galapagos products and services
- Product experts for Strategic Products such as Book and Go's and City Stays
- Offer experience agents who give knowledgeable insight for Cruise Tours and Explorations
- Deliver Pre and Post service for all sailings on the Expedition.
- Able to pair land packages with cruise packages

TOTAL ACCOUNT OWNERSHIP!



Angel C. Gomez
Director, Trade Support
and Service



Nancy Cziske
Manager, Reservations
and Programs



Jennifer Morales
Manager, TSS Group Sales
and Resolution



Josh Erickson
Manager, Strategic
Partnerships and Products

GROUPS – JENNIFER MORALES

- Contact the Groups Department at: (800) 963-0311
- Dedicated Group Partner Advocate
- Liaisons on behalf of the Group with shoreside and shipboard departments
- Creates customized onboard and in port Group activities
- Seek approval for Early Embarkation, and Fleet Visitor Request for site inspections
- Negotiate s on behalf of the Group as needed
- Consults on and fulfills GAP
- Celebrity Promotion Experts
- Facilitates Group Touch Points with Travel Partners to review status of the Group
- Partners with Sales to provide additional account support
- Coordinates all aspects of Group program
- Pre and Post Cruise Travel Agent Support