



INTRODUCING CELEBRITY LEARNING

We are excited to introduce you to our new **CELEBRITY LEARNING** certification and training modules effective May 4, 2021.

CELEBRITY LEARNING is built on three guiding principles; Knowledge, Innovation, and Immersion.

We are committed to providing you with the best training and selling tools in the industry. Our Celebrity brand pillars, Destination, Design, Culinary, Accommodations, Service & Wellness, will guide you through the training modules. Upon completion, you can apply everything you've learned into closing the sale. We've added new sales scenarios and interactive elements to help you understand the best ways to sell a Celebrity Cruises vacation to your clients – whether first to cruise, Gen X, Captain's Club members and more. Relaunching Celebrity Learning at Sea...coming soon!

Below are a few helpful tips on how to maintain your Graduate status, and how to take advantage of your annual benefits.

TIP 1: HOW TO ACCESS CELEBRITY LEARNING

To access Celebrity Learning - Sign into www.cruisingpower.com and follow the steps below:

- Once in CruisingPower.com, select the Training and Benefits tab.
- Select Training and Certification, Celebrity Cruises, and voila, you're in!

TIP 2: MAINTAINING YOUR ANNUAL CERTIFICATION & BENEFITS

HOW DO I KNOW IF I'M A CURRENT OR PAST GRADUATE?

- We assign you a Graduate "badge" based on the year you graduated and/or certified. Click on the "badge"(s) to confirm your certification year.

HOW DO I UPDATE MY AGENCY INFORMATION ON CELEBRITY LEARNING?

- If you changed agencies or had to renew your Cruisingpower.com username & password, please log into www.cruisingpower.com, then Training & Benefits, Training & Certification, Celebrity Cruises and a new profile will be created automatically.
- Please notify cmsupport@rccl.com of any changes to your agency profile and confirm your name, agency name and your most current email address. We will update your Celebrity Learning profile and merge your previous certification so that you can begin your 2021 certification.

HOW DO I KNOW IF I NEED TO CERTIFY ON CELEBRITY LEARNING ?

- If you graduated/ certified prior to January 1, 2021, you will need to complete the Celebrity Learning courses.
- Your 2021 certification will allow you to maintain access to your benefits throughout 2021.
- To maintain your graduate benefits, you must certify annually.

TIP 3: REQUESTING YOUR GRADUATE BENEFITS

HOW DO I REQUEST MY GRADUATE BENEFITS, and ONBOARD COUPONS ?

- To request your benefits, you must complete the 2021 Celebrity Learning courses assigned to you.
- You can select your electronic Graduation certificate, your Onboard Coupons and add your Celebrity Learning logo to your email signature found in your Graduate Course.
- All requests must be processed through our electronic forms located in your Graduate Course.
- 30 Days before you sail with us, please complete and submit the Onboard Coupon Request Form to receive your coupons once board. Coupons are available for pickup at the FUTURE CRUISE VACATIONS Office. Guest Relations does not issue coupons and will direct you to the Future Cruise Team for questions.

The **CELEBRITY**
COMMITMENT

Celebrity **X** Cruises®
SAIL BEYOND®

NOTE: CELEBRITY LEARNING benefits are applicable to North American & Caribbean Travel Agents who maintain their annual certification. Onboard Coupons are not valid on Galapagos sailings. Valid only on sailings 4 nights or longer. For any questions, please contact your Celebrity Cruises Sales Manager. For the latest Celebrity Cruises Trade news go to www.thecelebritycommitment.com