

CRUISE INTO EXCELLENCE: EXCLUSIVE TRAINING FOR TOUR OPERATORS



Aquila's expert-led training programs are designed to equip Tour Operators with the skills and strategies needed to excel in every aspect of their business — and now you can choose the **TRAINING FORMAT** that best fits your needs:

- ✓ **1-on-1 Sessions** - Tailored coaching to address your team's specific goals.
- ✓ **Scheduled Group Training** - Learn alongside others in a collaborative, cost-effective setting.
- ✓ **Signature Programs** - In-depth comprehensive courses for success in the cruise industry.

TRAINING OPTIONS



1-on-1 Team Training

**\$1,900 USD per program
per operator team**

Interactive, practical, and actionable!

2-hour live virtual training, customized for your company's team

Special Offer: Book three trainings and get \$500 off your next program with us!

BUILDING & SELLING EXCURSIONS	DELIVERING EXCURSIONS	ENHANCING EXCURSIONS
<p>Developing Top-Selling Excursions Trends in guest experiences; Finding opportunities; Ensuring market readiness.</p>	<p>Mastering Challenges Managing Difficult Situations; Key Communication Strategies; Preparing Your Team.</p>	<p>Storytelling 101 for Guides Why storytelling is important for tour guides; What makes a great story; How to tell an engaging story.</p>
<p>Maximizing Profits Optimizing Operations; Increasing Profit Margins; Adding Value.</p>	<p>Navigating Crisis Understand trauma & your role. Support safely & responsibly. Communicate effectively.</p>	<p>Reimagining Guest Experiences Touchpoints & partners; Memorable moments; Added value.</p>
<p>Selling Shore Excursions Reaching the Cruise Lines; Selling your Shore Excursions; Stand Out from the Crowd</p>	<p>Minimizing Risk Strategies to Minimize Risk Risk Management Plans & Processes Incident Reporting</p>	<p>Creating a Culture of Service Build a service mindset; Motivate teams to excel; Deliver consistent, exceptional experiences.</p>

CRUISE INTO EXCELLENCE: EXCLUSIVE TRAINING FOR TOUR OPERATORS



Scheduled Group Training

Sign up to Learn & Save

\$490 USD per program
per tour operator

Choose this affordable training option and join other Tour Operators for scheduled virtual sessions are led by an Expert Global Trainer.

Bonus: Book all four sessions and receive an exclusive Tour Operator Tool Kit!

Navigating Crisis
May 1/May 20 at 2pm EST

Selling Shore Excursions
May 7 at 2pm EST

Maximizing Profits
May 15 at 2pm EST

Minimizing Risk
May 28 at 2pm EST



Scan the QR
Code to Explore
Our Training
Options &
Register Your
Interest Today!



Aquila Signature Program!

Comprehensive certification courses endorsed by cruise lines, to improve your expertise and elevate industry recognition.

**Secure Your
Spot NOW!
Limited
Availability!**



ACE Tour Operator Designation

- Exclusive to FCCA Member Tour Operators
- One-on-one virtual coaching for management teams
- Achieve industry recognition by meeting or exceeding 42 cruise industry standards

Tour Guide Excellence International Certification

- Comprehensive training for Tour Guides on delivering exceptional shore excursions
- Available online for individuals and in-person for groups
- Includes six lessons, a written exam, and a video assessment



Let's Get Started! To discuss training opportunities for your company, contact: [Melissa Villarreal Martinez - Melissa@CruiseExcellence.com](mailto:Melissa.Villarreal.Martinez@CruiseExcellence.com)