

AQUILA

★ CENTER FOR CRUISE EXCELLENCE ★

WHY AQUILA?

Aquila is a Canadian tour operator and trainer based in Saint John, New Brunswick, with 35 years of experience in the travel industry and over 30 years of providing shore excellence to the cruise industry. Since opening its doors in 1982, Aquila has been on an incredible journey that has involved a wide variety of aspects of the travel trade in Canada and beyond. Today, Aquila delivers shore excursions to cruise lines when they anchor in the Bay of Fundy, providing award-winning shore excursions led by tour guides who have repeatedly been named best in the world by Dream World Cruise Destination magazine. Aquila is highly respected within the cruise industry and often named as one of the best tour operators in the world by cruise executives.

At the encouragement of cruise line executives, the **Aquila Center for Cruise Excellence** was launched in 2007, offering training and coaching programs designed to help tour operators, destinations and key players in the cruise industry around the world achieve excellence in their businesses and ports. Aquila offers training in person, through our self-directed online courses and remotely through video meetings and webinars.



AQUILA

★ CENTER FOR CRUISE EXCELLENCE ★

AQUILA CENTER FOR CRUISE EXCELLENCE

📍 10 St James Street, Saint John, New Brunswick, Canada, E2L 1T9

☎ 506-633-1224 ✉ info@cruiseexcellence.com 🌐 www.cruiseexcellence.com



THE AQUILA CENTER FOR CRUISE EXCELLENCE OFFERS SIGNATURE TRAINING PROGRAMS ENDORSED BY THE FCCA AND PROMOTED BY THE MAJOR CRUISE LINES:

Tour Guide Excellence, an Online International Training and Certification Program

Available online as well as in-country with 40 or more Tour Guides, Aquila's Tour Guide Excellence International Certification teaches Tour Guides what makes an excellent tour guide and the skills to turn that knowledge into a practical reality when guiding cruise shore excursions. Aquila's Internationally Certified Guides are currently working in over 55 countries worldwide.

ACE Tour Operator Designation, a program that is exclusive to FCCA Members.

The Aquila Cruise Excellence (ACE) Designation is awarded to Tour Operators who meet or exceed the requirements and standards of quality for ACE Service Excellence that are recognized and respected in the cruise industry. This program includes helpful tools, and was developed on a foundation of Service; the coaching and mentoring process assesses the current situation, provides feedback and assists Tour Operators throughout.

Consulting & Customized Training

Aquila works with organizations to consult on their unique concerns and to provide customized training as needed. Project scopes have included review & recommendations for products, processes, guest experience, and more.

ADDITIONAL TRAINING PROGRAMS:

- Service Excellence 101
- Cruise 101
- Driver Excellence Training
- ACE Attraction Designation
- Storytelling for Tour Guides
- Product Development & Packaging Excellence
- Destination Excellence
- Shore Excellence for Stakeholders
- Driver Excellence
- Customized Training for Destinations



Aquila is the official training partner of the FCCA (Florida-Caribbean Cruise Association), as well as a Platinum Member of the Association. Aquila has been sought after as speakers on a variety of cruise-related topics, and has been featured on panels or as keynote speakers with conferences including FCCA, CLIA, AAPA (American Association of Port Authorities), Cruise Europe, and many more. Aquila has also presented workshops on Service Excellence in dozens of countries throughout the Caribbean and Central America since 2012.