



AQUILA

The Florida Caribbean Cruise Association Endorsed Workshop

In collaboration with the A& B Tourism Authority & the A&B Cruise Tourism Association
Presents a

“Shore Excursion Excellence Workshop”

Friday July 26th 2013 - 9:00AM to 11:00AM

Multipurpose Cultural and Exhibition Centre, St John's, Antigua

Target Audience:

Port Authorities & Terminal Operators, Shipping Agents, Tour Operators, Retail Duty Free Stores, Port Security, Ministry of Tourism, Attraction Sites Staff, Customs Officers, Immigration Officers, Taxi Associations, Vendors Association, Restaurant Staff, Hotel workers, All Other Interested Persons or Organizations.

COURSE OUTLINE

Shore Experiences: Profitable & Sustainable

Aquila's Shore Excellence training will enable destinations to:

- **Understand** the roles of ports, destinations, tour operators and other key players in the success of a destination's cruise industry
- **Examine** the cruise lines' expectations from a port of call – and see how your destination measures up!
- **Learn** how shore excursions work, and how the cruise industry operates tours
- **Explore** the best ways to provide excellent customer service for independent guests

Course Dynamic and Materials:

This is "hands on" training, fully compacted with participation and an active interaction is encouraged. The program is geared towards helping the destination and its stakeholders to understand its role in becoming a successful Cruise market as well as to explore ways of providing excellent customer service for independent visitors to our island.

Registration details:

FEE: **EC\$ 25.00** – early bird per participant for General Workshop
EC\$ 30.00 – submissions made after July 1st 2013

TRAINING VENUE: The Multipurpose Cultural & Exhibition Centre
Perry Bay

TIME: 9:00 am to 11:00 am: General Workshop

**Fee includes all Course Material & Training Manuals & coffee breaks and certificates.
Space is limited and will be done on a first come basis so please register early.*



Completed Registration Forms with payment should to be delivered to the Antigua & Barbuda Tourism Authority
ACB Financial Centre, 3rd floor, St. John's Antigua, to the attention of Ms. Tameka Wharton.
Faxed registrations will be accepted but only confirmed upon the receipt of the contributory cost.
Contact us at email: tameka.wharton@aandbtourism.com or telephone 5627600 Fax 562-7602

Yes, please register me for this workshop!

COMPLETE THE REGISTRATION FORM BELOW

Please provide FULL NAMES of your participating employee(s)

Company/Employer Name:

Contact Name:

Position:

Email address:

Phone:..... Fax:.....

1. Participants Name:

Position:

2. Participants Name:

Position:

3. Participants Name:

Position:

4. Participants Name:

Position:

Please make cheque payable to Antigua Barbuda Tourism Authority (ABTA), NO personal cheques will be accepted.