



Oct 12, 2023 17:13 BST

Celebrations as Fred. Olsen Cruise Lines scoop pair of prestigious awards

Fred. Olsen Cruise Lines has picked up a duo of prestigious awards in recognition of its customer service.

The company was awarded Silver in Customers at the Heart of Everything and Bronze in Best Customer Service in the UK Customer Experience Awards 2023.

Hosted at Wembley Stadium, the UK Customer Experience Awards is a celebration of organisations that have gone above and beyond in providing stellar customer experience, with judges consisting of an expert panel of business professionals.

Clare Ward, Director of Product and Customer Service at Fred. Olsen Cruise Lines, said:

“We are absolutely delighted that the hard work and dedication of our fantastic team in ensuring our guests are at the front and centre of everything we do has been recognised with these accolades.

“Winning two awards at such a prestigious awards ceremony truly is testament to everyone within our team, both on board and ashore, it really is all about the people.”

The awards success comes after team members from across Fred. Olsen Cruise Lines came together to bring to life some of the stories and ways in which guests are put at the forefront of every aspect of the business in a judging process involving written submissions, live presentations and question and answer sessions.

Next month, Fred. Olsen Cruise Lines is in the running for five prizes at the Wave Awards 2023 – Best Ocean Cruise Line, Best Specialist Cruise Line, Best for Solo Travellers, Best for Excursions and Best for Cuisine – and a further three prizes at the Engage Awards 2023 – Best Business Transformation Strategy, Best Customer Centric Strategy and Best Use of Customer Insight.

The Wave Awards ceremony takes place on 13th November at The Dorchester in London and the Engage Awards will be unveiled at a glitzy ceremony at The Brewery in London on 28th November.

For further information on Fred. Olsen Cruise Lines, visit the website at www.fredolsencruises.com Book online, call Reservations on 0800 0355 242 (Monday to Friday 8.30am to 6pm, Saturday 9am to 5pm, Sunday 10am to 4pm), or contact your ABTA travel agent.

Contacts



Ellis Orchard

Press Contact

Public Relations Manager

Public Relations

ellis.orchard@fredolsen.co.uk

07557672265



Georgina May

Press Contact

Public Relations Executive

Public Relations

georgina.may@fredolsen.co.uk