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Fred. Olsen Cruise Lines unveiled as finalist in three categories at respected awards

Fred. Olsen Cruise Lines is in the running for a trio of prizes at a prestigious awards scheme.

The cruise line has been shortlisted for Best Business Transformation Strategy, Best Customer Centric Strategy and Best Use of Customer Insight at the Engage Awards 2023 which recognise innovation and excellence across the entire spectrum of customer and employee engagement.

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

Lines, said:

“We’re thrilled to have been announced as finalists in this year’s Engage Awards.

“It is testament to all the hard work that goes into making our cruises special and unique for our guests thanks to our three smaller ships, our hand-crafted itineraries and an on board experience designed to enhance each journey.

“Recognition with awards would not be possible without the genuine care and positivity that comes from everyone within the Fred. Olsen Cruise Lines team: from our ships to our call centres, our customers are truly at the heart of everything we do.”

The good news comes after Fred. Olsen Cruise Lines was unveiled as a finalist in five categories at the Wave Awards 2023 – Best Ocean Cruise Line, Best Specialist Cruise Line, Best for Solo Travellers, Best for Excursions and Best for Cuisine. The company is also up for a further three prizes at the UK Customer Experience Awards 2023 – Customers at the Heart of Everything, Best Customer-Centric Culture and Best Customer Service.

The winners of the Engage Awards 2023 will be announced 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.

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