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Fred. Olsen Reservations Team announces the 'Destination Masters'

Fred. Olsen Cruise Lines has always valued the personal touch, and its Reservations team is known for a friendly and helpful approach. Now, selected team members have had extra training, to help them specialise in a particular destination. This means that they will be even better placed to offer advice and useful information, when handling enquiries and bookings.

The regions allocated a Destination Master, as they are called, are key areas visited by many cruises every year – the Mediterranean, the Caribbean, the Canary Islands, the Baltic & Norway, and Iberia & Morocco.

The team is made up of Zara, CJ, Lizzie, Emma and Louise.

Zara is the Mediterranean specialist. She is a regular visitor to France, Spain and Portugal and has great knowledge of the Fred. Olsen fleet, having travelled on all four ships.

CJ represents the Caribbean, a destination she knows well and loves. She too has cruised extensively, having joined Fred. Olsen Cruise Lines from sister-company Fred. Olsen Travel.

Lizzie specialises in the Canary Islands; she has been with Fred. Olsen since 2008 and brings a wealth of experience to her role.

Emma is Destination Master for the Baltic and Norway region; she has sailed on two of the cruise line's ships and has also taken the role of Future Cruise Sales Manager, while on board.

Louise, who specialises in Iberia and Morocco, travels regularly to the region and, after six years with the company, has enjoyed the opportunity to sail on all four ships.

All the team members are keen travellers themselves, and bring a real enthusiasm and depth of knowledge to their roles.

Kim Wright, Reservations Manager for Fred. Olsen Cruise Lines, said: "The

Destination Masters will be an enormous help to agents, as well as customers booking direct. They can offer valuable advice on all sorts of details, and their specialist knowledge will help all our guests ensure they get the perfect cruise for their interests and tastes. This new development in the Reservations team is very welcome, and it dovetails perfectly with the Fred. Olsen philosophy – It's All About the People."

Fred. Olsen Cruise Line operates in the UK with four intimately sized ships for a more personal cruising experience.

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