

Voyage Sales Specialists



Michelle Blake
Senior Manager,
On Board Sales & Support

Our dedicated Voyage Sales Specialists are based on board each of our ships and are ready to support your customers. Perhaps they would like to know more about one of the destinations we visit, one of our ships, life on board or maybe the Grill Suite experience, our experts are on hand to help. And remember, if your customer makes a booking whilst on board, they can choose to manage the booking through you as their expert Travel Agent. You will still earn commission and the booking can be registered on Shine Rewards Club. We will send you an email confirmation once their deposit is paid, what a great message to receive.

Top reasons to visit our team:

- ◆ Destination experts, so they know all the hidden gems and best places to visit ashore
- ◆ In-depth knowledge of each of our ships, including top tips on which stateroom will give your customer the best night's sleep
- ◆ Special offers are often available for guests who book on board which could be additional on board spending money, or a saving on the fare
- ◆ Information on the benefits of being part of the Cunard World Club loyalty programme



Speak to your Cunard contact to learn more.

The Partnership Helpdesk



Left to right: Katie Coates-Evans, Michelle Cantwell, Nicky Bambrook, Katie Mears, Sarah Rattenbury, Abi Ball, Darran Sexton, Jess Churchill, Vikki Burkill, Karolina Stachelska

Our Partnership Helpdesk Team are a dedicated section of our Contact Centre, here to support you in resolving queries, be it by Webform, phone call, or on our Facebook Messenger platform.

There are around 40 members of our team, including Advisors, Team Leaders, and the Operations Manager. Together, we have a wealth of knowledge and experience covering all things Cunard.

You might have met some of the team on Ship Visits and Fam trips. We really value these opportunities to meet with you, perhaps enjoy a gin & tonic, and hear firsthand your experience of working with us and how we can better support you. Over the last nine months, we have developed our Partnership Helpdesk advisors by enhancing

their Cunard brand knowledge. This means they are even better equipped to provide you with the White Star Service that you and your customers deserve.

Our team can support you with a wide range of queries. Over the phone, we are here to help support you through various processes using our systems, and via the Webform we can answer general and booking specific queries. We will continue to make working with Cunard as easy as possible, and hope to meet you at an event soon.

Here to support you

 <p>Shinerewardsclub.com</p>	 <p>Cunard Travel Agent Sales</p>	 <p>0344 338 8656 Mon, Tue, Wed, Fri, Sat: 08.30 - 18:00, Thursday: 10:00 - 18:00, Sunday: Closed.</p> <p>Partnership helpdesk</p>
 <p>cunardpartnershipteam@cunard.co.uk</p>	 <p>Ask CCS.COM</p>	 <p>Webform</p>

All contact details are here and on the Contact Us page, visit shinerewardsclub.com