

# Norwegian Cruise Lines



**“Great ideas to better relate and execute customer service skills for better job performance. Instructor is great!”**

**“Instructor was excellent! She knows very well what she is teaching and made it enjoyable (*Interpersonal Communication Skills*).”**

**“Instructor is excellent. She has a great sense of humor and makes things fun!”**

**“Best class I ever attended.”**

**“Excellent program! I’d recommend this course to everyone who interacts with people (*Improving Customer Satisfaction*). A truly enjoyable course!”**

**“Overall, I rated this course as one of the best I have ever been to.”**

**“Excellent instructor, very informative. I would highly recommend this course (*Improving Customer Satisfaction*) to everyone.”**

**“The instructor was extremely informative, motivating, and friendly. Would suggest this type of program (with her) at least once a year!”**

**“Instructor did an outstanding job at keeping us interested and encouraged us to express ourselves freely. She is a good listener and applies the subject (*Improving Customer Satisfaction*) to our company.”**

**“Instructor was fantastic. Took her time to make sure we all understood every step (*Interpersonal Negotiating Skills*).”**