

# Princess recognizes local tour operators

PHILIPSBURG--Princess Cruises on Wednesday once again recognizing the important role local tour operators play in the overall cruise experience honoured two of St. Maarten's tour operators as the Low Volume Tour of the Season and the High Volume Tour of the Season.

Eagle Tours, a family owned and operated sailing tour and Charter Company started in January 2002 by Petro and Sophie Jonker, for the first time was honoured as the Low Volume Tour of the Season. The 12-Metre Enterprises N.V. owned by Collin Percy, for the tenth consecutive time was honoured as the High Volume Tour of the Season.

Both operators were presented with a plaque and letter of commendation. Princess Cruises Shore Excursion Manager Susan Oakenfull commented that in such a competitive market, it is difficult enough to get the High Volume Tour of the Season award one year, 12-Metre Enterprises N.V. achieving it 10 years in a row showed outstanding performance.

In general, Oakenfull said it was an honour to present Eagle Tours and 12-Metre Enterprises N.V. with the awards being two of her favourite tour operators. She said their accomplishment acknowledged their hard work day in and day out.

She further lavished praise about the profound cooperation given by these two

operators. Where quite often there is demand for extra space on the tours, the operators are always automatically accommodating.

She said the demand in itself shows how much the passengers enjoy what are called the "full proof tours," which, she explained, are the tours that can be sold without having any reservations and passengers are never given negative feedback. She extended gratitude to them for their generosity towards crew and passengers.

In addition, Morgan Hopeton of 12-Metre Enterprises N.V. was awarded

as the Tour Guide of the Season for St. Maarten. He was presented with US \$100 and a letter of commendation.

Begun in 1999 as part of Princess' C.R.U.I.S.E. (Courtesy, Respect, Unfailing In Service Excellence) customer service programme, these tour operator awards cap off a season-long effort to recognize the role that local tour partners play in passengers' cruise experiences. After the awards presentation, all in attendance were treated to a tour of the ship and lunch.

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From left are Morgan Hopeton of 12-Metre Enterprises N.V. Tour Guide of the Season, Debbie Koppens Eagle Tours General Manager, Petro and Sophie Jonker Eagle Tours owners, Commissioner Theo Heyliger, Collin Percy 12-Metre Enterprises N.V. owner, Ellen Little Eagle Tours Tour Guide, Princess Cruises Shore Excursion Manager Susan Oakenfull and Hiltje van Dijk of 12-Metre Enterprises N.V.