



# Disney Cruise Line Named No. 1 in Customer Service by Newsweek

CELEBRATION, Fla. (Nov. 30, 2018) – Disney Cruise Line has been named No. 1 overall in Newsweek’s inaugural 2019 list of America’s Best Companies for Customer Service. The company is also recognized as No. 1 in the Cruise Operators category.

“This award is a tremendous recognition for our dedicated cast and crew who create magical memories for our guests every day,” said Jeff Vahle, president of Disney Signature Experiences and Disney Cruise Line. “Topping this list reinforces our pride in delivering only the best possible service and vacation experiences.”

In collaboration with analytics firm Statista, Newsweek selected companies based on an independent survey of more than 20,000 U.S. customers. More than 130,000 evaluations were completed to determine the winners for each of the eight categories. Criteria included quality of communication, technical competence, range of services, customer focus, accessibility and likelihood of recommending the service or retailer.

The top 10 rankings are available to [view here](#).

Since its launch in 1998, Disney Cruise Line has established itself as the leader in the family cruise industry, sailing from ports around the world on exhilarating itineraries to the Caribbean, Bahamas, Europe, Alaska, Hawaii and the Mexican Riviera, among others. Disney Cruise Line continues to grow and expand its horizons, with new ships scheduled for delivery in 2021, 2022 and 2023.

Disney Cruise Line has received more than 250 distinguished awards from the travel industry praising all aspects of the operation from dining to entertainment, and from youth activities to spa facilities.

To learn more about Disney Cruise Line or to book a vacation, guests can contact their travel agent, visit [disneycruise.com](http://disneycruise.com) or call Disney Cruise Line at 888-DCL-2500. Travel agents can call Disney Cruise Line at 888-325-2500 or visit [disneytravelagents.com](http://disneytravelagents.com).

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