

## Metro Shore Expands Its Offerings

Metro Shore Services is well known in the cruise industry for its outstanding customer service levels with ground operations and agency services. However, you may not be aware of another market segment where Metro is providing services—shore excursions.

When Crystal Cruises was looking for a partner to help develop their Pacific Coast shore excursion program last autumn, Metro wasted no time in developing it. After many hours of research, vendor reviews and site inspections, Metro came up with an innovative and creative tour program that met Crystal's high expectations, achieving some of the highest customer satisfaction ratings in Crystal's entire worldwide tour program.

Tour options included such diverse offerings as a visit to the Boeing Factory in Seattle, a behind-the-scenes look at wine-making in Napa Valley, and even a tour of Santa Barbara by Segway! Metro Shore Services looks to build upon our success and are already working with other cruise lines, including Silversea Cruises and UK-based P&O Cruises. Tour programs are now up and running in Los Angeles, San Diego, Santa Barbara, San Francisco, Seattle and Miami.



*Segway tour in Santa Barbara*