

TRAVELAGE

EXPLORING TRAVEL FAVORITES AND FRONTIERS

WEST

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2009 WAVE Awards Winners Announced

By Deanna Ting

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More than 110 companies, individuals and destinations were celebrated by the readers of TravelAge West as part of the TravelAge West WAVE (Western Agents' Votes of Excellence) Awards dinner held June 4 in Beverly Hills. Honorees were recognized in 44 categories that spanned the cruise, tour operator, airline, hotel and resort and destination travel fields. The awards gave travel agents in the Western U.S. the opportunity to recognize the outstanding qualities and services of their travel supplier partners.

Photo Tour

Click here to view a photo tour of the [2009 WAVE Awards](#)



Editor-in-Chief Ken Shapiro presides over the
TravelAge West 2009 WAVE Awards

In addition, top travel agents were honored in five categories as part of the 2009 Trendsetters Awards, also presented at the gala.

Travel agent professionals throughout the 14 Western states and readers of TravelAge West were invited to vote on the best-of-the-best from a list of Editor's Pick award recipients that were chosen after careful review by Editor-in-Chief Ken Shapiro and the editorial team of TravelAge West. Review methods included product analysis, on-site visits, a survey of a select group of travel agents and online

research.

"After extensive research by our editorial staff, we have no doubts that the companies we've honored are truly the best in their fields," said Shapiro. "We are delighted to acknowledge them with this award."

At the black-tie event, guests dined on a four-course meal while being treated to a multimedia presentation of the award recipients.

"The WAVE Awards are a celebration of excellence in travel products, services and destinations," said Michelle Rosenberg, publisher of TravelAge West. "This year's WAVE winners have consistently demonstrated excellence within the travel marketplace."

TravelAge West will also feature the winners in a special WAVE Awards Spotlight Issue due out in August 2009.

2009 WAVE Award Recipients

Best Onboard Dining

Insignia
Oceania Cruises

Best Spa Facility, Cruise

Freedom of the Seas
Royal Caribbean International

Best Onboard Children's Program

Disney Cruise Line

Best Line for River Cruising

Viking River Cruises

Best New Ship (Ocean-going)

Eurodam

Holland America Line

Best New Ship (River Cruise)

Avalon Scenery

Avalon Waterways

Cruise Line with the Highest Client Satisfaction

Celebrity Cruises

Cruise Line with the Highest Client Satisfaction

Regent Seven Seas Cruises

Best Travel Agent Support, Cruise

Royal Caribbean International

Best Travel Agent Support, River Cruise

Viking River Cruises

Best Travel Agent Incentive Program, Cruise Line

Princess Cruises

Best Resort for Families, Mexico

Dreams Cancun Resort & Spa

Best Resort for Families, Hawaii

Hilton Waikoloa Village

Best Resort for Families, Caribbean

Beaches Turks & Caicos

Best Resort Spa, Mexico

Royal Hideaway Spa at Royal Hideaway Playacar

Best New Property or Major Renovation, Mexico

Hotel Riu Palace Pacifico

Best New Property or Major Renovation, Hawaii

Wailea Beach Marriott Resort & Spa

Best New Property or Major Renovation, Caribbean

Iberostar Rose Hall Suites

Best Travel Agent Support, Hotel

Starwood Hotels & Resorts Worldwide

Best Travel Agent Incentive Program, Hotel

Marriott International

Best Tour Operator

Globus Family of Brands

Best Tour Operator, Africa

Abercrombie & Kent

Best Tour Operator, Middle East

Isramworld

Best Tour Operator, Hawaii

Pleasant Holidays

Best Tour Operator, Mexico

Apple Vacations

Best Tour Operator, Asia

Pacific Delight Tours

Best Tour Operator, Europe

Tauck World Discovery

Best Tour Operator, Australia/New Zealand/South Pacific

Qantas Vacations

Most Knowledgeable Reservations Staff

Classic Vacations

Best Travel Agent Support, Tour Operator

Pleasant Holidays

Best Airline, Domestic

Continental

Best Airline, International

Singapore Airlines

Best Travel Agent Support, Car Rental

Hertz

Favorite Weekend Destination to Sell

Disneyland Resort, Anaheim

Best Destination for a Beach Vacation, Mexico

Riviera Maya

Best Destination for a Beach Vacation, Caribbean

Jamaica

Best Country for Cultural Travel, Asia

China

Best Family Destination, Europe

Ireland

Best Vacation Value, Europe

Spain

Best Luxury Resort in the Western US

Four Seasons Resort Hualalai

Favorite Individual Sales Rep Recipients**Favorite Individual Hotel Sales Representative**

Diane Fraser

Aston Hotels & Resorts

Favorite Individual Cruise Line Sales Representative

Lori Goldspiel

Royal Caribbean International

Favorite Individual Tour Operator Sales Representative

Cheryl Breen

Classic Vacations

International Tourist Board

Providing the Best Travel Agent Support

Jamaica Tourist Board

TravelAge West 2009 Trendsetter Award Recipients**Best Group Booking Sales Effort**

Winner
Jason Coleman, Jason Coleman, Inc.

Runner-up
Sharon Kay Howell, Travel Masters

Best Community Service Effort

Winner
Denise Emory, Cruise & Tour Escapes

Runner-Up
Marc Kassouf, Pride Travel

Best One-Time Sales Event

Winner
Michael Ginsburg, Michaels Travel Centre, Inc.

Runner-Up
Roberta Christman, AAA Northern CA, NV, UT

Best Agency Advertising Campaign

Winner
All-Travel.com

Runner-Up
InSightCruises.com

Best Employee Recruitment/Education Program

Winner
Paula Mitchell Manning, Call Lynn 2 Travel

Runner-Up
Dianne Tuttle, Academy Cruises & Tours/Academy Travel School

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