



# Newsweek Ranks Disney Cruise Line as No. 1 Brand for Customer Service

CELEBRATION, Fla. (Oct. 14, 2019) – Today, Newsweek announced that Disney Cruise Line topped its list of brands that exemplify America’s best customer service for the second year in a row. Customers ranked Disney Cruise Line as the no. 1 company overall, across a variety of industries, as well as in the cruise line operator category.

“Great service is at the heart of everything we do,” said Jeff Vahle, president of Disney Cruise Line. “If you have sailed with us, you know that our Crew Members pay close attention to the details. They take the time to understand your preferences and go out of their way to turn ordinary encounters into magical moments. It’s what we are known for at Disney, and we couldn’t be prouder of this recognition from Newsweek.”

Newsweek and Statista identified America’s Best Customer Service brands based on an independent survey of more than 20,000 U.S. customers who have either made purchases, used services, or gathered information about products or services in the past three years. Customers were asked whether they would recommend brands to friends or family and to assess brands in the following areas: quality of communications, professional competence, range of services, customer focus and accessibility.

For a full list of awards, visit [Newsweek.com](https://www.newsweek.com).

Disney Cruise Line blends the magic of Disney entertainment with the excitement of ocean cruising, offering incredible onboard experiences and itineraries to the sun-drenched destinations of the Caribbean year-around and awe-inspiring seasonal sailings throughout Alaska and Europe. Most Caribbean itineraries also include a stop at Castaway Cay, Disney Cruise Line’s award-winning private island in The Bahamas. Plus, for the first time next year, Disney Cruise Line will set sail from New Orleans onboard the Disney Wonder. The world of “The Princess and the Frog” is brought to life like never before onboard the Disney Wonder, which features exciting new enhancements, including the addition of a New Orleans-themed lounge that transports guests deeper into the heart of the city’s iconic French Quarter.

Disney Cruise Line continues to expand its horizons, with new ships scheduled for delivery in 2021, 2022 and 2023. The name of the highly anticipated fifth Disney Cruise Line ship, Disney Wish, was recently announced along with the ship’s featured stern characters – Rapunzel and her feisty sidekick Pascal. The Disney Wish is scheduled for delivery in late 2021 and will set sail in January 2022. All three new ships will be powered by liquefied natural gas and, at approximately 144,000 gross tons and 1,250 guest staterooms, be slightly larger than the Disney Dream and Disney Fantasy. For a look at the latest concepts, visit the Disney Parks Blog.

To learn more about Disney Cruise Line or to book a vacation, guests can contact their travel agent, visit [disneycruise.com](https://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](https://disneytravelagents.com).

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