

SOUNDINGS

The happenings in and around the Port > > > > > > > >

CRUISE

Carnival Recognizes Baltimore for Guest Satisfaction

Carnival Cruise Lines presented the staff at Baltimore's cruise terminal with the 2011 Guest Logistics Staff of the Year award on May 23. The award evaluates embarkation practices, hospitality and service, as well as other pre-and-post cruise measures.

"As the Port of Baltimore's cruise business has grown tremendously in the last few years, we have made certain that our commitment to providing our passengers with an outstanding cruise terminal experience has not waned," said Governor Martin O'Malley.

The company that handles guest relations for the Port of Baltimore, InterCruises Shoreside and Port Services, has managed an expanding cruise schedule in the past few years. Last year,



COURTESY OF MPA

a record 251,889 passengers sailed on 105 cruises from Baltimore. In 2012, 100 cruises are scheduled.

"At Carnival, the fun begins from the moment our guests arrive at the cruise terminal," said Milly Martin, Carnival's Senior Director of Guest Logistics. "Our embarkation staff at the Port of Baltimore

do a fantastic job at setting the tone for the remainder of the voyage."

Carnival recently signed a five-year extension to its initial 2009 contract with the Port of Baltimore. Carnival offers year-round cruising, including weekly sailings to the Caribbean. 🌐

NEWSMAKERS

BMI Honors Montgomery for Innovation, Dedication

Mark Montgomery, CEO and President of Ports America Chesapeake, was presented with the 2012 William Donald Schaefer Industrialist of the Year Award by the Baltimore Museum of Industry at a luncheon on June 7th. The award, established in 2004, recognizes Maryland business

leaders distinguished by innovative approaches to industry and dedication to their communities. The luncheon raises funds to support the museum's educational programs.

Montgomery, who has worked in the maritime industry for 24 years, is a key player in the public-private partnership between Ports America Chesapeake and the Maryland Port Administration (MPA) that has led to large-scale improvements at the Seagirt Marine Terminal. Seagirt will soon become one of only two East Coast ports

with the capability to handle the larger cargo ships that will be coming through the new Panama Canal starting in 2014. (For more about Seagirt, see page 16.)

Montgomery also serves as a member of the Board of Directors for the Steamship Trade Association of Baltimore, the North Atlantic Ports Association, the General Stevedoring Council and the National Maritime Safety Association.

Montgomery said he is both humbled and honored by the award. "The many accomplishments achieved



have been a group effort of many talented and dedicated people from within our company and our successful partnerships with the local labor force, our customers and business partners," he noted. 🌐