



The Delaware River and Bay Authority

NEWS RELEASE

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Cape May-Lewes Ferry Earns Celebrated 2016 TripAdvisor Certificate of Excellence

5th Consecutive Year Recognized for Superior Customer Service and Satisfaction

CAPE MAY, NJ— Today, Cape May-Lewes Ferry officials proudly announced their fifth consecutive TripAdvisor® Certificate of Excellence Award. The award celebrates excellence in hospitality and is given only to establishments that consistently achieve great traveller reviews on TripAdvisor. Certificate of Excellence winners include accommodations, eateries and attractions located all over the world that have continually delivered a superior customer experience.

“Delivering high quality customer service is a core value here and it’s an honor to receive this award for the fifth consecutive year,” said Jennifer Shivers, Customer Service Manager. “Each and every Ferry employee wants to make sure that our customers have the best experience possible and we truly appreciate their feedback. We want to thank our customers for taking the time to complete a review on TripAdvisor.”

Whether in marine, food and retail, maintenance or customer service, Ferry team members in every department are focused on the customers’ needs. The goal is to exceed the customers’ expectations every day. Shivers noted that because the award is based on guests’ reviews, it’s the ultimate seal of approval and a testament to the caliber of service that guests receive from the Cape May – Lewes Ferry team.

To earn the coveted TripAdvisor® Certificate of Excellence Award, businesses and tourism destinations must maintain an overall customer satisfaction rating greater than 4 on a scale of 1-5. The Ferry service attained a rating of 4.5. When selecting Certificate of Excellence winners, TripAdvisor uses a proprietary algorithm to determine the honorees that takes into account the quality, quantity and timeliness of reviews and opinions submitted by travelers on TripAdvisor over a 12-month period as well as business’s tenure and ranking on the Popularity Index on the site. To qualify, a business must maintain an overall TripAdvisor bubble rating of at least four out of five, have a minimum number of reviews and must have been listed on TripAdvisor for at least 12 months.

“With the Certificate of Excellence, TripAdvisor honors hospitality businesses that have consistently received strong praise and ratings from travelers,” said Heather Leisman, Vice President of Industry Marketing, TripAdvisor. “This recognition helps travelers identify and book properties that regularly deliver great service. TripAdvisor is proud to play this integral role in helping travelers feel more confident in their booking decisions.”

About the Cape May-Lewes Ferry

The Cape May – Lewes Ferry is owned and operated by the Delaware River and Bay Authority, a bi-state governmental agency created by Compact in 1962. The Ferry is open year-round and has carried more than 43 million passengers since its inception on July 1, 1964. In 2015, the ferry service, which connects Victorian Cape May, New Jersey, and historic Lewes, Delaware, transported approximately 275,000 vehicles and nearly 1 million passengers. For schedule, rates and other program information, please visit the ferry’s website at www.CMLF.com, or call toll free, 800-643-3779. Like us on Facebook or follow us on Twitter @CMLFerry.

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