



**TRAVELMANAGERS**  
personally yours

## TravelManagers Twinkles Brightly

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TravelManagers boasted two finalists in the Star Alliance inaugural "Count Your Lucky Stars" award last week.

Attending the Awards presentation at the Star City Hotel in Sydney from TravelManagers was Karen Kuniyasu from Brisbane and Andrea Beck from Perth, both of whom remarked how much being a finalist meant to them.

"There was a great deal of interest once we were announced as finalists from our fellow personal travel managers. It was such an honour and our customers were really supportive and encouraging too," Ms. Kuniyasu announced.

Ms. Beck believed interest would grow with the competition being in its first year.

"There is much more awareness across TravelManagers of the competition once we were named finalists and with representation in every state in Australia, I have no doubt there will be more of the TravelManagers team up on stage next year."



Karen Kuniyasu

Travelmanagers has had a run of success as of late with additional awards from Emirates and an individual personal travel manager receiving the prestigious invitation only Heinz Award based on annual spend and criticality to the Heinz business. Ms. Kuniyasu's put the string of awards down to the growth the company has seen as of late.

"Working for TravelManagers I feel I am totally backed by people who not only care about me as a person but also my clients. The people in TravelManagers support office are constantly negotiating great deals for our customers and the backup service and support is second to none."

Ms. Beck agreed, "You only needed to be at our recent conference and awards function to get a feel for how well respected TravelManagers is with suppliers, I was blown away. We view our supplier relationships as a partnership and that makes a huge difference in ensuring the customer's needs are always top of mind."



Andrea Beck

times ahead.

Chief executive officer for House of Travel Australia, which owns TravelManagers, Joe Araullo was adamant the kudos for the growth they had achieved should go to their personal travel managers.

"I do not underestimate for one minute the skill and expertise of our personal travel managers. The business they write which in turn directly effects growth is phenomenal. The referral business alone this year has been huge and that is a very real signal of the type of customer service they provide."

Mr. Araullo acknowledged the global economic situation but believed the TravelManagers' model was absolutely right for the future and even more so with supposed tough

"The model is just so cost effective and efficient for both our personal travel managers and their customers. Travellers today using an agent want a high level of service and this model allows them to do that better than through a traditional retail agency, at a fraction of the cost and at a very much higher return on average."

For more information visit: <http://join.travelmanagers.com.au>

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