



TRAVELMANAGERS

personally yours

HOT turning up the heat at TravelManagers

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House of Travel's acquisition of TravelManagers late last year has been praised by many of the network's personal travel managers, with comments that the transition has been smooth and that it is very much business as usual.

House of Travel's executive general manager retail, Mandy Scotney commented that direct communication with the personal travel managers as early as possible was seen as a priority.

"This led chief executive officer Joe Araullo, Don Beattie, general manager of TravelManagers and myself, in the initial week of the acquisition, to meet face-to-face with as many of the travel managers as possible as quickly as possible. We wanted to communicate in person what the acquisition would mean for individual members of the personal travel managers network."

Moving into 2008, Scotney, is going one step further and will this week begin a tour of Australia to meet every travel manager individually, to understand their individual aspirations and discuss possible future developments.

"We stated from day one that it was our intention to learn about the business and understand what makes it tick and this is the beginning of doing exactly that. Over the next couple of months it is my personal goal to meet face-to-face with each member to gain a greater understanding of what works, what doesn't and where improvements can be made."

Scotney says that part of the success of House of Travel had been the value they place on building relationships and trust.

"This is done through open communication and frequent dialogue. TravelManagers aims to be the leading network of its kind in Australia and to do that successfully we need to keep it personal – no matter how big we grow."

Scotney confirmed discussions would be held around the proposed enhancements House of Travel will be introducing to the TravelManagers business model. While she wouldn't be drawn on specifics she did say they included significant improvements in technology.

"We are drawing on House of Travel New Zealand's significant expertise in the area of technology which allows them to be the most productive agency network in New Zealand.

Scotney stated that improved communication and internal systems were on the agenda as were capitalising on existing preferred supplier relationships and support.

Growing the network is a key objective for TravelManagers and Scotney and general manager Don Beattie

are interested in speaking with small agency owners and experienced travel consultants who are open to exploring how working with House of Travel via the TravelManagers network could be a fulfilling step forward.