



TRAVELMANAGERS

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TravelManagers Responds to Travel Counsellors Directly

Friday, 20 February 2009

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Barry Mayo, chair of TravelManagers has responded to Peter Watson's comments in Thursday's e-Travel Blackboard by stating TravelManagers is concerned with the inaccuracies in Watson's "Open Letter" and will be speaking with him directly. Mayo said that he was disappointed that Watson had chosen to personalise his defence of Travel Counsellors financial model with unwarranted references to Mandy Scotney and Aaron Stinson which were untrue and in the case of Aaron Stinson were at best second hand hearsay.

With regard to a personal travel manager's capacity to maximise income and the support offered by TravelManagers to assist with generating new business, Mayo says he is confident that TravelManagers exceeds its competitors in all areas. He not only encourages but wants potential recruits to challenge his company's claims and have the TravelManagers' team prove their accuracy and reliability.

Mayo is concerned that "all host agencies make claims about mid and back office support systems including no back office, data entry or supplier payments.

"It's very difficult for an aspiring PTM candidate to understand the resulting benefits of the different offerings and their impact on customer service. This is why it is vital candidates insist on full and detailed demonstrations."

Mayo says prospective recruits need to be able to compare apples with apples as it is often only after they have committed and started their career as a personal travel manager that they fully understand what they have signed up for. This is particularly important when it comes to transactional transparency and what the various technology solutions truly offer for both them and clients.

Mayo remarked he had known Watson for many years and respected his past achievements. He was hopeful that both parties could either put their company's differences to bed or agree to disagree in a dignified manner.



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