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TravelManagers Partnerships makes for Happy Customers

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TravelManagers' Lauren Compton makes a habit of having happy customers, in fact when her son, Samuel was born she was inundated with phone calls, emails, cards and gifts from her clients.

"It was most unexpected but just the loveliest feeling knowing my clients were so excited for us. At the same time it was incredibly humbling."

Lauren is a stand out performer. Her attention to detail when planning her clients' holidays is something she puts a great deal of time into.

"If my clients are travelling to an area I am not familiar with I am extra diligent in my research and fact finding about the destination and the area they are staying in."

A recent example saw clients travelling to the United States and Canada and while Lauren had experienced these countries it was a while ago. As a result she invested time emailing and speaking with Ed Smith who heads up Canada and Alaska Specialist Holidays which is part of House of Travel's Specialist Holidays division.



It paid off when not only did her clients have a fantastic trip, they emailed specifically commenting on the time and effort Lauren and Ed had invested in the detailed itinerary with daily suggestions and extras they could factor in.

"I found tapping into Ed's specialist knowledge invaluable, I called him about the Canadian Rockies and as Canada and Alaska Specialist Holidays also does America in addition to cruising he was able to look after the entire booking for me. This was a huge benefit as it saved me so much time dealing with different wholesalers."

These particular clients are valuable to Lauren so she had specifically ensured through House of Travel and Ed's strong supplier relationships, that where possible they were upgraded in hotels to a superior room type – this time and effort paid off.

"It does take a bit more time to arrange these sorts of touches but when they come off, the clients' reaction makes it so worthwhile. It's these touches which put the icing on a great trip"

After receiving the lovely email from her clients, Lauren's natural reaction was to share it with Ed.

"Ed was a critical part in making this client's trip so successful, I wanted him to share in that lovely feeling of a satisfied client which means a job well done. I couldn't have done it without him, it was a team effort."

Lauren says happy customers can't help but rave about their holiday to friends and family which means referrals.

"Sure price kicks in at a certain point but more and more I know my clients want good service, attention to detail and reliability. As we say at TravelManagers 'it's not a great deal if it's not a great holiday' so quality of service is always upper most in my mind. Being able to have expert product advice which my clients benefit from is precious."

CONTACT

Tel: 1800 019 599 Email: info@travelmanagers.com.au

<http://join.travelmanagers.com.au/>

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