



Kudos received this year by the Reservation Center team, from travel agencies and clients.

From: Harish Sathisan [mailto:hsathisan@genilogix.com]

Sent: Tuesday, July 21, 2009 9:04 AM

I'm happy to report that your after hours agent worked at the same level of quality as expected from IT&T regarding a hotel added to my client's itinerary. Way to go!

From: Jody Bear [mailto:JodyB@beartvl.com]

Sent: Monday, July 06, 2009 3:37 PM

I am emailing you to compliment one of your agents, Carol. On July 5, she needed approval to ticket two VIP clients and, since their travel date was for the same day for an international ticket, she knew that she had to reach me as quickly as possible for the authorization.

Not only were the records fully documented, but she verbally explained to me what transpired between her and the travel coordinator so everyone would be on the same page. She also voided the original tickets which was the appropriate call since they were penalty tickets.

Since this VIP client was is a celebrity and she was traveling as a guest of a designer, it was important that this was handled correctly.

I appreciated her professionalism, patience and her follow through and thought you would like to know how conscientious she was.

Jody Bear
Bear & Bear Travel

From: Hedy [mailto:hmessinger@travel15.com]

Sent: Monday, June 15, 2009 9:14 AM

Mark was great over the weekend helping a VIP of ours.....routings, different airfares, etc. Thank you for Mark!!!

Hedy Messinger
Corporate Manager

From: Robin Inman

Sent: May 15, 2009 8:12 AM

I missed a flight from Charlotte to Nashville and had to contact the PPD after-hours service. Toni was extremely helpful and was able to find me a hotel room in Charlotte with a shuttle back and forth to the airport and cancelled my room and car in Nashville so that I would not be charged for those.

She was very professional and proficient and was able to get this all accomplished with a matter of minutes before I had even left the gate of my missed flight. Not only did I notice this, but it was mentioned to me the next evening in Nashville at the hotel when I arrived there by the hotel staff. They mentioned that I had a great travel service to take care of me the way they did.

Great job to Toni!!

Robin Inman
Sr. Regional CRA
PPD



From: Julia Glover [mailto:JBGlover@maupintravel.com]
Sent: Thursday, April 30, 2009 11:47 AM

One of our branch managers was on-site as a Maupin Travel representative for a physician attending a meeting in Chicago. The weather turned foul and she was faced with flight cancellations/re-accommodations after regular business hours. She worked closely with two ResCtr agents, Patricia & Chad, and was singing their praises! Because the phone lines were becoming backed up due to the volume of phone calls, our agent was provided with a "back door" number so she could get back in touch with the ResCtr agents after obtaining approval to change the tickets.

In addition, she indicated both agents were helpful in confirming hotel reservations for those clients that asked for them. She felt like both these agents were "on her side" during a difficult time.

THIS is why we are moving all of our after hours calls to ResCtr!

Julia B. Glover, CTC, DS
Vice President of Operations
Maupin Travel

From: Bergey, Brad
Sent: Thursday, April 16, 2009 11:38 AM

I was on the plane coming home from Rochester, and the pilot came on and said they had a brake fluid leak and everyone would have to de-plane. As everyone was de-boarding I immediately called Prestige's 800# and the agent got me a seat on the 7:00 pm flight.

About an hour later, after I got re-ticketed, UA finally made an announcement that there were no seats that night on other flights and the next two days were booked as well. So, I thank you and the emergency team for reacting quickly and getting me out of Rochester.

Brad
R.A. Jones & Co. Inc.

From: Julia Glover [mailto:JBGlover@maupintravel.com]
Sent: Thursday, April 16, 2009 8:29 AM

We have been very pleased so far with the service our clients have received from Reservation Center, and I spoke with Prisca yesterday to address some ticketing entries. She made some modifications to our profiles which we believe will alleviate some reoccurring issues we've had.

We are in the process of making ResCtr our only after hours vendor so my hope is that you will see our business increase.

Julia

From: Julie Bornstein [mailto:jbornstein@sorenson.com]
Sent: Tuesday, April 14, 2009 6:16 AM

Good Afternoon,

When I was at the airport and I realized I had missed my flight, so I immediately contacted the After Hours Service to see what I could do to make it home.

Thankfully your staff was ready to assist immediately. I was a little concerned that speaking to a different agent each time I called would be problematic since this was extremely time sensitive with a potential flight leaving in less than 30 minutes. Pleasantly surprised speaking to a different agent each time didn't matter, both Nicole and Julie were extremely helpful and got me the information I needed in a timely manner.

Thanks for helping me out in a pinch. It was greatly appreciated. Continue providing the exemplary service you offer it truly makes a difference in the lives of your Customers.

Sincerely,
Julie B. Bornstein CI/CT

From: Holly Frazier
Sent: Thursday, April 02, 2009 13:11

On Saturday, a traveler was told (by the airport) that his ticket was cancelled and they couldn't do anything for him. He called the after hours travel and spoke with Sharon who helped him out. He said Sharon went far beyond what he expected, spending quite a bit of time trying to get this worked out. She was able to get the issue resolved. My client said he was very impressed and very happy with the service she provided.

Holly L. Frazier, CTE
Travel Division

From: gloriatravel@protravelinc.com
Sent: Tuesday, March 17, 2009 9:27 AM

Just a quick word to say how wonderful JANE at the 800 number was last night and through the night helping us with a celebrity and her family. Efficient, helpful, pleasant, understanding – first rate all the way.

Gloria
Protravel International | VIRTUOSO

From: Shawn Lewellyn
Sent: Thursday, February 12, 2009 7:42 AM

Hi Sue, thought you might want to see this and pass it on to a supervisor or manager of the after-hours service. This comes from our Senior VP of security/fraud division. He was very pleased with the service. I too have experienced great service with after-hours team. I work with them quite often and everyone is Incredible!

Thanks,
Shawn

From: Barbara Spero [NY]
Sent: Monday, January 26, 2009 4:17 PM

Dear Cindy,
Thought you'd want to know, that the agent (Maria) from the After Hours Service that helped my client Barry Adelman, was "terrific" and he was very pleased!

Regards,
Barbara Spero
Tzell Travel

From: Rose Benhaim [mailto:rose@mtitravelmanagement.com]
Sent: Thursday, January 22, 2009 10:18 AM

Great news and thank you!

We received a phone call from a very important client today. He contacted Reservation Center this morning at 8am regarding a canceled flight and was trying to confirm an alternate flight to make an important meeting. He asked I express his gratitude for the excellent service he received from our "after hours team." I wanted to pass this great compliment on to you for the excellent service your staff member delivered. Thank you for your continued support!

Kind regards,
Rose Benhaim
MTI Travel Management & Meeting Planning Services

From: Pat Posey/Gary Leffler
Sent: Monday, January 12, 2009 9:44 PM

Terry, Gary here. I would like to tell you how much I appreciate the way you work. I was in Yuzhno a couple extra days because of weather, EVERYTHING in Yuzhno was closed. I used the emergency overseas number on the itinerary and the after-hours agents there were VERY HELPFUL!!

They got me onto the flights I needed. I showed up at the Transit desk, they handed me my new tickets, (and I got upgraded to Business!), when I got to L.A. Ak. Air handed me my new tickets and I was set. I REALLY LIKED THAT. I thought I would have to jump through all sorts of hoops to get home. Again I would like to THANK YOU and the others at your office for this. A VERY SATISFIED CUSTOMER.

Gary Leffler.

From: Javier Diaz
Sent: Friday, January 02, 2009 9:01 AM

I just spoke with passenger, and wanted to make sure that I would relay that Marybeth was over the top to fix a mistake for her international flight. Marybeth was so persistent with Delta to make sure the passenger's and her husband's flights were corrected.

Please congratulate Marybeth for a job well done, she really made an impression!