



▶ Value Added
Services



▶ Customer Satisfaction
Process



▶ Expert Team

Carlson Wagonlit
Victor Travel

Corporate *Travel*

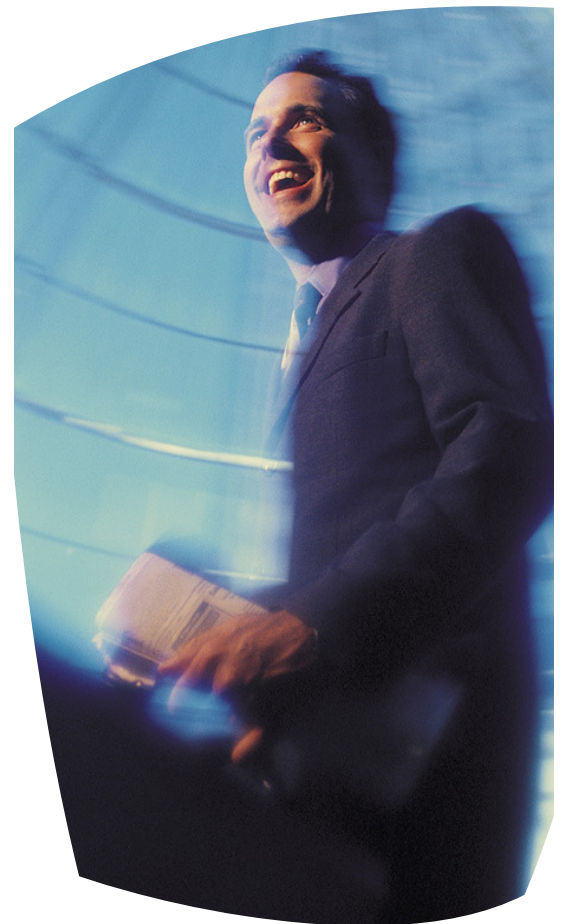
Carlson Wagonlit Victor Travel

Corporate Travel

Savings and Service

Value added services
that you can depend on.

- ⇒ **Emergency ticketing**
- ⇒ **Electronic ticketing**
- ⇒ **Document delivery by courier**
- ⇒ **In house 24 hour assistance line**
- ⇒ **Mobile services**
- ⇒ **Assigned dedicated team**



Call Today: Toll free 1.866.699.0199 Toronto 416.736.6010

Carlson Wagonlit Victor Travel Corporate Travel

Offering best-in-class traveller services
and optimizing transaction processing.

Experienced and knowledgeable travel experts provide business travellers with a full range of services designed to meet their needs from the moment of booking through their return.

Our Customer Satisfaction Process assures that we implement the service configuration that best balances your company's requirements for service and savings.

Expert support

- ◆ Incoming calls answered personally within 20 seconds
- ◆ Canada-wide toll free numbers
- ◆ Assigned dedicated expert team
- ◆ Destination information
- ◆ Passports and visas
- ◆ 3000 offices in 141 countries
- ◆ Interactive websites
- ◆ Data Capture and Consolidation
- ◆ Program Management and Assessment
- ◆ Safety and Security Tools
- ◆ VIP Services/ Concierge Services
- ◆ Customer Satisfaction Process

>>Consider integrating your Corporate Travel and
Meetings and Incentives Programs

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Our Customer Satisfaction Process

The Carlson Wagonlit Victor Travel end-to-end Customer Satisfaction Process moves us closer to you, our customer .

The Carlson Wagonlit Victor Travel end-to-end Customer Satisfaction Process moves us closer to you, our customer, and lets us understand the expectations that are most important to you.

Through the Customer Satisfaction Process, we will accurately identify your expectations, and fulfil them through every step of our working relationship.

Customer Satisfaction means:

- ◆ **Service:** going the extra mile to help you achieve your goals;
- ◆ **Savings:** ensuring that your money is spent wisely;
- ◆ **Understanding your business needs;**
- ◆ **Designing a program that meets or exceeds your expectations;**
- ◆ **Freeing up your valuable time so that you can do what you do best**

This process ensures that we provide you with **outstanding service and leads to establishing industry-leading practices.**

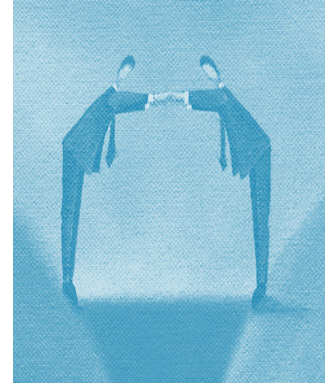
Be sure to take advantage of CWT Victor Travel's Meetings and Events Services.

Our meeting management department offers alternative pricing options for different business types. We can extend traditional cost-plus options, as well as hourly fee, or management fee-based pricing. Typically, we use a cost-plus pricing scenario in meetings involving land, air, ground, and other ancillary services.

Your Corporate Travel Program might also include Travel Incentives. Talk to your Travel Specialist about Staff Travel Incentives and Client Travel Incentives.

OUR MANAGEMENT

Cecilia Rossos, President, CEO and General Manager of Carlson Wagonlit Victor Travel and Victours, has been in the travel business since graduating from the University of Toronto in 1970 with a BA in History and French. She took over the running of the business when her mother Mary Vecchiarino, who founded Victor Travel in 1959, retired in 2003. Ms. Rossos is responsible for the daily operations of the office and all contract negotiations. Due to her skills and level of professionalism, she has maintained a high profile not only in the Carlson Community but within the Canadian travel industry as a whole. In past years she has been a member of the Carlson Wagonlit Advisory Board as well as the Galileo Advisory Board and has represented CWT Victor Travel in the very select Air Canada's Circle of Excellence. In 2012, Air France/A Tout France appointed Cecilia Rossos to their International Advisory Board.



KEY PERSONNEL

Yana Bogner, Manager, Corporate & Incentive Groups Travel Division, brings more than 20 years business experience to the CWT Victor Travel and Victours team. Her wide-ranging knowledge of the travel industry makes her a leading member of the team. For the past 10 years, her primary focus has been on group travel, with emphasis on meetings and incentives. She has been a hands-on manager using her invaluable experience in sales, planning, travel operations, onsite management and accounting to ensure the flawless running of any program from inception to conclusion.

Lucy Nati, Senior Travel Planner is a key member of the team. She is a passionate and dedicated professional who is active in the day-to-day operations of the incentive travel and meeting planning division of the company. She is proud to have been part of the CWT Victor Travel and Victours family for more than 20 years. Her loyalty and commitment to suppliers, co-workers and customers are highly respected in the industry. She embraces innovation, and her sharp eye for new ideas enables her to tackle every project with excitement. She has a proven track record for successful results.

Eva Strangia, Air and Ticketing Supervisor ensures effective implementation of process in the ticketing department of the whole company. She is also responsible for coordinating the activities of the ticketing team. Moreover, she ensures that the customer service provided is of the highest level. She is a competent individual whose strategic analysis of fare building and general marketing and fare building procedures, together with her ability to work well under pressure make her an invaluable team member.

THE REST OF THE TEAM

The rest of the team consists of a multilingual group of highly professional individuals with expertise in all facets of the travel industry. We are a truly international office where more than 14 languages are spoken fluently. Our goal is to serve the travelling public by offering exceptional customer service through the collaboration of our highly professional, dedicated, expert team.



CWT Victor Travel

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