

Tick off the items of support you would receive with other home-based companies compared to Travel Counsellors.



tired of being
SHORT
changed?

“When I added up all the extra charges I’d have to pay with other companies and saw the support that I would get from TRAVEL COUNSELLORS I knew I would be better off and my business would be stronger.”
Retha Neethling, Travel Counsellor, South Africa

Start up & general support

- Fully loaded laptop / scanner / fax / printer (we also insure this for you)
- Microsoft Office package
- Free email & personalised email stationery
- GDS access to Galileo (Free conversion courses)
- 3 Day induction programme incl. accommodation & meals
- Start up marketing pack, replenished quarterly, free
- Start up personalised letterheads, comp slips & business cards
- Support team of over 200 people
- Operations and Procedures Manual
- Marketing Manual
- Step by step guide to establishing a successful business
- Pre-arranged supplier sign in codes for each TC
- Initial stock of supplier brochures
- Free courier service to clients
- IATA licence
- BEE Accredited
- Travel Trust, guarantees clients monies against supplier failure
- Refer a Friend Scheme (Earn 10% of their 1st year commission)

Administration

- 24 hour emergency helpdesk
- Phenix Retail accounting system
- We take full ADM responsibility for all head office issued tickets
- All invoices checked
- All balances chased
- All payments paid to suppliers
- All payments collected from clients
- We chase all supplier commissions on your behalf – no cumbersome forms to fill in
- Twice monthly commission payments to you
- All refunds processed
- Service Fee Guidelines – updated regularly
- All customer complaints handled centrally
- Unlimited Free ticket wallets and luggage labels
- BSP Reconciliation
- Production of client statements

Technology

- Exclusive intranet and virtual private network (VPN) ensures high speed performance of all our systems
- Daily personalised performance stats – your sales, your margins and your earnings on screen Every Day
- Full maintenance or replacement of your equipment
- Dynamic Packaging System - your own in-house tour operator where you control the mark up - (defaulted to 20% commission)
- Superb online supplier training videos
- Fantastic online training programmes
- Live messaging or voice over communication with your colleagues at head office & worldwide saving telephone costs
- Free International video communication around the world
- In-house technical support

Marketing

- Your own Contact Centre and customer relationship management system (CRM) hosting your client database, margins and profits from each client. Stores client groups i.e. top 10 clients, or clients not booked in last 3 months etc, whom you can then market to with fabulous self generated e-shots etc directly from the system.
- Your own personalised leisure travel website e.g. www.travelcounsellors.co.za/eloise.fischer and business travel website www.tctravelmanagement.co.za/michelle.daneel with full maintenance thereof.
- Marketing materials: posters, A4 colour leaflets for you to hand out to clients, advertising leaflets, post cards, keep in touch cards)
- Business Travel Presentation kit: (PowerPoint presentations, Business Travel Brochure, Business Travel Management proposals, SLA agreements, business travel policies, Management fee proposals)
- Personalised monthly head office generated email offers sent to your client base on your behalf
- We supply you with weekly email offers, hot offers of the day, hot offers of the week, podcasts, eCards to send to your client base. There’s a facility to measure the success of all online campaigns.
- Leisure and Business Travel e-newsletters
- Social Media Marketing guidance and ideas (facebook, twitter etc)
- Customised Destination Guides
- On-line access to Worlds Travel Guide & Gazetteers Plus
- Honeymoon Bridal Gift Registry service
- Travel gift vouchers for your clients
- Selection of exhibition/show pull up banner stands
- A range of quality corporate gifts (this is at an additional cost)
- Public relations ideas & support (customised press releases & letter templates ready for you to send to your clients)

Community

- TCTV - an exciting international weekly webcast programme
- TCTV-SA twice monthly webcast with sales recognition and new deal announcements.
- Regular company awards, events and recognition for top performers
- Subsidised International Conference and invitation for partners and spouses
- Message board advice & help from other TCs in all countries
- National annual Mini Conference
- International Gold Travel Counsellors annual getaway for top performers (2010 was in Las Vegas & 2011 in Dubai)
- Top performers are celebrated weekly on company intranet and webcast

Sales & training

- Regular Sales incentives
- Educationals/fam trips (we pay 50% of the cost)
- A Business Development Executive to help you grow your business & personal development assistance
- Great at source supplier deals (local and international)
- Weekly training – over laptop live in your own home
- Business Travel , Product , Business skills training
- Free Weekly TNW publication, Free Monthly TIR publication
- Free Quarterly GSA publication

Extraordinary people

To find out more call us daytime or evening on 0861 88 99 00

or email careers@travelcounsellors.co.za or visit www.travel-homeworking.com

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