

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



## tired of being **SHORT** changed?

### 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
- ASATA Membership
- 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
- We take full responsibility for all ticketing ADM's
- All invoices checked & issued
- All tickets checked & issued
- 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**
- Quick Trav FrontDesk
- 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 saving telephone costs
- Free International video communication around the world
- In-house technical support

“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 FREE I knew I would be better off and my business would be stronger.”  
Retha Neethling, Travel Counsellor, South Africa

### 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](http://www.travelcounsellors.co.za/eloise.fischer) and business travel website [www.tctravelmanagement.co.za/michelle.daneel](http://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 electronic magazine and bi-monthly head office generated email offers
- Customise your own e-shots – you select the offers and who you wish to send. Facility to measure the success of all online campaigns.
- Leisure and Business Travel e-newsletters
- Customised Destination Guides
- On-line access to World Travel Guide & Gazeteers 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)
- TC Score system to help you promote the superior service you provide
- 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 (2008 was in Barbados)
- Top performers are celebrated weekly on company intranet and webcast

### Sales & training

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

Extraordinary people

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

or email [careers@travelcounsellors.co.za](mailto:careers@travelcounsellors.co.za) or visit [www.travel-homeworking.com](http://www.travel-homeworking.com)

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