

Consultant's Corner

This is our fourth installment of the Consultants Corner. Hopefully, after reading last month's article, you reached out to one of our leisure specialists and booked an upcoming vacation for you and your family. I just locked in my ski vacation for Spring Break and cannot wait.

Recently, we reviewed other departments and services that TravelFocus has to offer but over the next several articles, I would like to introduce you to some of our corporate travel consultants – the back bone of our customer service. Our main hours of operation are from 7am to 7pm CST Monday thru Friday. Our corporate reservation teams are located in Dallas, Texas, Chicago, IL and Irvine CA offices.



David Gorecki - VP Operations

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In addition to these office locations, over 60% of our staff works remotely from home in a number of states ranging from Florida to Michigan providing us with additional flexibility and disaster recovery capabilities. All offices and remote workers are connected via a Cisco platform allowing us to seamlessly manage the call volume on a daily basis.

Our West Coast office located in Irvine, CA consists of the following team members primarily servicing our West Coast clients but also handling overflow from our other offices too. As you will read, they have many years of expertise in the travel business exceeding client's expectations but they are a young group at heart.

Lisa Maresch – Supervisor

Lisa has over 30 years of experience in the travel industry but does not look a day over 29 – yes she started at a young age in the business. Her experience in both domestic and international travel lend itself to her current responsibilities of managing the office, a little account management for our rent a plate clients as well as managing our Price Management Group (A group of consultants dedicated to reviewing International itineraries for the most cost effective pricing and consolidator opportunities for our clients). I have it on good authority that on the weekends, you can find Lisa at race tracks around the Southern CA area supporting her husband's car racing hobby. In addition, ask her about her most recent trip trying out some of Guy Fieri's Diner's, Drive-Ins and Dives hotspots.

Continued Consultant's Corner

Jane Rusinko

Jane has over 12 years' experience in the travel industry. She actually started her career at TravelFocus, (formerly First Class Travel), in the ticketing department and quickly moved into the position of Corporate Travel Consultant. She has also handled online support for Trip Manager and a variety of other positions involving technical support and programming. She currently is a remote worker and recently just came back from maternity leave for her third child. I do not know how she does it with three kids and supporting her husband who recently returned from deployment as a member of the Marine Corp.

Yim Phillips

Yim has over 18 years of experience in the travel business, 13 years of this experience has been with Travefocus (formerly First Class Travel). Yim actually grew up in Texas and graduated from high school in Killeen, Texas and immediately moved to California to begin a career in the travel industry. She has experience in the tour industry as well as her most recent experience in corporate travel. I hear that she is planning to take off all next summer (actually only a couple of weeks but it seems longer when she describes it) as she is planning a trip to Thailand to visit her family and friends. Yim and her husband have two children.

Sheri Salvo

Sheri has been in the travel industry for over 18 years beginning in the Midwest, (Chicago to be exact) and the last twelve years in Southern CA. If you need a good recommendation on Chicago deep dish pizza, she is your gal. Now if we are looking for Sheri during the summer, we will find her at the beach on her boat with her husband and their dog. The rest of the year, she can found in many different regions of California sampling the vino (oops – wine tasting - for the connoisseur's). One of her most recent trips was a road trip thru Napa Valley.

Michael Carrier

Michael originally hails from the South more specifically Nashville TN. He has been in the travel business since 1987 –over 23 years. He moved to the Orange County area in 1994 and has never left. He has experience in handling high volume corporate accounts as well as VIP and International travel. Michael is the quiet one of the group but if you want to catch up on the sports action from the weekend, he is an avid fan and probably has some tips for your fantasy teams. I even heard that he might be a Volunteer fan?

As you can see, this team has a lot of experience in the industry. Over the next several articles, we will continue to introduce other members of our consultant teams and departments such as Groups and Meetings and Online Support too.

*On behalf of all our consultants at Travefocus, we thank you for your business this past year!!!
We want to wish each of you and your families a Happy and safe Holiday season.*

Thanks!

Dtg

David Gorecki
VP Operations
Travefocus

Delta to add international flights next year



Delta Air Lines Inc. said Tuesday that it will increase flights to Asia and Europe next year and focus on routes favored by business travelers.

Delta said it applied Tuesday to the U.S. Transportation Department for new routes between the United States and Beijing and Guangzhou in China. It also plans expanded service to Shanghai and Manila.

The Atlanta-based airline said it has seen revenue increase more than 50 percent on Asian routes.

Executive vice president Glen Hauenstein said nearly all international business-travel routes had seen double-digit growth over the past year. As a result, Delta is adding flights to China, London's Heathrow Airport and to partner airlines' hubs in Paris, Amsterdam and Guangzhou.

The airline expects to increase passenger-carrying capacity between 1 percent and 3 percent next year.

Delta asked the U.S. government Tuesday for permission to begin nonstop service between Detroit and Beijing five times a week, and between Tokyo and Guangzhou.

Delta also said it will resume nonstop service between Atlanta and Shanghai twice a week next year, adding back flights that were stopped in 2009 during the global economic slowdown.

Emirates restart NYC double-decker plane flights



DUBAI, United Arab Emirates — Emirates airline is once again flying the double-decker Airbus A380 to New York after more than a yearlong hiatus.

The Dubai-based carrier relaunched service Monday with an 8:30 a.m. flight from the Persian Gulf city-state. Emirates were the first airline to regularly fly the superjumbo to the U.S. in 2008. It halted service less than a year later in June 2009 because of weak demand caused by the economic downturn.

TravelVacations - Disney cruise along the Mediterranean coast



For as little as \$875 per person for a family of four (2 adults/2 children, ages 12 and under with a total voyage fare of \$3500), the August 27, 2011 Disney 7-Night Mediterranean Cruise invites you and your entire family to discover cities and cultures. Best of all enjoy peace of mind knowing that everything is taken care of by Disney.

Dallas: 800-627-2987
Chicago: 800-821-1932

Continued Emirates restart NYC double-decker plane flights

Air France also flies the A380 to New York. Australia's Qantas operates the plane to Los Angeles, but its A380 fleet is currently grounded after an engine burst minutes into a flight from Singapore last week. Emirates are Airbus' biggest customer for the A380, with 14 in operation and 76 on order.

JetBlue begins service in D.C.'s Reagan Airport



JetBlue Airways launched service Monday at Washington's Reagan National Airport with daily flights to Boston and Florida. The airline offered limited seats between Washington and Boston's Logan Airport at \$49 each way in a sale that ends Thursday. The promotion covers travel between Dec. 1 and Jan. 31, but seats are limited and popular travel days are blacked out.

JetBlue said it was running seven daily nonstop flights to Boston and one each to Fort Lauderdale and Orlando, Fla. The company said it had agreed with the airport authority to renovate Reagan National Airport's Terminal A. The airline, a unit of JetBlue Airways Corp., operates at 62 airports, including Dulles in Virginia and Baltimore-Washington International.



Swedish hotel replaces room keys with mobile phone

Visitors to a Stockholm hotel will be able to use mobile phones instead of keys to unlock the doors to their rooms. Assa Abloy AB, the world's largest maker of door locks, has launched a pilot in which Clarion Hotel Stockholm will lend customers mobile phones with close-range radio chips, much like devices used for contact-less payments at gas stations. Repeat visitors during a four-month trial will be able to check in through their phones before arrival and have their phones activated as "keys." They will then be able to skip the registration desk and unlock the door by holding the phone next to it.

The short-range radio technology, known as Near Field Communication, is expected to be built into smart phones in the coming years. It is also envisioned for ticketing and card payments. Assa Abloy says it wanted to test the system before expanding it to other hotels, commercial buildings and homes. Greger Johansson, a telecommunications analyst at research firm Redeye, said NFC is a hot technology in the mobile phone market. But he said few models have incorporated it so far and it will take "several years" before it becomes widely used.

"It's not just a matter of incorporating the technology into the phones," he said. "You need someone who can read it too. There are quite a few players involved so it will take a while until it works well."



Continued Swedish hotel replaces room keys with mobile phone

The head of Assa Abloy's mobile keys division, Daniel Berg, acknowledged that participants in the trial may find it cumbersome to have an extra mobile phone.

But once people have the technology in their own phones, he said, it will save them time at check-in and improve security because the access credentials in a lost phone can be revoked remotely.

He said the phone technology works with existing radio-enabled locks, so hotels can continue giving key cards to visitors who don't have the new technology in their phones.



Google to offer free Wi-Fi on Delta, AirTran, Virgin America for holiday season

Google says it'll offer free in-flight Internet on three U.S. airlines during the holiday season.

The deal will allow passengers on AirTran, Delta and Virgin America to access Gogo Wi-Fi Internet service for free between Nov 20 and Jan. 2, 2011. When signing in, users will be greeted by an ad page sponsored by Google's Chrome browser.

Gogo, which normally costs \$12.95 a day for flights over three hours, operates only on domestic flights. But the three airlines have outfitted their entire domestic fleet with in-flight Wi-Fi equipment. And the promotion will be available on more than 700 planes and to about 15 million expected passengers during the holiday season, Google says.

Last year, Google provided free Wi-Fi to travelers for about two months over the holiday season at 32 airports that normally charge for the service. When logging on to an airport Wi-Fi network, customers were asked to try Google products, set their homepage to Google.com and donate to charities. The technology company also ran a deal to offer free in-flight Wi-Fi on Virgin America planes last year.



Check out TravelFocus Twitter's Page for Travel News.

[TravelFocus Twitter Page](#)

A promotional banner for TravelFocus's Twitter page. It features a dark blue background with a large, stylized Twitter logo in light blue and white at the top right. Below the logo, the text 'Check out TravelFocus Twitter's Page for Travel News.' is written in white. At the bottom right, there is a circular icon with a white dot inside, followed by the text 'TravelFocus Twitter Page' in white, which is underlined.

AirTran fans beg Southwest to keep biz class

That's the headline from the Wichita Business Journal, which reports a group of AirTran loyalists is trying to convince Southwest not to strip out all of AirTran's business class once it acquires the airline. The group also is pushing for Southwest to institute assigned seating.

Southwest, of course, is an open-seating, all-coach-class operation while AirTran offers a business-class product along with seat assignments.



The group goes by the title "Save Our Seats" and says on its website that -- so far -- it has recruited 474 signatures to a petition opposing the switch to all-coach. The group, as you might expect, also has created a page on Facebook.

However, travel-oriented website Tnooz.com notes that while S.O.S. is agitating for seat changes, it also "wants to keep Southwest's policies of no charge for bags and itinerary changes."

"We want to be treated with dignity with assigned seats, the choice to upgrade, have seats wired with Wi-Fi and XM, and have the ability to use frequent flyer points to fly to all the destinations of our dreams," S.O.S. says on its website.

The group also issues this plea to Southwest: "Pease combine the best of the Southwest world with the best of AirTran. Keep the Southwest fun spirit, free checked bags, no change fees, and great Southwest brand. Just save AirTran's assigned seats, business class seats, in-seat Wi-Fi / XM Radio, and frequent flyer seats to anywhere in the world! SOS: SAVE OUR SEATS!"

The group's efforts aren't likely to catch Southwest by surprise. Southwest CEO Gary Kelly has acknowledged in previous statements that Southwest could lose some AirTran customers because of its open-seating, all-coach approach.

"We've long held out that we're not all things to all people," Kelly is quoted as saying in an Oct. 28 story in The Atlanta Journal-Constitution. "I fully expect that we'll have customers who choose not to fly Southwest Airlines."

United Airlines Unveils Special Oprah Winfrey-Painted 757



United Airlines today showed off their new "Oprah Winfrey Show Farewell Season Plane" at Chicago-O'Hare Airport (ORD), on November 4th, a Boeing 757 painted to commemorate the popular daytime TV star's final season.

UNITED The interior is specially decorated by Oprah herself, and passengers will be greeted with a special video from Winfrey, as well.



Continued United Airlines Unveils Special Oprah Winfrey-Painted 757

United will also perform a number of giveaways to mark the occasion, including Million Miles bonuses, Oprah merchandise and more.

“As Chicago’s hometown airline, United is proud to celebrate The Oprah Winfrey Show’s Farewell Season with our customers, employees and ‘Oprah’ show fans,” said Mark Bergsrud, senior vice president of marketing for United. “This unique plane represents the global reach of two great Chicago icons.”

“We are delighted to team up with United to bring some of the excitement of The Oprah Winfrey Show’s Farewell Season to their customers,” said Sheri Salata, president of Harpo Studios and executive producer of The Oprah Winfrey Show. “It is thrilling to see our farewell season commemorated with a plane that will visit cities all over the country.”

The plane will operate throughout United’s domestic network through May 2011.



Skiers' Escape to Capella

With a wealth of activity no matter what the season, Capella Telluride provides our guests with a stunning array of Telluride vacation packages, each designed to maximize your Colorado adventure. From ski trips to film festivals, we'll help you discover it all.



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November 23, 2010 - April 3, 2011

Escape to Capella Telluride for ski-in/ski-out access and the best ski terrain in the Rockies with this package that includes lift tickets, a fourth night free and more.

This package includes:

- Four nights accommodations in your choice of guest rooms, with the 4th night free (applied at check-out)
- Full breakfast for two each day, per bedroom
- Two days of lift tickets for two, per bedroom
- \$100 Spa Credit per stay, per bedroom

Package price is per night and does not include 12.4% tax. Extend your stay and receive additional lift tickets and breakfast for two each day, as well as every 4th night free. Unused spa credit is not refundable. Guests in two-bedroom units receive four tickets and breakfasts per day and \$200 in spa credits per stay; guests in three-bedroom units receive six tickets and breakfasts per day and \$300 in spa credits per stay. Book by November 15 for stays from December 26, 2009, to March 31, 2010. Bookings are fully pre-paid at the time of booking and non-refundable.

Thalys Offers Onboard Meeting Space

Thalys, the high-speed rail service connecting Brussels with Paris, Amsterdam and Cologne, last week began taking reservations for private, onboard meeting rooms, available from Jan. 12, 2011. Dubbed Le Salon, each room will include four large armchairs, a conference table, Wi-Fi access and power outlets.

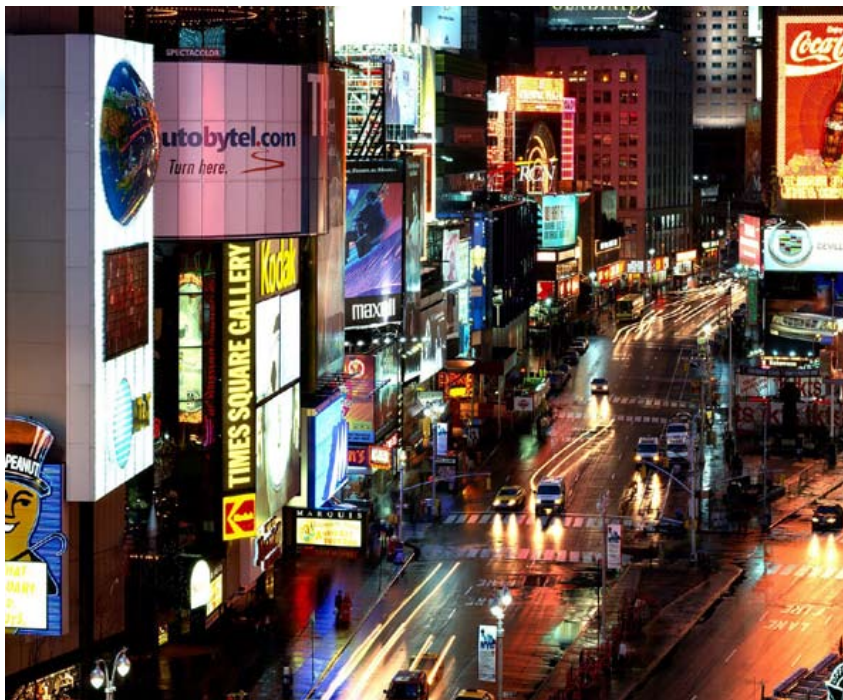
The price of renting Le Salon is approximately 10 percent higher than four full-fare, first-class Thalys tickets. The price for a room on the Brussels-Paris route, for example, is €600 each way, including four train tickets, compared with €552 for four first-class tickets purchased individually.

Thalys service between Brussels and Paris is 1 hour and 22 minutes, and has almost completely eliminated airline competition on the route. The Brussels-Cologne rail journey is 1 hour and 47 minutes while elapsed



time on Brussels-Amsterdam services is 1 hour and 53 minutes. Although Brussels is the central point of its network, Thalys is 62 percent owned by French rail operator SNCF, with the Belgian operator SNCB owning 28 percent and Deutsche Bahn 10 percent. Total passenger count during the first half of 2010 jumped about 14 percent versus a year earlier.

Demand Soaring, Fares Rising On London-NYC Route



Competition on the world's busiest long-haul route, London-New York, remains robust in spite of double-digit average ticket price increases and last month's launch of a joint venture between British Airways and American Airlines, rival carriers and travel management companies told BTN this week.

According to Delta Air Lines EMEA vice president for sales and staff Frank Jahangir, average yields across all airlines on London-New York have risen more than 25 percent year-to-date from 2009 levels, resulting from a mixture of passengers upgrading and airlines closing low-fare buckets earlier. Carlson Wagonlit Travel told BTN the average fare for its United Kingdom-based customers is up 10 percent so far in 2010.

"There has been a hardening in price," confirmed Continental Airlines senior director for the United Kingdom and Ireland Bob Schumacher. "There are fewer special fares in place and we have gone back to revenue-managing our cabins." The overwhelming reason for the higher fares is a surge in demand. CWT UK director of program management Nigel Turner said customer bookings are up 39 percent, with first class down

Continued Demand Soaring, Fares Rising On London-NYC Route

5 percent but business class up 43 percent, premium economy up 40 percent and economy up 33 percent.

With the addition of a third daily service by Delta on Sept. 20, there are now 17 flights per day between London Heathrow and New York JFK. About 242,000 passengers flew on the route in September, according to Heathrow operator BAA. In addition, 104,000 passengers flew from Heathrow to Newark, now served by 10 departures daily following the launch of a fifth daily service by Continental on Oct. 31. BA also flies twice daily on weekdays and once on Sunday between London City Airport and JFK.

New joint venture partners BA and AA account for 16 of the 29 daily departures from London to New York (including Newark) but Turner does not expect that to be problematic. “No one quite knows about AA/BA at the moment, but there is a good mixture of U.K. and U.S. carriers, and a good range of products and prices,” he said. “In the U.K. market, the U.S. carriers

tend to be cheaper. Delta is beginning to increase its market share and is offering some good prices. That is good for all customers because it means the biggest carriers cannot charge too much of a premium.”

Turner also praised the U.S. airlines for improving the quality of their product. AA, Continental and Delta all now offer lie-flat seats in business class. “That has been the big story for us in 2010, and we are winning corporate customers as a consequence,” said Delta’s Jahangir. “We are competitive on price, but we are not trying to be the price leaders.”

Although Delta offers only three flights daily compared with AA/BA’s combined 16, Jahangir said, “Heathrow-JFK is the jewel in the crown, but the strength of Delta is the network we can offer in addition to that.” Delta only started operations at Heathrow in 2008 following Open Skies deregulation, but now flies 11 times weekly from Heathrow to Atlanta, 10 times weekly to Detroit and daily to Minneapolis, and has applied to fly twice daily to Boston and once daily to Miami using slots BA and AA relinquished to obtain antitrust immunity. Delta also operates one of the most extensive route networks between the United States and the rest of Europe.

Schumacher is sanguine about the AA/BA tie-up, too. “I don’t think the dynamics are going to change that dramatically,” he said. “We have no objection to vibrant competition.” Schumacher said more than 30 percent of Continental’s traffic on its Heathrow-Newark service is now U.K.-originating; up from 25 percent when it entered the route post-Open Skies in 2008. It has a high proportion of transfer traffic from Heathrow at Newark (40 percent, compared with 28 percent for Delta at JFK), and Schumacher said the connectivity at its hub across the Hudson is a key selling point.

Conversely, sources told BTN that anti-Newark prejudices remain for some Manhattan-bound or originating point-to-point passengers, but Schumacher said this perception is waning. “Those that know New York are comfortable with Newark instead of JFK,” he said.



TravelVacations Specials

Hotel Danieli, previously featured in the film, "The Tourist" is located in one of the most prestigious positions in Venice. The hotel's setting so close to Piazza San Marco conveniently locates it next to shopping, museums, outdoor cafés, and the most interesting attractions Venice has to offer.



Hotel Danieli - Lobby
Featured in, "The Tourist" film

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Hotel Cipriani

Hotel Cipriani

Europe | Italy



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Landmark London hotel to reopen Savoy Hotel's renovations include new suites, gardens

The Landmark LONDON

The landmark on the Strand near the River Thames has been closed for three years because of a massive renovation that went way over budget, but it reopens Sunday with completely renovated rooms, suites, public areas, courtyard and gardens.

Designers have tried to keep elements of the hotel's distinctive Edwardian and art deco styling's while bringing everything up to date, and the owners have added an eight-room royal suite with an astronomical price tag of 10,000 pounds (nearly \$16,000) per night.

The goal is to attract heads of state, wealthy Persian Gulf businessmen, and the very top stars of the entertainment world — the hotel has, after all, hosted the Beatles, Charlie Chaplin, John Wayne and Marilyn Monroe in the past.



Spokesman Brett Perkins said the public response to the reopening has been strong because so many people have emotional ties to the Savoy, one of the British capital's best known hotels.

"Everyone has a Savoy story," he said. "They were brought here as a child for tea, or their parents got married here, things like that. We are fully booked the first two nights and restaurant reservations are very strong."

The three-year project, with about 1,000 workers and craftsmen involved, ended up costing 220 million pounds, more than twice the initial 100 million pounds that had been planned.

"It wasn't until the guests left that we pulled down the walls and discovered the true state of the building," Perkins said. "Some things hadn't been touched for 120 years. We stripped it and put in new wiring, new plumbing, a new sprinkler system, a lot of behind-the-scenes things that a guest won't necessarily see, and the essential services that a five-star hotel requires."

Virtually the entire hotel — opened in 1889 — has been refurbished. Room rates will start at about 350 pounds (\$560).

..With its prime location and posh restaurants, including the popular Savoy Grill, the hotel has been closely interwoven with British history. Wartime Prime Minister Winston Churchill was a frequent visitor, and Queen Elizabeth II and Princess Diana attended gala Savoy events.



Landmark London hotel to reopen Savoy Hotel's renovations include new suites, gardens



The Savoy has a tie to the fine arts — French impressionist Claude Monet painted from its balconies and American painter Whistler also produced works at the hotel — and it has maintained a “writer in residence” program that periodically gives literary figures free lodging for a few months.

Author Michael Morpurgo, known for “War Horse” and dozens of other works, was the last writer-in-residence before the renovation. He said Friday he is looking forward to seeing the hotel open again.

“It was part of the heart of London that was closed for three years,” he said. “London without the Savoy is not London. It’s an iconic hotel, part of history. All of these people from all over the world have stayed there, whether they’re artists or writers or actors, and it’s filled with their ghosts and memories. It’s an extraordinary place.”

*There is no better time than the holidays to express our appreciation for
your business and friendship.*

May all the joys of the season be yours.

Happy Holidays

from TravelFocus