



Tired of being **SHORT** changed?

“When I added up all the extra charges I'd have to pay to run my business and saw the support that I would get from TRAVEL COUNSELLORS I knew I would be better off and my business would be stronger.”

Carol Mills, Travel Counsellor

Check off the items of support you would receive with other home-based companies

Start up & general support

- Your own franchise business
- 3 Day Induction Programme
- CRS Conversion/training (As required)
- Accommodation for the training & induction programme
- Fully loaded top spec Dell laptop (or PC)
- Up to date printer/fax/scanner
- Start up marketing materials pack
- Start up pack of personalised stationery
- Support from 180+ strong team
- 1 central support person for every 5 Travel Counsellors
- Shared knowledge of 850 Travel Counsellors worldwide
- 24 Hour help desk for you and your clients
- State Licenses and TCF membership in all states (as required)
- Flexible working hours
- The world's most successful and respected travel company
- Partnering with a company that specializes in supporting "only" home based agents
- Buddy system for holiday breaks
- AFTA Membership
- IATA Membership

Administration

- Personal administration support (PA)
- All invoices checked
- All tickets checked
- Final payment reminders sent
- All payments handled and receipted
- All commissions and booking fees calculated
- All commissions claimed
- All tickets amended
- All refunds forwarded and followed up
- All tickets chased and forwarded
- All customer complaints handled centrally
- No additional charges for mailing tickets/paperwork to your clients
- No additional charges for ticket wallets or luggage labels

Technology

- Galileo - GDS access at no extra cost
- Amadeus Cruise access at no extra cost
- Exclusive intranet with all online booking tools at no extra cost
- Web cam/video technology with voice over IP capability at no extra cost
- Online training courses at no extra cost
- Technical support 24/7/365 at no extra cost
- Daily updated/posted personal performance stats – including sales/margins
- Daily industry updates and information
- Smart Traveller updates and advisories

Marketing

- Huge range of marketing materials
- Experience engineering
- CRM database to manage marketing promotions
- Personalised email offers to your clients
- Personalised electronic magazine for your clients
- Personalised individual website
- Personalised direct marketing to your clients
- Honeymoon and bridal registry service for client bookings
- Exhibition show stands
- TC Score to promote the superior service that you provide
- PR Ideas and support
- Tactical and exclusive offers promoted to your database
- Online marketing support
- The ability to market yourself as part of an award winning company

Community

- TCTV – A weekly international web cast programme
- Personal counselling
- International infrastructure including advice on product and travel information
- Company awards, events and recognition for top performers
- Subsidised conference with invitations for partners/spouses
- Message board advice from TC's worldwide
- Mini/regional conferences
- Gold conferences for top performers
- Friendship across international boundaries
- Recognition of top performers on the intranet and web cast

Sales & training

- Sales incentives
- System to bid for enquiries and build your database
- Educational programme
- Complete business development support programme
- Strong, competitive supplier and commercial deals
- Sales promotions
- On line (weekly) training
- Business travel account support
- Dynamic packaging tool, tailor make your clients holidays and earn more commission
- Product training
- Business skills training
- Personal development training
- World Travel Guide on line
- Access to 50,000+ hotels worldwide
- And...**
- All forward commissions paid if you leave us

Extraordinary people

travel counsellors



To find out how you can become a Travel Counsellor

call 1300 765 559 recruitment@travelcounsellors.com.au

www.travelhomeworking.com.au