

**“Do travel agents have better deals than online ticketing websites now? "In certain cases yes, says Bonni Simon, owner of GTI Travel in Jenkintown, PA.**

The major difference between the Internet and a travel agency is that you have our full, undivided attention and service, which often translates into better savings for our clients, particularly with complex itineraries. While you can book online through GTI quite easily, you always have access to an agent with a great deal of experience and expertise. That expertise often translates into significant savings for our clients.

Did you know that it is often less expensive to issue two one way tickets rather than one round trip ticket?

Did you know that we can often route you to airports that are within one hour of your proposed destination but result in significant savings per ticket?

Did you know that we have contracts that allow us to buy business class tickets for half price which is a huge boon to our clients, particularly when traveling internationally? The programs we have represent a significant amount of savings for our corporate companies.

We have a number of new customers who previously used an online agency to service their business travel. What they discovered is that many of the travel agents working for the online agency didn't have enough experience to navigate complex business travel requirements. Additionally, the online agency's program offerings were rigid. With online travel agencies, a business customer program is typically pigeon holed into a confining service delivery model that doesn't always work for every business travel situation.



## Compare What We Can Offer

| <b>GTI Travel</b>                                       | <b>Online Travel Agencies</b>                         |
|---|---|
| <b>Agents average 15+ years experience</b>              | <b>Agents average 2+ years experience</b>             |
| <b>Dedicated teams of highly skilled agents</b>         | <b>Call centers with varying degrees of expertise</b> |
| <b>Single telephone and email access to live agents</b> | <b>Robotic telephone routing systems</b>              |
| <b>Flexible, scalable service configurations</b>        | <b>Rigid service configurations</b>                   |

|                                     |  |
|-------------------------------------|--|
| In-person account management visits | Calls with remote account management staff |
| Simplified pricing                  | Hidden fees                                |

Our experience speaks for itself. GTI Travel's agents typically have twice the business travel tenure of a call center employee with an online travel agency. Our staff is able to assist with many different business travel service needs, in addition to providing technical support for the designated online booking tool. We adhere to a strict service delivery model, where telephone calls, emails and other queries are handled promptly and courteously.

**Speak with us today about implementing a business travel program that is customizable and scalable to your company's needs today, as well as future needs as your business grows!**