

DEDICATED ACCOUNT MANAGEMENT



We go the extra mile to bring our clients proactive and resourceful account management.

Innovative client relationship management is an integral aspect of a successful business travel program. Your dedicated Account Manager is responsible for the overall travel management program and provides services including:

- A single point of contact at Colpitts for all travel management services.
- Negotiates and secures significant up-front savings on your travel-related expenditures.
- Learns client's business and facilitates travel management goal and objective setting.
- Presents new technology options and program enhancements.
- Directs ongoing operations with focus on process improvements.
- Analyzing, benchmarking and consulting on travel expenditures.
- Travel policy development, implementation and enforcement.
- Monthly and quarterly reviews to gauge progress towards travel management goals.

Our steadfast commitment to your company will be apparent from the onset of our new partnership. Our "can do" attitude and our dedicated hands-on account management will enable you to exceed your travel management program goals and objectives.

"Island Oasis is a long time client of Colpitts World Travel. Colpitts has consistently met or exceeded our travel needs & is a trusted business partner! We look forward to doing business with Colpitts for many years to come!" – J.K. - Island Oasis

Consulting Services

More extensive in-depth consulting services are offered to Colpitts' clients by Colpitts' Consulting Group

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Consulting Services

As part of Colpitts' Account Management services, we complete a thorough review and analysis of our client's current travel program, which includes average fares/rates paid, benchmarking those fares/rates against similar companies and auditing vendor discount programs, staffing configurations and productivity. Monthly and quarterly meetings are conducted to update client on the results of Colpitts' analysis.

More extensive in-depth consulting services are offered to Colpitts' clients by Colpitts' Consulting Group, a team of highly skilled industry professionals dedicated to research analysis and making recommendations to our clients on corporate and meeting travel management. Colpitts has successfully delivered numerous consulting projects which have addressed, for example, expense reimbursement solutions, strategic planning and management of air charter services and on many different technology hardware and software solutions.

The consulting process would include:

- A discovery meeting to identify the scope of the project, goals and objectives.
- A launch meeting where scope, goals and objectives are reviewed and project milestones are set.
- A mid-project meeting to review analysis to date and reevaluate goals and objectives.
- The final deliverable, a meeting to discuss the analysis, recommendations and strategies.

