

TRAVELSHOPPE COMPANY PROFILE

COMPANY MISSION

Travelshoppe is committed to providing our clients with exceptional service a complete end to end booking solution covering all aspects of your travel needs tailored in house at an affordable prize with pro-active customer service.



COMPANY VISION

To be leaders of multi-national travel management in the region and our clients' best partner, always providing the best possible product, with the highest quality of services, and demonstrating faithfully our commitment towards social and environmental responsibility.



INTRODUCTION

For 20 years Travelshoppe has been providing an unrivalled full spectrum of business and leisure travel services that our satisfied customers will certainly attest to. We pride ourselves in offering world class service in the regions we operate. Our well experienced consultants offer clients with most economical, practical and convenient travel solutions.

Travelshoppe was incorporated on 11th May 1994 and has received numerous awards and recognitions since date. We have established a reputation in the industry for having strong and long lasting relationships with both our suppliers and clients.

Travelshoppe Company Ltd has received notable recognition during this year's KPMG Top 100 Mid-sized Company Awards for 2010/2011, 2011/2012 and 2012/2013.



We have spread our distribution network through the opening of the Travelshoppe Nanyuki branch; the first in town in 2010 and Machakos branch in 2015.

GLOBAL PRESENCE

Travelshoppe is a member of GlobalStar Travel Management; we are the only appointed member in Kenya.

GlobalStar is a worldwide travel management company owned and managed internationally by local entrepreneurs. More than 80 market leading enterprises across the globe, representing over \$13 Billion in combined sales, deliver cohesive multinational solutions. And this is growing: We continually work at expanding and improving the quality of the partners in the network. Their Partners possess a deep commitment to customer service and travel management services that begin with a hands-on approach delivered by experienced agents and an accessible management team.



This partnership network is organised into four regions: North America, Latin America, EMEA, and Asia Pacific. Each region is supervised and managed by an experienced board of directors,

Eden Square | Chiromo Road | P. O. Box 79060 - 00400 | Nairobi
 ☎ +254 (0) 20 3750941 / 44 / 46 / 24 / 27 / 28/38/39 | F +254 (0)20 3750921 | 📞 +254 (0) 733 606617 / (0) 721 763949
 ✉ info@travelshoppe.co.ke | 🌐 www.travelshoppe.co.ke | 📞 Emergency +254 (0) 700 372398



representing the shareholding partners in each region. The regional boards work together to provide overall strategy, direction, and maintain consistent levels of service.

Our strategy is to offer high quality local service backed by a strong global network. We believe you will find us to be a supportive and dedicated partner in your business travel endeavours in this ever-expanding market.



OUR PARTNERS

We recognize that the strength of GlobalStar lies in the experience, quality and expertise of the partners that make up our network. We continually expand our presence by taking on new partners in strategically important markets. As a network, we also evaluate our presence in mature or expanding markets – Africa and the Far East being good examples of this. Where the size or complexity of the country, or the volume of travel demands, we will take on.

Multiple partners in a single country to satisfy client demand, ensuring we have the strongest possible network to support our clients.

MANAGEMENT EXPERIENCE

Our qualified Management team has over two decades of experience. Each member of the senior management will dedicate as much time as necessary to ensure that our clients are satisfied and a successful continuation of business is maintained. The backbone of our award winning service has been our multilingual, knowledgeable, well-travelled team of consultants. All of whom are well oriented in customer satisfaction and are trained and qualified in the fields that they excel in.



All staff has spent several years working within a business travel or airline reservation/ticketing environment. On-going training and orientation is a key objective to ensuring the excellent level of service is maintained year in year out.

CLIENT REPORTING SYSTEM / ACCOUNTING SYSTEM

Various reporting requirements from clients have enabled us to provide timely and accurate reports as required. In addition we work closely with Amadeus and Galileo to ensure that all client feedback is retrieved and provided back to the service provider to ensure that future reporting includes the changes and comments in the feedback

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CUSTOMER ORIENTATION

Although we have grown in all aspects of our operations our motto of “customer satisfaction first” ensures that our customers are given the best-personalized and unparalleled professional service.



MARKETING & COMMUNICATION

At Travelshoppe we believe that keeping our clients informed, is critical to sales growth. Most travel is planned but spontaneous travel is often triggered by good communication. We are a strong user of electronic communication for its speed and simplicity.

Our extensive database allows us to talk to thousands of travelers on regular basis through e-shots, special offers and various other means of digital media. We have dedicated personnel just for this function. We have regular advertising in local newspapers, trade magazines both locally and international. We also advertise on roadside billboards.

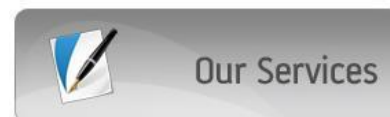


Travelshoppe encourages interaction with its clients by hosting them at training sessions, cocktails, lunches and other social activities. We also partner with our suppliers to jointly host special events and advertising.

We have a dedicated team of staff who take care of the bidding for Tenders for various companies. Having successfully qualified for a lot of these tenders, we have grown our customer base to a considerable size in the past years.

Lastly our Customer feedback forms have proven to be a key source of sustaining our clients and growing our strengths in terms of service within this very competitive environment. Being in the service industry it is natural to have disappointments on certain services rendered by Agents, we make it of prime importance to get client feedback and immediately work on resolving the matter and try to better ourselves for the future. We encourage our clients to give us candid feedback.





TRAVEL – CORPORATE AND LEISURE

- Domestic and International ticketing
- Trip planning which encompasses visa processing at a nominal fee and advice on other Immigration requirements.
- Meet and Assist services provided upon request at reasonable charges
- Hotel bookings, both local and international
- Ground transportation including airport transfers on request

OTHER SERVICES

- Flying Doctors medical insurance and emergency medical evacuations
- Travel Insurance
- Assistance with lost luggage
- Assistance with frequent flyer programs
- Organizing of Conferences and Team building events
- Flight Schedules – we offer at least 3 options where applicable with best price and availability options.
- Negotiations with various Airlines for better rates and upgrades depending on route and volume of business.

SAFARIS & TOURS

- Wildlife safaris within East Africa and other African destinations
- Tour and Holiday planning for both Inbound and Outbound travel for Individuals, Groups or Families.
- Adventure packages / Private camping safaris
- We can tailor make packages to suit your needs and interests; and to help you explore and experience the best
- White water rafting, hot air ballooning, hand gliding, Horse trekking, Helicopter Adventure tours.

CAR HIRE

- Car rental / hire – Rates are dependent entirely on your needs
- Day disposals with excursions



INCENTIVE / GROUP TRAVEL – M.I.C.E

- Organizing of conferences for both Inbound and Outbound locations
- Corporate, Student and Group Travel

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We have successfully handled conference and incentive trips for many clients, to name a few and the type of services rendered:



- Flights booking for wedding group of 46 to Ahmedabad – April 2014
- Wharton group – 32 students from Philadelphia USA 8 days Kenya safari to Masaai Mara, Tsavo, Ukunda, Conference in Nairobi and Limuru tea farm visit – March 2014
- Sandi Ego University group of 16 students Nairobi tour and Sweetwaters for 2 nights – January 2014
- Young Presidents Organization's group of CEO's from Bangalore group of 56 to Nairobi and Mara – October 2013
- Young Presidents Organization's group of CEO's from various countries for a conference and exclusive wildlife safari for 50 people – Nairobi – September 2013
- Connect Experiential Communication – Conference of 60 Delegates in Ethiopia – May 2013
- Incentive travel for Astral Technologies & Crown Paints to India, Kolkata to watch the finals of the IPL cricket matches. A total of 40 people travelled for this event.- May 2013
- Private wedding group of 200 people to Bali and Bangkok - June 2012
- Young Presidents Organizations group of CEO's from Various Countries for a Forum in Nairobi - May 2012
- Crown Berger group of 30 people for an Incentive Package Cruise in the Mediterranean – 2011
- Ramco Group of Companies group of 30 people to India for ICC Cricket – 2011
- Crown Berger group of 25 people to South Africa for Fifa World cup - 2010
- Mabati Rolling mills group of 37 people to South Africa for Fifa World cup - 2010
- Wedding group of 45 people to Thailand – October 2009
- Wedding group of 40 people to Masai Mara & Diani – October 2009
- Group of 120 people to South Africa for Cricket IPL – May 2009
- Crown Berger group of 50 people to Mombasa – March 2009
- ASL group of 40 people to Mombasa – May 2009
- Kenya Kobil group of 20 people to Israel – April 2009/2010/2011
- Students Group Eco friendly tour in Kenya – June 2006/2007
- Afsat communications, conference group to Masai Mara – 2005

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PRODUCTS & TOOLS

SELF-BOOKING TOOL

Travelshoppe is one of the first Travel Agents to offer an online booking portal / Self booking tool. Our strategy is to offer our clients a "best tool in market", we work with Amadeus, Amadeus e-Travel Management (AeTM). Clients can now look up for various flight options available to any global destination at any time of the day suited to their convenience with a secure online payment solution.



CCRA

CCRA is a preferred hotel program it features hotel rates through all major GDS. GlobalStar agencies are automatically linked to the CCRA rate code, and have access to exclusive amenities, special offers and rates that offer significant discounts below the Best Available Rates (BAR) at participating hotels around the world.



GTA

GTA has a vast inventory of hotels and unique ground travel products and services for our partners and clients. With sales and service offices in Cities around the World – a network of thousands of local professionals, GTA has nearly 40 years of experience, privileged relationships and on the ground expertise that you can trust to deliver.



CAREY WORLD WIDE CHAUFFEURED SERVICES

Carey is the global leader in chauffeured services and ground transportation logistics management, providing full-service solutions for the world's most discerning travelers. Spanning more than 550 cities and 60 countries, Carey's exclusive Global Franchise Network assures that our passengers will experience the same impeccable service and personalized attention anywhere in the world they need to travel.



TBO HOLIDAYS

TBO Holidays is a B2B travel portal that allows travel agents to book over 200,000 hotels worldwide in real time. Backed by cutting edge technology and superior customer support.

tboholidays.com

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HOLIDAYS / LEISURE DIVISION

Whether it's for Leisure Travel, International Holidays, Safari Packages, Incentive Programs, and Group Travel for both international and local destinations we have a strong team of experts in our Holidays Division, the Department is hands on with producing innovative packages; all-inclusive products as well as compiling tailor made options to accommodate client's needs.



INCENTIVES, CORPORATE DEALS & AIRLINE NEGOTIATIONS

Having worked with Multinational Companies and several airlines, Travelshoppe has been able to negotiate with supplier's incentives, corporate deals and corporate frequent flyer programs which lead to savings for the organization in terms of pricing, excess baggage and many other added value products from the supplier.

24 HOUR EMERGENCY SUPPORT

For emergency travel requirements needed outside of standard office hours, CLIENT travelers will have access to a dedicated emergency service desk with a dedicated contact number and email. All services are provided by in-house experienced staff with access to the fare databases through VPN or online portal to make immediate reservations or amendments for your travelers. This service will be communicated through email to all travelers. Once e-tickets are issued, they are sent via email to all travelers. In cases of travel documents such as passports, it will be delivered right to the doorstep of the traveler either via courier or in-house dispatch team.



DIGITAL MEDIA

We have a very active website (www.travelshoppe.co.ke) updated and managed on regular basis by a team of experts. We encourage paperless information distribution and use electronic marketing, e-shots, newsletters distribution, and hard copy circulations only when absolutely necessary. We are actively working on Facebook (Travelshoppe-ltd), twitter (travelshoppeke) and LinkedIn (Travelshoppe Company limited); considering the tremendous reach to all category clientele this platform can avail to us.



MONITORING THE QUALITY OF SERVICE

The quality of the service delivered by each travel agent is carefully monitored and evaluated through regular and annual performance appraisal reviews. This includes all aspects of productivity, knowledge, service, accuracy, customer satisfaction, problem resolution, attitude, reliability, efficiency and self-management.



Productive employees are rewarded through transfers and assigned to special projects and tasks; they are given promotions based on the same criteria and given bonuses and profit sharing opportunities. To ensure and encourage superior employee performance, all staff is made to understand what they stand to gain from our reward programmes and the sense of professional fulfilment that comes with exceeding our client's and our own expectations.

MEMBERSHIPS TO ASSOCIATIONS

Travelshoppe is affiliated to all major local associations whereby we follow best practice which is specific to each association. In Addition we interact actively with these associations and clubs to further expand our knowledge in business practices. Social, professional and educational functions are also arranged and we encourage our staff and management to attend.

OUR AFFILIATIONS



Travelshoppe is affiliated with KATA (Kenya Association of Travel Agents), KATO (Kenya Association of Tour operators), KTF (Kenya Tourism Federation), IATA (International Air Transport Association), UFTAA (Universal Federation of Travel Agents Association) & ASTA (American Society of Travel Agents).

Travelshoppe is Part of the Ramco Group of Companies; Ramco Group is a family of 30 companies spread across East Africa. With an annual turnover exceeding US\$200 million and over 2,000 employees, the Group provides a strong financial base for Travelshoppe and a network of contacts across the region. Through the group we have a scholarship program whereby we offer to educate two students from each Company in high school.

BUILT ON STRONG FOUNDATIONS – RAMCO GROUP

Our professional human resource policies have seen our team expand to over 2,000 people. This Team has proven to be the greatest strength in the group. The synergy developed between our companies leads to better economies of scale and often results in a client engaging more than one company within the group as a supplier.

DELIVERING A PERSONALIZED SERVICE

Underpinning every one of the companies within the Ramco Group is our customer-focused ethos. With such diversity under one roof, Ramco Group achieves a combined size that brings enormous benefits to our clients, yet it also allows our individual businesses to maintain the outlook of a small enterprise and to deliver a truly personalized service to every one of our clients.



SUSTAINABILITY FOR THE FUTURE

Sustainability is a key driver for our business and finds its expression in a wide range of environmental causes, practices and endeavors that we support. Energy efficiency and cleaner production methods are a constant focus in all our manufacturing units.



Sustainability

SOCIAL RESPONSIBILITY

We believe that the community that we operate in has played a significant role in our development. In acknowledgment of this, we undertake various projects for education, development and well-being within the Group and for the community in general.



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TRAININGS & TEAM BUILDING

AIRLINE TRAINING

Frequent airline training is hosted on monthly basis; these trainings vary on product knowledge, fare calculations, frequent flyer programs, familiarization trips and sampling of new products.



GDS TRAININGS

Regular training by the GDS's mainly featuring on new and improved tools on how to improve our response time to the clients and management of the reservation systems.

KWS TRAINING

This is a very useful training for our Holidays Division; we encourage our staff to attend on several trainings arranged by Kenya Wildlife Services, these help to educate us on the major national parks and the less common ones alike. We collect an in-depth knowledge on the attractions the different regions of Kenya have to offer to our clients.

TEAM BUILDING

We have yearly team building events held in various parts of the Country. This has been a very popular program amongst staff, with this time out from office we cover the main areas on how we should work as a team and support each other into further developing their careers.



EXHIBITIONS AND TRADESHOWS

We have had presence in the Corporate GlobalStar events held in various parts of the World, American Society of Travel Agents tradeshow mainly in the USA, Arabian Trade Market in Dubai, Indaba in South Africa, Roadshows in collaboration with Kenya Tourist Board & other local travel and tradeshow.



PROUD MOMENTS AT TRAVELSHOPPE

TOP 100 COMPANIES

Awarded **KPMG TOP 100 SME**: 2010, 2011, 2012 and 2013

KENYA AIRWAYS HOLIDAYS

Travelshoppe Company Limited has been appointed as GSA (General Sales Agent for Kenya Airways Holidays. This office is based at village market, whereby we have been contracted to provide all leisure related packages for the entire Kenya Airways network worldwide.

SOUTH AFRICAN TOURIST BOARD

Travelshoppe has been appointed as one of the preferred agents to market and sell South Africa as a Leisure, Business and MICE destination, we have been contracted to provide various packages and program since 2012 for the next 2 years.

SOUTH AFRICAN AIRWAYS

Awarded the 1st runner up for Sales in Holidays department in November 2010

Awarded the most improved agent in Revenue for 2011

Awarded the most Promising agent for 2013 - 2014

VIRGIN ATLANTIC AIRLINES

Red, Hot and Happening award, Travelshoppe was awarded the most improved travel agent for Virgin Airline Sales in 2011

AMADEUS

Awarded for the best performer – innovation 2013

AIR UGANDA

Awarded for top travel agent – 2013

EMIRATES AIRLINES

Awarded for outstanding sales performance 2013 - 2014

HOW IS TRAVELSHOPPE DIFFERENT

Travel undertaken for corporate travel is an investment, which companies quantify in their cost of business. The needs of business travelers involves greater uncertainty and urgency as compared to leisure travelers, as such, a large measure of flexibility, speed and accuracy is required to ensure that their requests are met in an appropriate manner.



Aside from providing choices, any deviation from the planned itinerary becomes an unnecessary disruption to the flow of conducting a business outing, in this way, corporate travelers in essence require their travel agents to perform to the level of a concierge, in order to support them whilst they prepare to meet the business challenge ahead.

We believe every one of our multinational clients is different. We never take a "one size fits all" approach with our clients. We take the time to tailor a travel program based on our clients' unique requirements and how you see the program developing. What sets us apart from our competitors is our expertise in meeting the expectations and requirements of our clients locally while at the same time working within the guidelines of the global travel program.



The expectations and requirements of our clients locally while at the same time working within the guidelines of the global travel program.

SOME OF OUR CORPORATE CLIENTS

Our Current and Past Client Portfolio



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Our Strengths and what they mean for you

Orientation - You, our Customer are our First Priority

Staff - Clear understanding of your needs

Experience - Efficient, Expert and Reliable Service

Network - Best Value, Convenient, Optimal connections

Location - Expedited and Comfortable service delivery

Welcome aboard our style of travel management...

We'll take care of your travel; you deal with the business...

OUR LOCATION

Physical Address

Nairobi Office

Eden Square Building,
Ground Floor along Chiromo Road,
P.O. Box: 79060, 00400
Nairobi – Kenya

Tel: (254) 20 -3750924/27/28/38/39/41/44/46

Mobile: +254 721763949/ 733606617/ 733750941

Fax: (254) 20 – 3750921

Email: info@travelshoppe.co.ke

Website: www.travelshoppe.co.ke

Nanyuki Office

Dormans building

Tel: +254 724 792505/0202489004

Email: nanyuki@travelshoppe.co.ke

Machakos Office

Ngei Road, Opposite Kenyatta Stadium

Tel: (254) 702 692450, 0736 601943

Email: Machakos@travelshoppe.co.ke



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