

travel

 Chambers Travel Group

MATTERS

THE BUSINESS TRAVEL MAGAZINE FROM CHAMBERS TRAVEL GROUP

MAY / JUNE 2015

TURNING Mitigating risk for road warriors *right*

04 | SMEs on Cloud 9

08 | Back to the future data

12 | Edinburgh excels



Be better connected from Heathrow Terminal 2.

Heathrow Terminal 2, entitled The Queen's Terminal, is now open with the Joint Venture carriers, Air Canada, United Airlines and the Lufthansa Group, operating flights from this new state-of-the-art terminal. The terminal offers faster and more convenient connections for all Star Alliance members located in Terminal 2.

Air Canada operates more flights to Canada than any other airline. Up to eleven daily flights this summer linking London to eight destinations in Canada, (Toronto, Montreal, Ottawa, Halifax, St. John's, Calgary, Vancouver and a summer service to Edmonton three times per week) with easy connections within Canada to the USA, Caribbean, Central and South America. Eligible customers can relax in the brand new Maple Leaf Lounge, a bright and naturally lit space with its large bay windows offering fabulous views of the runways. It stands as an example of refinement!

United Airlines operates up to 17 daily nonstop flights from Heathrow to Chicago, Houston, Los Angeles, New York/Newark, San Francisco and Washington D.C. In the new terminal, United offers passengers travelling in premium classes the use of the United Club and the United Global First Lounge. Facilities in United's and Air Canada's lounges include complimentary food, beverages and Wi-Fi, in addition to business facilities, shower suites and other amenity services.





Testament that our staff are among the cream of the crop in the industry came last month when the annual People Awards recognized excellence in one of our team members, Jean Towers. We celebrate the win - Account Manager of the Year 2015 - on page 14.

On page 4 you can read all about Chambers' new product launch, Cloud 9, and what it can deliver for you. Targeted directly at entrepreneurial SME companies, which are the lifeblood of our economy, Cloud 9 is a bespoke service for corporates with spends of up to £1m and who need flexibility.

All eyes are on the new government to act swiftly on Sir Howard Davies' final report, to either build a new runway at Heathrow or Gatwick. Whichever airport gets the go-ahead to expand, there can be no more delays. GTMC CEO Paul Wait reinforces this point in his call for a fully integrated transport infrastructure. Read his straight-talking report on page 7.

Our Travel Trends section highlights the latest developments in our dynamic industry. Measuring benchmarking spend (page 6), the new-fangled predictive analytics (page 8) and mitigating risk on the road for your travellers (page 10) will keep you ahead of the curve.

We've profiled Edinburgh as an ideal destination for corporate events, (see page 12), and round off the issue with news of our ever expanding team (see pages 14 & 15). Enjoy the read.

Chris Thelen, Chief Executive Officer

IN THIS ISSUE

INDUSTRY NEWS

04 | SMALL BUT PERFECTLY FORMED

Find out about Cloud 9, Chambers product launched specifically for the SME market with three levels of service.

TRAVEL TRENDS



06 | MEASURE FOR MEASURE

Why is it so important to benchmark meetings spend? Mark Harris shares the rationale and all the answers.

07 | OUTWARD BOUND

If UK PLC is to thrive in the global economy it urgently needs a fully integrated transport infrastructure, argues the GTMCs CEO Paul Wait.



08 | BACK TO THE FUTURE

Exploiting historical data to predict traveller behaviour is the next big thing in the increasingly complex world of data, says Gillian Upton.

10 | WHEELS OF FORTUNE

Managing risk on the road is an often overlooked part of a managed travel programme and International SOS explains why and how to keep your travellers safe.

GREAT IDEAS

12 | GREAT SCOT!

Chambers explains why the Scottish capital deserves its reputation as a popular destination for corporate events. Strong, sassy and cosmopolitan are just three of the city's characteristics.



14 | PEOPLE AWARDS 2015

Discover which Chambers staff member was recognised for her sterling efforts at the annual People Awards 2015.

CHAMBERS INSIGHT

15 | STAYING ON TOP

Hear about the four new sales staff that have joined Chambers this year as part of the company's year of growth.

15 | CHAMBERS CHATTER

Find out about the success of Chamber's first Chatter event in Holland and why the company decided to launch the programme in The Netherlands.



Travel Matters magazine is published four times a year by Chambers Travel Group.

Editor: Gillian Upton **Design & Production:** eighthouse.co.uk
On behalf of Chambers Travel Group: Hannah Fletcher.
While every effort is made to ensure accuracy, Chambers cannot be held responsible for any errors or omissions.
Printed by John Dollin Printing Services.

UK Headquarters,
Broken Wharf House, 2 Broken Wharf, London EC 4V 3DT
T: + 44 (0) 20 7429 9600 F: + 44 (0) 20 7429 9605
www.chamberstravel.com

To subscribe to Travel Matters, contact Hannah Fletcher at Chambers Travel Group, on +44 (0) 207429 9600 or email: Hannah.Fletcher@chamberstravel.com

SMALL BUT PERFECTLY FORMED

Cloud 9 is now attainable, through a recently launched bespoke service targeted directly at the all-important SME clients



“By introducing Cloud 9, we have created a comprehensive menu tailored to these clients’ needs”

No one doubts the importance of the SME to UK PLCs economy and, similarly, they form a sizeable chunk of Chambers Travel Management’s client portfolio. Over the last year alone Chambers has won 49 new pieces of SME business representing total sales of around £12m. Launching a bespoke service specifically geared to their needs was the next natural step.

Unveiled in February at the Business Travel Show, Cloud 9 is a new tailored service offering for corporates with a travel spend of up to £1m per annum.

“We recognise that this type of client needs flexibility in terms of service levels and different options for reporting and technology tailored to their business requirements,” explained Antony Elliott, Chambers’ vice president of sales EMEA.

“At the same time, they are still looking to manage costs as effectively as possible, so it is important for them to know that they are getting the lowest fares and hotel rates available.”

Cloud 9 ticks all these boxes. It features a menu of options designed to give SMEs dedicated personal travel services and account management; guaranteed savings; visibility and control of costs; and access to cutting-edge online tools.

Clients can choose between three levels of service, the entry level Green Lining, the mid-level Purple Lining and the top tier, Silver Lining which offers the most comprehensive service. See the chart opposite for full details of how the three tiers of service vary.

All Cloud 9 clients benefit from best price guarantee for airfares and hotel rates due to Chambers’ access to lowest Sabre

GDS fares; non-GDS web parity fares; plus discounted rates and average savings of 12% on rail programmes and at over 250,000 hotels worldwide.

The service is rooted in Chambers’ award-winning travel technology, offering online booking tools for air, rail and hotel and both tablet and web-based approval systems.

Every client also receives comprehensive travel reporting via Chambers’ web-based business intelligence tool, which transforms data into valuable insight to evaluate where opportunities exist for maximising savings. All data is aggregated, providing a balance of charts and spreadsheet data-visualisations with relevant travel data KPI. Features include an intuitive dashboard, score-carding and benchmarking options, all of which are accessible via any desktop or mobile device.

In addition, Cloud 9 gives clients in this market segment access to Chambers’ proprietary web-mobile technology solutions, as well as CTM’s innovative suite of SMART software applications, which are tailored to their needs in order to drive online adoption and greater cost efficiencies.

“By introducing Cloud 9, we have created a comprehensive menu tailored to these clients’ needs,” said Elliott. “The service will guarantee savings without compromising on service, and also enable us to give them the right level of reporting, account management and technology for their travel programme.” ☑

At Chambers, we’re looking after business.

DID YOU KNOW?



...that the future is mobile, says SITA, saying that **100% of airlines are investing in mobile services** and **84% of airports are investing in the same technology.**

GENERAL

BEST PRICE GUARANTEE

SMART REPORTING SUITE

PREFERRED RATES ON HOTELS,
RAIL AND CAR**TECHNOLOGY**ONLINE BOOKING TOOLS FOR
AIR / RAIL / HOTELTABLET & WEB BASED
APPROVAL SYSTEM**ACCOUNT MANAGEMENT**

DEDICATED ACCOUNT MANAGER

ACCOUNT MANAGEMENT REVIEW

MARKET INTELLIGENCE

DEDICATED AGENTS

SLA

TRAVEL PROGRAMMES

AIR PROGRAMME LOADED

HOTEL PROGRAMME LOADED

CAR PROGRAMME

SERVICED APARTMENTS

CRISIS

IALERTS

ITRACKER

CLIENT EVENTS

VARIOUS CLIENT EVENTS

VARIOUS CLIENT TRIPS

**GREEN LINING**

Y

Y

Y

N

N

N

N

N

Y

Y

N

N

N

N

Y

N

N

N

**PURPLE LINING**

Y

Y

Y

1 Technology product,
iapprove or online
booking tool

Y

Annual

Y

Y

Y

Y

Y

Y

N

Y

N

N

N

**SILVER LINING**

Y

Y

Y

Y

Y

Y

Bi-annual

Y

Y

Y

Y

Y

Y

Y

Y

Y

Y

Y



For more information on Cloud 9
please email enquiries@chamberstravel.com or call 02074299600.

MEASURE FOR MEASURE

Mike Leeson, Senior Events Manager, underlines the importance of benchmarking meeting spend and how best to go about it

No business travel or meetings buyer can afford to ignore benchmarking as a means of health-checking their programmes. How else do you know whether you're getting best value or that your policy is fit for purpose?

In recent years, more and more companies have adopted a structured approach to meetings, many adopting Strategic Meetings Management Programmes (SMMPs) to leverage maximum savings and efficiencies. The potential is substantial. According to the UK Events Market Trends survey, the number of business meetings taking place in the UK is estimated to have risen in 2014 from 2013's estimated 1.25 million events attended by 91 million delegates over 148 million days. Last year's figures are due to be published in July.

We would estimate that companies adopting an SMMP should save between 15 – 30% on their meetings spend over a three year period, which could be a very significant sum.

Benchmarking meetings spend requires a complete understanding of all the factors driving that spend. Which is where your TMC or MMC (Meetings Management Company) comes in.

But how do you know your existing supplier has the knowledge to keep you on the straight and narrow? Here is the Chambers' checklist for spotting an impostor...

1. The global factors driving meetings' demand (and therefore rates). Your agency should be able to tell you that meeting rates are on the increase, and how to mitigate those increases.

2. A competent supplier will be able to provide a detailed insight into industry forecasts governing venue rates. In 2014, for example, day delegate rates rose by 2.7% to £67.44 in London yet remained almost static in the provinces, down just 0.2% to £39.14. In 2015, UK rates are predicted to rise again by an average 2.5%.

3. It's one thing to implement an SMMP, but another to identify the trends that make an SMMP a 'must'. Shorter lead-times and the consolidation of external meetings into Mondays to Thursdays makes a more holistic approach important.

4. As SMMPs mature, the initial scope for extra savings will diminish. Your agency should be able to provide a three-year plan from capturing the all-important data that makes meetings spend visible, through to eradicating leakage.

5. Depending on the size of your company and its transient travel spend, your agency should be aggregating meetings and transient activity, including secondary spend on food, beverages and even AV equipment to leverage extra savings.

6. Venue operators are now closing the contractual loopholes that previously existed – especially in cancellation policies – for agencies to exploit on behalf of their clients to offset additional charges. A good agency will still be able to leverage its supplier relationships to negotiate better terms for its clients.

7. Virtual and hybrid events are an everyday facet of many meeting programmes. Does your agency understand, and have access to the technology that can drive incremental

"Benchmarking is a measurement of the quality of an organisation's policies, products, programmes or strategies"

savings? More importantly, can your agency help you to harness the power of social media to boost delegate engagement and the overall ROI from your meetings activity?

8. A key objective of benchmarking is to be able to analyse other organisations' performance and to use that information to improve performance. Your agency should be able to compare your achieved rates and overall savings against those achieved by competitors.

9. The test of any meetings (or travel) programme is an RFP. Your agency should be advising you when an RFP would be advisable, and when it is not. RFP's can be a very time-consuming and costly exercise. They also demand that the agency has the appropriate technology in-house to be able to reach the widest range of venues that meet your business needs.

The ultimate objective of benchmarking is to determine what and where improvements can be made. Understanding the issues facing meeting planners and buyers on a national, regional and international basis is an essential element of any good supplier's toolkit.

Practical experience in tackling policy compliance and how to change delegate behaviours to drive savings adds significant value to any client.

It's what we at Chambers do every day for all our clients.

Of course then there's the question of whether what you're being told is accurate. The answer to that is much simpler – it's called trust. 🤝

DID YOU KNOW?



...that more messages are now sent via Whatsapp than global SMS every day, according to Facebook.

OUTWARD BOUND

GTMC CEO **Paul Wait** outlines why a fully integrated transport infrastructure is just one of the crucial elements required for businesses and UK PLC to thrive within the global economy

As the voice of the business traveller, the GTMC has an unparalleled insight into the needs of those who travel extensively for work. We recently surveyed 1,000 business travellers to gather their thoughts on the current topics of contention such as airport capacity and expansion, APD, high speed rail and investment in transport infrastructure.

Four in every five (79%) business travellers believe that their company's international business travel delivers large, new revenue opportunities that easily offset costs. The proposals are in place with high speed rail and the Airports Commission being much talked about but we've done enough talking and it needs to convert into results.

Once the Davies Commission reports in June this year, the new Government has a duty to drive the process forward quickly so that we can start reaping the benefits of airport expansion and increased capacity. From our research, 90% of business travellers agree it is important for any new airport capacity to serve as a hub with frequent connecting flights to and from the UK regions.

Nine out of 10 (87%) believe that there should be expansion of UK regional airport capacity and almost three quarters (74%) agree there should be an increase in the number of UK airports with direct flights to Heathrow with more than a third (36%) in favour of Heathrow expansion. The key factor in determining the choice of airport for business travellers is the availability of direct flights, followed by the frequency of flights available. The

journey time from home to the airport is less of a priority which demonstrates that it is connectivity and a fully integrated transport infrastructure that should be the key investment priority.

With regards to APD, the ideal situation is complete abolition of this tax. In lieu of abolition any reduction must be nationwide to ensure that no region is put at a competitive disadvantage. Business travellers say they will fly more frequently if APD is simplified and reduced; and almost three quarters (72%) in the 18-29 age group have stated that.


Over half of those we surveyed expressed their support for high speed projects and nearly half (49%) believe that such projects and increasing rail capacity should take place at the same time. Nearly two thirds (62%) of the next generation of business travellers (aged 18-29) say that it would increase the frequency by which they travel by rail for business, which goes to show how important high speed rail is for driving UK business and the future of the country's economy.

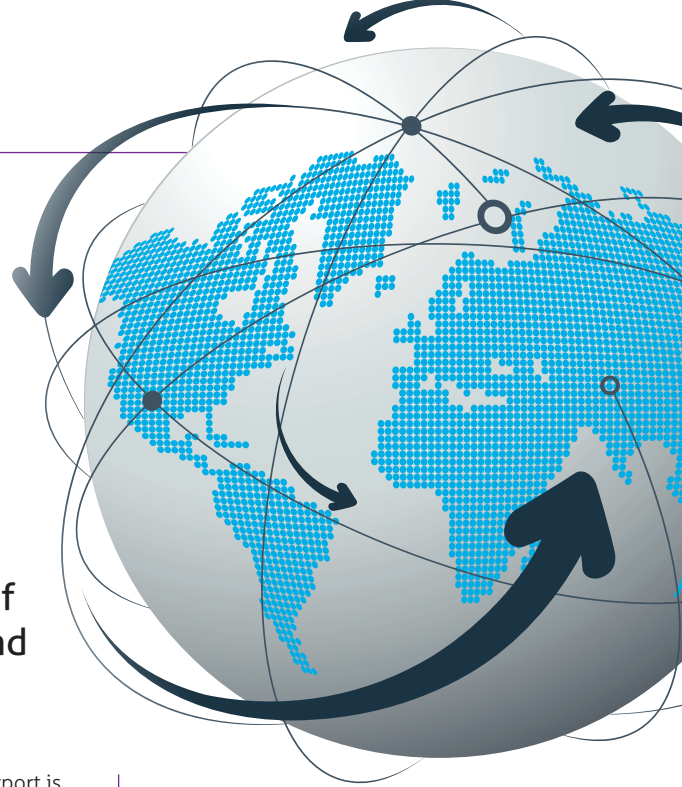
I believe firmly that there should be a link between HS2 and Heathrow Airport and connecting HS2 with the existing HS1. Without it we are being sold short and are surely only being delivered 'HS one-and-a-half'.

Any rail projects or new capacity must be a UK-wide consideration in order to rebalance the UK economy, particularly needed outside of the South East. By increasing rail capacity and connectivity and reducing journey times, 40% of business travellers also believe that HS2

"Any rail projects or new capacity must be a UK-wide consideration in order to rebalance the UK economy"

will bring economic growth to the regions. This improved infrastructure is essential to encourage growth outside of London and the South East.

As an island nation we cannot rely on domestic growth alone. For the UK to continue to grow within the global economy, businesses require both funding and the infrastructure to enable them to travel further afield. The return on investment is clear to see and we need the infrastructure to encourage an increase in long haul business travel to emerging markets. The decision makers must start to understand what an intrinsic part business travellers play in driving a sustainable economic recovery. 



DID YOU KNOW?



...that around 50% of all Google searches are expected to come from mobile devices by the end of this year.

BACK TO THE FUTURE

Data is getting sexy! Using historical data to predict traveller behaviour in the future is the latest trend in the ever changing world of business travel, says **Gillian Upton**



"Airlines have been doing it for years by predicting what load factors will be in the future"

Imagine being able to predict budgets for next year more accurately, based on fare increases and other algorithms? Or perhaps alert your team that they have already spent 80% of their monthly budget in the first fortnight so need to clamp down for the rest of the month. Or evaluate suppliers against contract.

These are examples of some of the valuable insights that new-fangled predictive analytics can bring to a managed travel programme. In essence, your TMC can analyse historical data to look at forward patterns.

"Airlines have been doing it for years by predicting what load factors will be in the future," says Susan Hopley, CEO of The Data Exchange. "Now, more sophisticated data will tell them if Traveller A will upgrade for £16 but not at £20, for example."

Suppliers will be better armed as a result, but buyers can be too, with positive ramifications for their position and status with their employer.

"Predictive analytics differs from traditional or descriptive business intelligence (BI) in a number of ways," explains a spokesperson from business analytics firm Pentaho.

"BI does a good job of slicing and dicing data to help answer questions such as what happened or what is happening, and perhaps even why it happened. However, BI generally provides static reports or dashboards and can be inflexible.

"With predictive analytics, however, users can estimate outcomes (often called targets) of interest. Outcomes might include: Who will disconnect a service? How much will something increase in value? Predictive analytics is deeper, more proactive, and doesn't require a predefined cube data structure."

If you're still following then, in short, predictive analytics allows a travel manager to move from being reactive to being proactive, and from historical to future.

"This is where predictive analytics comes into the picture," adds Pentaho. "It is one of a number of analytics techniques that can be much more sophisticated than descriptive techniques (such as reporting or dashboards)."

Craig Liasi, Product Marketing Director UK at Concur, reckons that duty of care is the big thing with predictive analytics, such as being able to alert travellers to re-book due to an airline strike the following day.

"If I know you're going to be in Paris next week staying at the Hilton Hotel I can alert you on the day of check out to double check that you're not being charged for wifi as it's part of our corporate deal.

"That's an example of an individual not leveraging a corporate rate so the travel manager can start to educate them. Companies can choose which information they want to check."

Liasi believes that predictive analytics will start to turn a travel manager into a more strategic partner with the business and be more successful in driving corporate policy. ☺

DID YOU KNOW?



...that one in seven people in the world travel internationally today. Despite great challenges such as economic and security issues, **travel continues to grow**, with over 1.1 billion international travellers in 2014. In 1960, this number was 25 million.



A good flight's sleep.

Take a seat on one of our 19 FullFlat seats and enjoy the exclusive service in the airberlin Business Class.

More information: airberlin.com/fullflat



airberlin
Your Airline.



WHEELS OF FORTUNE

Does your company have a road safety policy? It's essential wherever your travellers go, be it emerging markets or domestic journeys. ISOS shares its guidelines on managing risk on the road

Every year, more than 1.2 million people are killed on roads around the world, according to the World Health Organisation. Traffic accidents are a leading cause of injury and death for business travellers and expatriates working abroad. In fact, road accidents are one of the leading reasons for evacuation of travellers to foreign countries, according to International SOS research.

Yet 57% of respondents in a recent webinar poll said their organisation does not have a road safety policy. Moreover, fully 60% said their organisation has experienced a road safety incident.

Low-and middle-income countries suffer 90% of the annual deaths and 50 million serious injuries that arise from road crashes, but that doesn't mean corporates

should ignore the risk in other locations. Emerging markets and remote locations may often present high endemic road risks to business travellers, but business travellers who self-drive in lower risk destinations are prone to traffic accidents as well. Travel fatigue and unfamiliarity with local road rules and driving culture can contribute to incidents.

In addition to loss of life or reduced quality of life, road accidents carry many other consequences for the survivors, including legal implications, economic burden as well as psychological consequences.

Travellers can play a major role in the prevention of crashes through education and sourcing the right information.

They should not self-drive unless very

comfortable with the local roads, and should be sure their driver is safe and always wear seatbelts, and avoid riding or driving a motorcycle or moped. They should also alert a third party about their travel plans.

Organisations should also consider implementing Journey Risk Management Planning that includes road condition, journey timing and duration, climate, security, communications and emergency support as well as emergency response protocols. They should also consider staging a workshop to get key stakeholder input and buy-in and develop and implement policies. [✚](#)

Authors: Michael Chippendale and Erin Giordano - ISOS.

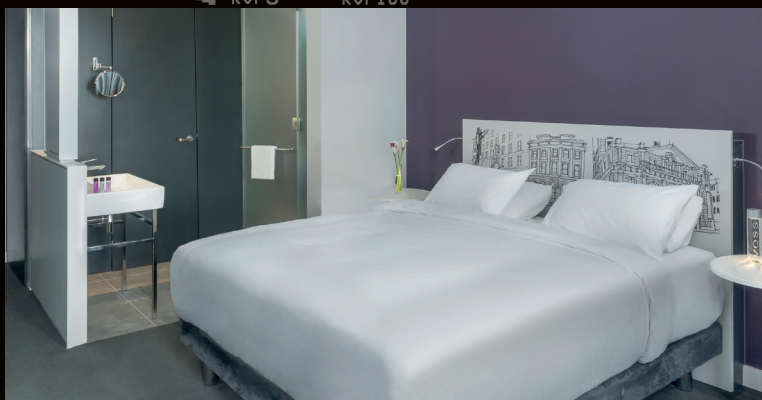
DID YOU KNOW?



...that Germans, Italians, Spanish and British business travellers prefer journeying by train for business trips, that Belgians, French, Dutch and Swiss prefer the car and the Portuguese prefer flying, says a Go Euro study.



BECOME AN INNSIDER NOW OPEN IN MANCHESTER



INNSIDE
BY MELIÁ

INNSIDE MANCHESTER

Part of the newly developed First Street complex, INNSIDE Manchester is the brand's first hotel in the UK. Focusing on lifestyle and business experiences, with efficient and smart services, this exciting new hotel offers 208 stylish and contemporary rooms, including 8 suites, across 10 floors with complimentary WiFi and soft drinks from the mini-bar.

An all-day dining experience is on offer in the destination bar and restaurant, Street on First; the ethos "Food For Social Mood" will be the focus. Art and music will also play a huge part in the experience, as exhibitions and local DJs will also contribute to the social mood.

Other INNSIDE destinations:

MADRID, DÜSSELDORF, FRANKFURT, BERLIN, BREMEN, DRESDEN, MUNICH, WOLFSBURG, NEW YORK (opening 2016)

1 First Street, Manchester, M15 4RP – innside.manchester@melia.com – innside.com

MELIÁ Rewards



"You would expect a capital city to be vibrant, cultured and cosmopolitan and it is"

GREAT SCOT!

The Scottish capital is basking in renewed confidence and justifiably attracting its fair share of corporate business

If Glasgow is the young upstart then Edinburgh is the responsible grown-up, smart and sassy and takes no nonsense. And while Scotland narrowly missed becoming an independent country in last year's referendum, there is no denying that the status of Scotland's capital city - and of Scotland itself - has grown immeasurably since that time. It has the strongest economy outside London.

Politics apart, Edinburgh is a grand dame of a city, with the Spanish-designed Scottish Parliament building at the foot of the Royal Mile and Edinburgh Castle dominating the skyline, protecting exquisite Crown jewels. These are the city's stand-out twin attractions, but there is much more.

Elegant Georgian architecture in New Town and a medieval Old Town characterise the pretty streets and squares that have earned it UNESCO World Heritage Site status. Gardens break up the maze of streets and the city is eminently walkable.

Visitors should scale Holyrood Park for the best views of this hilly city and reach the main peak, Arthur's Seat, an extinct volcano.

You would expect a capital city to be vibrant, cultured and cosmopolitan and it is. Michelin-star dining, atmospheric bars, cool art galleries, well-patronised theatres, fabulous hotels and venues are the norm in Edinburgh and it's no surprise that the city is constantly on shortlists for major international events.

Its world-class Festival in August brings visitors from far and wide to soak up the eclectic line-up of comedy, street theatre and music. While arguably one of Scotland's greatest events is The Royal Edinburgh Military Tattoo staged on the esplanade of Edinburgh Castle.

You would also expect Edinburgh to pay homage to its thriving whisky industry and the Scotch Whisky Experience on Castle Hill is bristling from a recent refurbishment which has cleverly used whisky barrels for wood paneling in some of the corporate spaces.

Edinburgh is an inspirational and year-round destination and naturally, there are good hotels across the city to accommodate the thousands of visitors the city receives. Three deserve special mention:

The Sheraton Grand Hotel and Spa, on Festival Square, is a modern hotel with fantastic spa, One Spa, and leisure facilities. It is within easy reach of the EICC, just a four-minute walk away.
www.sheratonedinburgh.co.uk

The Caledonian couldn't be more different in character as it's set in a former Victorian railway station and located at the start of Princes Street so a fantastic location. Once again, it's a very short walk to the EICC. www.waldorfastoria3.hilton.com/en/hotels/united-kingdom/waldorf-astoria-edinburgh-the-caledonian-EDNCHWA/index.html

The Balmoral, also on Princes Street but the other end between Old and New Town, is also a former railway hotel. The imposing building mixes old and new effortlessly and offers fantastic views of the Castle. The hotel is a great option for VIP's for any event. It is centrally located and next to Edinburgh's busy train station.
www.roccofortehotels.com/hotels-and-resorts/the-balmoral-hotel

For a gala dinner there is, once again, a surfeit of choice, but the National Museum of Scotland stands out. The museum on Chambers Street in Old Town, explores the history of Scotland, its land, people and their achievements, all under one roof. World-class venue hire spans stunning spaces for intimate gatherings or board meetings to spectacular gala dinners.

The Grand Gallery for up to 850 is its flagship space for gala dinners. With access from 5pm the space is then free for use and the opportunity to brand and turn this venue into a spectacular event. There is opportunity to wander around the museum pre or post dinner to enjoy

the diverse galleries. www.nms.ac.uk/national-museum-of-scotland

For conferences and exhibitions, the Edinburgh International Conference Centre (EICC) is the city's principal venue. Split in to two sections, one modern and the other slightly older. Leith's is the main catering company and provides a fantastic service. Another plus is the AV Production team, who are fantastic and respond to your needs extremely quickly. www.eicc.co.uk

The city's international airport is conveniently close to the city and takes around 30 minutes by car outside peak traffic periods. It's small and easily navigable. Airlift to and from Edinburgh from major European cities is good, including direct flights to the likes of Amsterdam, Paris, Rome, Geneva, London, Frankfurt, Prague, Madrid and Venice. Long-haul destinations served with direct flights include New York, Abu Dhabi, Chicago, Doha and Toronto. ✈️

"Edinburgh is an inspirational and year-round destination"



Balmoral Hotel



The Caledonian



Images courtesy of Marketing Edinburgh Ltd.

PEOPLE AWARDS 2015



Chambers Travel Group considers its staff the company's best asset, and prides itself on employing the **cream of the crop**. One was recognized as outstanding in her category in recent industry awards

The prestigious People Awards 2015 selected Jean Towers as Account Manager of the Year in the 2015 People Awards.

The category recognizes the individual who takes a proactive and consultative approach to their role in order to provide unrivalled customer service, care and value to their client/s.

All the winners were revealed on May 22nd during a lunchtime ceremony at the Park Plaza Westminster Bridge Hotel.

The judges were extremely impressed with evidence that demonstrated Jean's determination and innovation to make a difference. One of the many examples was the creation of a bespoke 'Vision of the Future' ROI document for a client which showed

considerable actual savings as well as greater potential savings over a 12-month period.

Jean has eight years' experience in business travel account management and joined Chambers in March 2014. She has rapidly become a trusted advisor to her clients, developed strong working relations with other departments within Chambers, particularly the operations staff, and played a vital role in implementing an elite new client, Houses of Parliament, at short notice.

"Her commitment and dedication is second to none," says Chambers Travel Group CEO Chris Thelen. "Jean is a professional all-rounder with strong relationship management, analytical and strategic skills."

Jean's combined portfolio is £16m, of

"Jean is a professional all-rounder with strong relationship management, analytical and strategic skills"



Jean Towers

which £8m was implemented between March-August 2014. "This is a phenomenal achievement, especially as Jean was a newcomer to Chambers and was returning to the industry after a two-year break," adds Thelen.

Chambers was selected as finalists in two other categories this year: Rising Star (Matthew Heymans) and Operations Team (Imagination Team).

The People Awards recognise excellence in business travel, in teams or individuals, with the common element being their professionalism, making them stand out from their industry peers.

Last year was the first time Chambers had submitted entries and hit the jackpot with a trio of wins: Matthew Heymans scooped Sales/Business Development Manager of the Year; the SME Team collected Sales/Business Development Team of the Year; and our Eurocentre team was awarded Operations Team of the Year. 🏆

WE WANT TO
HEAR FROM YOU



We value your opinions and ideas on the contents of Travel Matters. Please email marketing@chamberstravel.com with any feedback on the magazine or any ideas you may have for future articles.

STAYING ON TOP

2015 is planned as a growth year for new client sales, and almost halfway through the year and we're off to a great start with 16 new clients and four new sales team members.

In January we began expanding our sales team when John Cosgrove was promoted to cover Scotland. John joined the company nine years ago as an agent and most recently worked as a business manager.

Our second new hire was Athenee Graham, who joined our SME sales team in the London office in spring. Athenee comes to us with a decade of travel industry experience and will help us accelerate sales of the new Chambers' Cloud 9 SME offering (see page 4).

Christopher Paton was our most recent newcomer to the sales team this year. He joined the Large Enterprise sales team in London. Christopher has been in travel for ten years, the last four at American Express.

Another springtime appointee was Lisa Murray, who joined our Manchester office, responsible for all new business in the North,

as well as other Large Enterprise opportunities out of London. She has been in the business for 25 years, most recently at HRS.

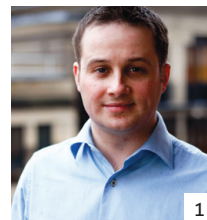
Another of Chambers' new faces is Boris Doerwald, who works in the company's Berlin office and supports German and Dutch clients and all Team Europe clients too. He also helps with local supplier contacts.

Fluent in German, Dutch and English, and with a working knowledge of Spanish, Boris has worked in the travel industry for 27 years, the majority steeped in corporate travel.

In that time he has worked as a travel consultant, team leader, supervisor and account manager, with the likes of BCD, FCM, Lufthansa City Center and Orbitz for Business. He has also worked on the supplier side, as Global Sales Co-ordinator with NH Hoteles in Berlin and Madrid.

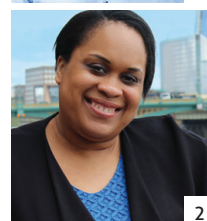
Immediately prior to joining Chambers Boris was managing customer service for Egencia in Germany, leading different teams of over 80 operational staff.

We are lucky to have them all in our team. ☺

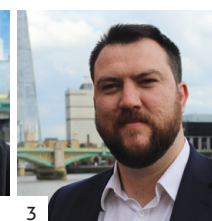


1

1. John Cosgrove
2. Athenee Graham
3. Christopher Paton
4. Lisa Murray
5. Boris Doerwald



2



3



4



5



On April 23rd Chambers launched its popular Chatter programme in The Netherlands. Having previously taken place in the UK and Germany, the event was planned following 40% growth in the Dutch market.

Over the last year Chambers has won four new multi-national clients based in Holland, with a total annual business travel spend of £1.4 million. The company now handles 20 corporate clients from its office in Amsterdam.

Chambers Chatter is a series of learning and networking seminars for existing and potential travel management and MICE clients and is designed to encourage debate and discussion on latest industry news and trends. The seminars emphasise Chambers Travel's commitment to education and best practice within the industry.

Entitled 'Think Global: Act Local', the Amsterdam Chatter featured a presentation by Chambers' client Karla de Jong, Office Manager for Mattel, based in Holland. She is responsible for Mattel's business travel programme Europe-wide. The presentation was followed by an open discussion looking at topics including:

- what are the current challenges for a Travel Manager?
- what are the requirements that Travel Managers look for in a TMC?
- how can we better manage our TMCs to deliver on our travel programme?

"We have experienced exceptional growth in the Netherlands over the last year, thanks to our bespoke approach to managing travel for global clients headquartered in this market who have international travel programmes," said Chris Thelen, CEO, Chambers Travel Group.

"We service clients locally from our Amsterdam office with the support of our Eurocentre team in London who have a local IATA licence in place for the Netherlands. This means our staff can access and sell local Dutch supplier content, provide billing in euros and apply local VAT rates.

"We are expanding our presence in Amsterdam, recruiting more staff and introducing our Chambers Chatter forums to this market. We look forward to continuing to grow our client portfolio here as the European anchor for our parent company CTM Group."

Email to register for the next event marketing@chamberstravel.com ☺

CHAMBERS EVENTS CALENDAR

July 9th

Chambers popular Chatter event in London sponsored by Virgin Atlantic.

September 10th

SME client dinner in London sponsored by Lufthansa.

November 10th

Chambers Chatter event in Frankfurt during the GBTA Conference.

November 19th

Annual client party in London sponsored by Virgin Atlantic.

Bringing high quality to the world. It's a Swiss tradition.

SWISS connects you simply and comfortably to over 100 destinations worldwide. Arrive relaxed with the perfect combination of personal service, award-winning cuisine, and fully flat beds in SWISS Business on connecting long-haul flights. For daily non-stop flights to Switzerland and beyond contact your Chambers Travel team.

Fly non-stop to
Switzerland and beyond
SWISS.COM