



client survey delivered a result of 'above average' customer service against an industry average of 83%."

...ing expertise and industry knowledge, supplemented by significant personal
...s us to deliver a holistic approach to clients' needs while guaranteeing outstanding
...rtunities.

... record of staff retention ensuring a stable environment. The average experience
...artnering you with travel professionals who can assist with even the most complex

... business travel market,
...specialising in business
...travel, conference,
...ment.

...the latest technology,
...tions and an established
...standard. We have
...in customer service
...of our client base.

Concierge Services

Through our Concierge Services, Concierge BT has the ability to consistently add value to our clients' travel arrangements.

These service offerings include:

- *Reserve – It* *Our online booking tool*
- *Alert – It* *SMS travel alerts*
- *Diarise –It* *Instant itinerary upload to your desktop calendar*
- *Go – Ahead* *Priority immigration procedures*
- *Deliver – It* *Your very own personal porter*
- *Ticket Audits* *We account for all unused tickets*

Concierge Black

Concierge Black has been exclusively designed for clients who desire an effortless travel experience. It provides bespoke arrangements encompassing a suite of services and technology personally managed by your Concierge Advisor.

Travel Updates & Special Offers

At Concierge BT, we constantly keep our clients informed of the latest travel news from around the world with updates via our monthly e-newsletter and website.

We also provide special offers exclusive to Concierge BT clients. To view the latest travel news and special offers, visit www.conciergebtc.com.au.

“Thank you, once again, for the outstanding service provided to date – it is an absolute pleasure to work with you”

Kylee Dickinson - Business Services Manager
Active International

...importance of being
...e. More importantly,
...icated Concierge BT

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Secure
We secure
hotel bed
is exclusiv

3

Alert -
Receive S
changes t
emergenc
confirm o

4

Diarise
Instant iti
your desk

5

Ticket
Our Ticke
ensures w
unused ti

6

Unified
Advisors
a history o
five years
for more

7

Experie
The avera
Advisors
in the tra

7 Reasons to switch

If you are not receiving the
your travel provider then
We are ready to take your