

■ ROAD WARRIOR REPORT ■

■ EDITORIAL—A PERSONAL MESSAGE



Road warrior and travel-holic Theo Brandt-Sarif

Welcome to my first issue of the Road Warrior Report. What will make this a unique travel newsletter is the focus on YOU, in which I constantly strive to get your feedback to make this your favorite monthly reading. The *raison d'être* of this publication is presenting you the quintessential road warrior with high yield travel strategies for upscale business travel, no matter how often you want to go. Ensuring that you travel in style, no matter where in the world you need to go. Over the years of traveling both as a

discerning leisure traveler and intense road warrior relentlessly focused on giving my consulting clients the best value for money, I have learned hundreds of strategies that have enabled me to easily achieve my business travel goals at unbelievably low prices, while leveraging the rewards that have enabled me and my family to travel to dream destinations. By subscribing to this newsletter, you too will become privy to insider secrets that travel suppliers absolutely, positively don't want you to know.

While I will share my destination experiences with you and tell you which experiences were good and bad, my real focus will be to explain why I made the choices I did and the strategies I used to make it happen.

I intend that this publication will be an exclusive one, and to that end ask that you jealously guard the gems of information you learn, to share with your assistant, supervisor and/or

travel manager. If you own or manage a professional office, please do not leave this newsletter in your waiting room. While I would love to benefit from all the extra subscriptions that will accrue from others reading this newsletter, my prime motivation is to keep this powerful information within the confines of our select readers. What I present here is the real deal, for your eyes only. If you believe that a friend or colleague will enjoy the benefits associated with subscribing, recommend a visit to my web site Roadwarriorreport.com.

Thank you for placing your confidence in me—I will be working month in and month out to maintain your trust. ■

IN THIS ISSUE:

- page 2 > Best hotel strategies
- page 4 > Airline alerts
- page 6 > Frequent flyer strategies
- page 6 > Frequent flyer promotion of the month
- page 8 > Vacation ideas for the Road Warrior
- page 10 > Web site of the month

■ BEST HOTEL STRATEGIES— LEVERAGING LUXURY WITH HYATT

The best free room I ever had? There have been many, but one that comes to mind is the six-night stay my family and I enjoyed at the Park Hyatt in Tokyo. Incredibly, there is no check-in desk. As we entered the hotel, we were ushered straight to our room on the 40th floor by

When you accrue hotel points or intend to use some promotion toward free nights, make the most of what they offer!

elevator, where we walked through the elegant lobby marveling at the spectacular views over Tokyo. Only after we were comfortably situated in our room did a staff person visit us. We signed the necessary paperwork in about 2 minutes—all from the luxury and comfort of the desk in our own room.

The amenities alone made our stay memorable. The huge bathroom

greeted us with marble everywhere, while a giant tub invited us to sit, soak, and relax. Not only were the best shampoos, conditioners, and lotions provided each day, but also a new, top-of-the-line hairbrush and nailbrush. We lounged in complimentary silk kimonos and donned thick bathrobes after using the pool and spa—just a quick elevator ride away on the 52nd floor amid a dazzling 360-degree view of Tokyo.

For all of this, we paid absolutely nothing, not even room tax. But, as we all know, there is no such thing as “free.” It actually took 21 paid nights at Hyatt Hotels, using a promotional offer, to earn enough hotel points for that complimentary stay.

But here is the key point: When you accrue hotel points or intend to use some promotion toward free nights, make the most of what they offer! Just as you would redeem your frequent flyer miles for the most expensive air tickets, use those free nights you earn only at hotels which might otherwise be out of your budget. As anyone who has attended one of my seminars

will confirm (note opening story above), I religiously adhere to the principle of only using hotel points towards free nights that would otherwise be very expensive. Let me say that again: **only use hotel points for nights that would otherwise be very expensive.**

This month I’ll share with you key strategic insights relating one of my two favorite “major” hotel chains—Hyatt and its loyalty frequent stay program Gold Passport. Hyatt is, in fact, the smallest of the large US hotel chains, not least since it has essentially refrained from entering the mid- and lower-segment levels of the hotel market. The gorgeous lobbies at many Hyatt properties are a hallmark, and some Hyatts may have a boutique feel. Whereas Marriott, Hilton and Starwood all have brands that enable budget-constrained travelers to earn loyalty points towards future stays while staying in mid- or low-segment properties, Hyatt has remained focused on the upscale-luxury end of the market with its Hyatt, Grand Hyatt (mega size) and Park Hyatt (ultra luxury) hotels and resorts.

While Hyatt has just over 200 properties across the world, you can feel confident that the brand's promise will be consistently met. The major drawback to the relatively small number of properties is that certain cities or areas will not have a Hyatt. For example, London and most neighborhoods outside major cities are important areas where world travelers and business warriors may not find a Hyatt hotel.

The Hyatt loyalty program Gold Passport may be the best in the business. Points are earned at the rate of 5 per dollar spent on everything that appears on your hotel bill except taxes. That means that a 15,000 point award will require that you spend around \$3,000 (unless you are eligible for elite bonuses discussed later).

Unlike most hotel chains that have three levels of elite status, Hyatt has just two: 25 nights in one calendar year earns Platinum elite status, while 50 nights in one calendar year earns prestigious Diamond elite status. Elite status at either level is good for the remainder of the year in which the milestone is achieved and the entire following year. Platinum and Diamond status earn 15% and 30% bonus points on stays, respectively, thereby accelerating the time until free nights are earned. A potential downside to using Hyatt is the lack of a branded credit card. However, I see that as a plus since hotel affinity cards typically have a yield well below those cards that accrue airline miles (the one exception is the Starwood American Express card, which we'll discuss in a future newsletter). More

By far the best value is booking a regular room at the standard rack rate—and upgrading to a suite using just 6,000 points for up to four nights (at all four levels of Hyatt hotels).

important, of course, is the potential to use one's Gold Passport points. At Hyatt, hotels are divided into four categories requiring anywhere from 5,000 (category 1) to 15,000 points (category 4) per night—and the top-of-the-line properties are where you really want to focus your use of points.

The majority of the luxury Park Hyatts are category 4, including Paris, Sydney, New York and Carmel (in Northern California). Hyatt also offers suites, ranging from 8,000 to 23,000 points per night. **But by far the best value is booking a regular room at the standard rack rate—and upgrading to a suite using just 6,000 points for up to four nights (at all four levels of Hyatt hotels).**



Soothe your frazzled nerves in the tranquility of the spectacular Park Hyatt Spa.

COMING TO A CITY NEARYOU!

Theo's Public Seminars:

September 12 — Toronto

September 14 — Los Angeles

September 19 — San Diego

September 21 — New York

September 23 — Minneapolis

October 20 — San Francisco

For enrollment information, call 877-TRAVLUX or e-mail seminar@travelexpert.com.

My family paid \$215 per night for our room over three nights at the Grand Hyatt Manchester in San Diego, then upgraded to a suite (that normally goes for \$500-\$700)

Only use hotel points for nights that would otherwise be very expensive.

for just 6,000 points. We used the identical strategy at the Hyatt in Grand Cayman, paying \$345 per night and upgrading for four nights to a two-level duplex suite that retails at \$600-\$800 per night—which is almost exactly the same number of points we earned from our stay (\$1,200 dollars equals



Guest room at the Tokyo Park Hyatt.

6,000 points)! Half price, really. This may be the best value in the hotel industry, bar none! ■

■ AIRLINE STRATEGIES: US AIRWAYS & UNITED ALERTS

Start using your US Airways frequent flyer miles now! You could lose big if you hesitate, so get the balances in your US Airways accounts to zero as fast as you possibly can.

I do want to warn you NOW that the current six majors (American, United, Delta, Northwest, Continental and US Airways) will soon be five. US Airways will almost certainly be the first to disappear from the landscape as the company currently faces a surge in competition from low cost champion Southwest Airlines at its fortress hub in Philadelphia. US Airways' management has even discussed asset sales to save the company from extinction. Pan Am, Eastern and TWA were hallowed names

that also focused on asset sales just before their demise—and there is absolutely no reason to believe that US Airways will be exempt from following in their footsteps on the road to oblivion. **Start using your US Airways frequent flyer miles now! You could lose big if you hesitate, so get the balances in your US Airways accounts to zero as fast as you possibly can.** Unlike US Airways' fondly remembered predecessors who were swallowed by strong airlines that readily honored previously

earned miles—there is unlikely to be a strong suitor eager to fold out the red carpet for teary-eyed US Airways fliers following the demise of their ever-troubled carrier.

What about United? The key news over the past few weeks has been the US government's third and final refusal to guarantee a billion dollar plus loan. This means that United Airline's only hope for emerging from bankruptcy is obtaining financing from the private sector...

First—let me reassure you that United will not disappear anytime soon. The airline has sufficient cash to operate for at least one more year in addition to a

First—let me reassure you that United will not disappear anytime soon.

recently-granted “bridge” loan from the private sector, giving its executives time to sort out the significant challenges it faces AND providing you time to set up a plan to use your frequent flyer miles. I predict

one of four scenarios, and have assigned probabilities for each:

1. United obtains private financing provided it pares back costs even further, which will almost certainly require more salary cuts and possible union resistance. However, success under this scenario would place United in the best competitive position relative to the other majors. Probability 40%.

2. United obtains private financing without further cost cuts, and needs to revisit bankruptcy court within another 1-2 years. Probability 20%.

3. United is liquidated, and a private firm familiar with financing airlines cherry-picks United's best assets (including prime routes and aircraft), possibly honoring frequent flyer miles in an attempt to retain the loyalty of United fliers. Probability 20%.

4. United is liquidated, and ceases to be an operating entity. Probability 20%.

There you have it. Certainly these are “wild” predictions without much to go by in terms of precedents, but I do want to help those

United Airline's only hope for emerging from bankruptcy is obtaining financing from the private sector.

of you with United frequent flyer miles get a sense of risk. My guess is a 20-40% chance you will lose all your frequent flyer miles if you do nothing in the next 12 months.

So, let me tell you what I am doing with my United frequent flyer miles (United has been my first choice carrier for significant amounts of business travel over the past eight years). I plan to redeem my United frequent flyer miles for tickets early in 2005, and have already made my reservations. If all looks good early in 2005, I may book some additional tickets on United partner Singapore Airlines for late 2005—but note that partner airlines may or may not honor an award if you use frequent flyer miles from a carrier that has ceased operations. ■

■ FREQUENT FLYER STRATEGIES— A COUNTERINTUITIVE ARGUMENT

Critics across the board are trumpeting the irrelevance of the frequent flyer mile programs savvy travelers have come to love—and hate! Countless “travel authorities” make dire predictions in newspapers and journals, and “knowledgeable” pundits on radio and TV continue to warn travelers to use up their miles quickly before they are all worthless. How utterly ridiculous...

US travelers benefit from service offered by six major US airlines and their alliance partners that fly from their hubs to small cities—and to international cities, none of which the low-cost airlines have factored in to their point-to-point operations. But it's really the exotic destinations—from Tahiti to Paris, Antigua to Rio de Janeiro that should excite you, the sophisticated world traveler who lusts for the unique, the

unusual, the spectacular experiences Southwest, Jet Blue and Air Tran will not provide any time soon.

In the prior section, I warned you about the potential for US Airways to disappear from the landscape, and the risks associated with United Airline's attempts to emerge from bankruptcy. **But the other majors are here to stay for the time being—so continue to accumulate frequent flyer miles and be ready to book your dream trip one day in the not-too-distant future.** Will airline miles be devalued in the future? Of course they will—and so will the greenbacks in your pocket and mutual fund account, which hasn't stopped you going out and earning dollars each workday, has it? Get real now—the major airlines will need their frequent flyer programs for many

years into the future, not only as a way to communicate with their customers, but also as a source of revenue from the thousands of businesses (banks, mutual funds, restaurants, long distance phone companies—how do we count the ways?) that offer frequent flyer miles as rewards to their loyal customers.

Start imagining—and planning—the exotic trips that will take you to a whole new level of exhilaration. Figure out which portion of paradise has the highest priority on your wish list—and check out the amount of miles you'll need for one or two or more business or first class tickets to transform your dreams into reality. Then begin working on strategies to start racking up the miles as fast as possible—using the countless high yield strategies I will be discussing in future issues. ■

■ FIRST CLASS FOR MUCH, MUCH LESS! FREQUENT FLYER PROMOTION OF THE MONTH

So, you want to fly to Europe in first or business class? On Northwest, just 80,000 miles will get you there in style. Better yet, **you can take advantage of an annual promotion the airline offers that will get you at least 10,000 bonus Northwest miles each**

year—at no cost or a very low cost—as well as other activities included in the promotion that will get you some additional miles. Details are available at <http://www.nwa.com/offers/fff2004/>, but I'll give you the pertinent information in three easy-to-

understand steps, then let you see how I spent very little to accrue 20,000 miles from this three-month promotion.

Step #1:

Register online at the web site noted above, using your Northwest

Worldperks frequent flyer number for Promotion 8642. Once you have done this, you are eligible to earn 10,000 bonus miles when you complete six transactions by 31 August 2004 (although Northwest understands the miles may be posted thereafter).

Step #2:

Your first transaction requires a “qualifying activity.” You have a variety of choices, such as taking a flight on Northwest, joining the Northwest lounge for one year, signing up for the Northwest Visa card, selecting MCI as your long distance service, or purchasing 5,000 Northwest Worldperks frequent flyer miles.

Step #3:

Complete five distinct transactions during the promotion period using one of Northwest’s partners (a complete list can be found on the web site). Some examples are:

1. Use the Northwest Visa card. However, no matter how many times you use it during this period, only one transaction will count toward your five required transactions.
2. Enroll any credit card in the Rewards Network restaurant program (formerly I-Dine). When you enroll your Northwest Visa

card and use it at a Reward Network restaurant, you have the added advantage of fulfilling two transaction requirements with one purchase.

3. Stay at a partner hotel.
4. Rent a car from one of Northwest’s car rental partners.

You can take advantage of an annual promotion the airline offers that will get you at least 10,000 bonus Northwest miles each year—at no cost or a very low cost—as well as other activities included in the promotion that will get you some additional miles.

5. Transfer the smallest allowable amount of miles from a Starwood Hotel or Diners Club charge card account (more about these programs in a future edition of this newsletter).
6. Refinance your home through a Northwest partner mortgage company.
7. Shop online at the Worldperks Mall and spend a minimum of \$25 on one item (not including tax or shipping), with the shipping date

occurring between June 1 and August 31, 2004.

8. Order flowers for any occasion.

Now let’s walk through the exact steps I took. First the qualifying activity. Since I did not need to fly anywhere on Northwest, I purchased 5,000 miles for \$30/1,000 (total cost \$150). I did this simply by visiting nwa.com, clicking on “Worldperks” on the home page, and then clicking on “Buy Miles.”

My five distinct partner transactions during the promotion period were as follows.

1. I have a free Northwest Airlines Visa credit card I keep in a drawer specifically for this annual promotion—used once in conjunction with the next point.
2. I enrolled my Northwest Visa credit card in the Rewards Network program, then visited a nearby café where my purchase of a single muffin with my Northwest Visa card allowed me to fulfill two transaction requirements.
3. I transferred the smallest amount of miles — 2,500 — from my Starwood Hotel account (more about this program and how to earn and use points from the Starwood American Express card in a future edition).

4. I transferred the smallest amount of miles — 1,000 — from my Diners Club charge card (more about this program in a future edition).

5. I stayed at a Hilton hotel for one night when attending a seminar in Phoenix and requested Northwest miles.

Total miles earned was 10,000 as my bonus for fulfilling the promotion's requirements, 5,000 from the mileage purchase as my "qualifying activity", and almost

5,000 from the five transactions. Bottom line— I obtained about 20,000 Northwest frequent flyer miles by spending approximately \$150 (the mileage purchase charge) versus the retail price of \$540 (miles are priced around \$30/1,000). You might be able to do it for even less if you elected to switch to MCI long distance service or applied for a new Northwest Visa credit card (ask for the one with no annual fee!). In four years and after spending only about \$600,

I will have the 80,000 miles necessary for a premium class ticket to Europe which would normally cost \$6000+—effectively paying 10% of the published fare. Way to go!!!!

Can I guarantee that Northwest will offer this promotion again next year and each year thereafter? Of course not! But I'll always find ways to purchase miles cheaply to make my dreams come true. What about YOU? ■

■ VACATION IDEAS FOR THE ROAD WARRIOR

In my diary section each month, I will take you to a destination I recently visited, showing you the way to excellent tours and restaurants I found on the road to unprecedented leisure experiences.

Even better, however, is that each month I will highlight key strategies I use to save significant amounts of money whenever I travel. By following the series of steps I outline, you will master an advanced level of strategizing, providing you the information and confidence to travel in style for less.

This month's strategy: How to complain effectively when things go wrong.

For many years, I had heard about the wonders of Jamaica. A lush, beautiful island in the Caribbean, Jamaica is probably most famous for singer Bob Marley and reggae music. What other wonders did it hold in store? I wanted to find out for myself...

I had first become familiar with the Renaissance brand of hotels while visiting Seattle about 12 years ago, when I stayed in their gorgeous hotel overlooking Puget Sound. Renaissance was then acquired by the Marriott brand—which maintained the Renaissance group of hotels as a separate brand providing boutique-like accommodations

For many years, I had heard about the wonders of Jamaica, a lush, beautiful island in the Caribbean.

within the bland Marriott family. Two years ago, I stayed several nights in a Renaissance in New Jersey since I had a key client located nearby, and wasn't disappointed. More recently my family and I loved our stay at the Renaissance Chancellery in London during summer of 2003. Renaissance had evolved into a hip brand I looked forward to visiting, and I had

no hesitation booking two rooms at the Renaissance in Jamaica for President's Day weekend 2004 at a per night price of \$120 per room.

What a surprise when I visited Tripadvisor.com (see article "Web Site of the Month") and reviewed scathing opinions regarding the Renaissance in Jamaica. Air conditioning that does not work, poor service, awful food—these are just a few warnings I found in my review of guest feedback.

I wrote the general manager of Renaissance Jamaica, telling him of my concerns. He called me a few weeks later—and told me frankly that his hotel will likely not meet my expectations. Not only that—he asked me if I aware of the \$60/day mandatory all-inclusive food charge? This was the last straw; I definitely didn't want to be tied to the hotel's restaurant for meals, especially given the pitiful guest feedback about the food...

I decided to write the general manager of Renaissance Worldwide Operations, explaining why I didn't want to go anywhere near the Renaissance Jamaica, since it clearly does not meet the inherent classy brand promise I have come to expect based on my stays at other

Renaissance hotels. I had already booked my air tickets, so I requested that he please book me into two ocean front rooms at the Ritz Carlton in Montego Bay, another Marriott brand, at a 50% discount. He responded that the reservation had been changed to the Ritz Carlton, and that I would pay half of the \$395 rate per night or 197.50. What a deal, especially considering it was peak Caribbean season when freezing East Coasters fed up with snow rush off to warmer climates!

Anyone can enjoy the Ritz Carlton for the same price we had by going off-season. Peak season begins Christmas and continues through the end of April.

And the moderate increase in price from what we would have paid at the Renaissance was worth every cent. Upon arrival in Jamaica, we made our way to the airport desk in the arrivals hall specifically set up to welcome Ritz Carlton guests, check them in, and guide them to the luxury bus exclusively for Ritz Carlton guests. As we boarded the

bus, we were offered bottled water. At the hotel, a friendly bellman met our bus and escorted us to our room.

Sydney, the Ritz Carlton tour desk guide, was superb. He advised my family of five to rent a private bus for just \$40 more than it would have cost all of us to go on a regular tour bus each day. This worked perfectly for us, as we were fortunate to have received advance tour guidance from close friends who had visited Jamaica the year before. And we did exactly what they told us to do. On Day 1 we visited Dunn's River Falls, where guests climb 1000 feet up the rocky falls from beach level, while enjoying the spectacular beauty of the cascading water. Lunch was at Evita's (phone 876/974-2333), the island's best Italian Restaurant overlooking the city of Ochos Rios. Price for four was \$100 including tip—for fairly good food and a nice view.

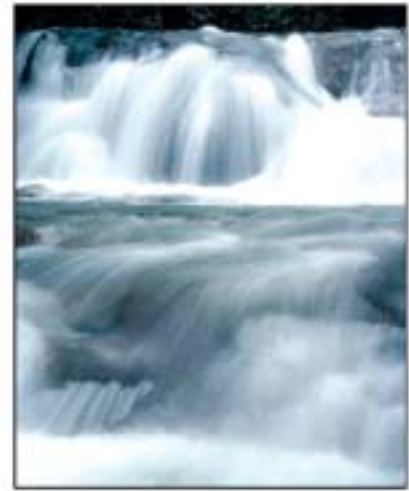
Day 2 was at leisure, enjoying the hotel's pool and beachfront beauty. Next day we went raft sailing on the Martha Brae River, a tranquil waterway that winds through a thoroughly gorgeous setting. In the afternoon, our guide drove us to Negril, where we walked Seven Mile beach. Drinks at Jimmy Bennett's Margaritville were followed by

dinner at LTU (876-957-0382), next door the crowded but famous Rick's Café. Both venues are fabulous for watching the sunset—but the dinner at LTU was the best meal we had in Jamaica—at just \$71 including tip for five. Slow on service—but high on freshness and flavor. Rick's Café may have the name—my advice is that you enjoy a drink while watching daredevils dive into the ocean below, then head next door to LTU for the best meal value!

Biggest disappointment? Jamaica's handicrafts. Nothing excited our senses to entice us to buy gifts.

One final note about savings strategies. Anyone can enjoy the Ritz Carlton for the same price we had by going off-season. Peak season begins Christmas, and continues through end of April when East Coast and Midwest weather moves towards spring temperatures. But the climate in the Caribbean is consistent throughout—except for the rare threat of hurricanes between July and September. So plan your Caribbean visit around Memorial Day or Thanksgiving—and you'll save significant amounts of money while enjoying less crowded accommodations and great

weather! Bon Voyage—See you next month! ■



Spectacular Dunn's River Falls

■ WEB SITE OF THE MONTH: ALWAYS CHECK THIS SITE BEFORE YOU MAKE A HOTE RESERVATION

Tripadvisor.com has revolutionized the way I check out hotels, thanks to its capability that allows travelers to report their experiences and rate their stay from 1 (worst) to 5 (best). All major upscale hotels in the US—and increasingly abroad—will have at least five feedback ratings, with popular hotels having 70 or more! Just type the name of a hotel into

the site's search engine, and travelers' opinions about their hotel stay will pop up on your screen.

But that is not the end of this site's powerful capabilities. Links to reviews of the hotel in major travel guides such as Frommers or Fodor's also appear on your screen, together with articles written about the hotel in newspapers and magazines. And there's more. Simple links are provided to the major travel agency booking engines such as Orbitz.com and Expedia.com. You simply click on "Compare All Deals" and provide your dates in the Quick Check pop-up to obtain

comparative rate information. Often times there will be a simple way to review photographs of the hotel. What an easy way to do some preliminary hotel rate searches.

Check out the practical advantage of Tripadvisor's information in the next section.... ■



FORTHCOMING FEATURES:

1. My favorite hotel loyalty program.
2. Criteria for choosing the best affinity travel credit card.
3. First class fares for domestic travel at unbelievably low prices.
4. Which one travel web site should you always start with for fares and car rentals.

■ **MAKE YOUR NEXT CONFERENCE OR CONVENTION REALLY TAKE OFF...
BOOK A TIMELY, FUN AND VALUABLE TRAVEL PROGRAM!**



Bring Theo Brandt-Sarif to speak at your next event.

One of the crucial issues businesses are facing today is travel. Right now your people are facing economic uncertainty, increased security hassles, and shrinking travel budgets. Yet they still need to service clients, attend meetings, and meet new prospects.

Why not make your next convention, sales meeting, or association conference a big hit with a powerful program that helps your employees or members solve many of these travel issues? A fast-paced, informative travel program from Dr.Theo Brandt-Sarif will do exactly that!

This is a topic of great interest for your employees and members right now, and the kind of program that makes you look good for booking it. Theo is an entertaining presenter, and the undisputed expert in slashing travel costs. He is the co-author with Jay Conrad Levinson of

the book, *Guerrilla Travel Tactics: Hundreds of Simple Strategies Guaranteed To Save Road Warriors Time and Money.*

And Theo brings a lot of extra value to your group. For example, Theo writes Special Reports on travel savings that can be customized for your organization. He can also submit informative articles for your newsletter and website. And he can arrange to arrive a little earlier, or stay later, so you can have a book signing at your event. Things like this provide great value, and are sure to increase enthusiasm for your meeting.

Theo is a consummate professional who will deliver a fun, fast-paced and practical program, customized exclusively for your audience and consistent with corporate travel policies. Best of all, he's easy to work with, and you'll still see benefits long after he's gone...

Your organization will dramatically slash its travel costs now and in the future. And attendees will reap the benefits over and over again, for years to come. Every time they take a business trip or plan a vacation, they'll be able to use the money saving, travel-enhancing techniques they learned at your event.

Programs Available:

- **Guerrilla Travel Tactics for Road Warriors**
- **Luxury Leisure Travel for Less**

To Check Date Availability, Call 877-TRAVLUX or e-mail speaker@travelexpert.com.

What Others Have to Say About Theo and his Fun, Fast-Paced Programs...

“Actionable content that can save thousands to hundreds of thousands of dollars. Theo’s program is quite revolutionary, in that it is refreshingly different from the ‘same old fad’ and motivational programs that are presented. Theo is for everybody!”

John R. Washbish, National Engine Parts Manufacturing Association; President, AE Clevite Engine Parts

“Washington DC audiences are very tough on presenters in terms of evaluation scores. Your ‘Luxury Travel for Less’ seminar received some of the highest evaluation scores in First Class, Inc.’s history.”

Debra G. Leopold, FIRST CLASS, Inc.

“Our group very much enjoyed learning how they might experience travel savings they never dreamed possible! Your knowledge of the many aspects of travel was most impressive.”

Anne Curry, Program Chair, Hughes Corp.