



TWF NEWSLETTER

MAY – JUNE 2016

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GREETINGS FROM TWF'S DIRECTOR

April marked the start of a new financial year for TWF. 2015 has seen a challenging environment for business in South Africa and TWF can acknowledge to this. The depreciation of the rand has made many companies re-evaluate their costs and travel has been affected in many instances. TWF through its Management Information Reports to clients, has allowed clients to re-negotiate with their suppliers and prices for 2016 have seen minimal increases.

Of note is that National Treasury is re-evaluating their travel costs and have negotiated government rates with key air and accommodation suppliers effective 01 April 2016. Definite cost saving measures have been announced which TWF has already implemented and will drive so as to ensure that Government can save costs and thus save Tax payers monies. Travel Management Companies fulfil a significant role in ensuring that Government Departments are able to travel hassle free.

TWF's automation project phase two will be implemented by the end of May 2016 ensuring that processes followed through from client booking, to confirmations, to invoicing and supplier payment becomes seamless and that quality control occurs at all stages throughout the booking process. TWF consultants will be able to process more transactions in less time thus allowing for improved quality. This development in conjunction with Travelport has taken two years but the end product will have been worth the wait.

Some exciting news from TWF is that our Johannesburg branch relocated to their stylish new office block situated at 5 Coombe Place, Rivonia on the 30th of April 2016. This 2 storey, cool, calm and sophisticated office block will house 70 staff members on 1400 m² - all eager to assist with your travel needs. See this edition for a few pictures of our new branch...

Yours in Travel,
Johanna Mukoki



TWF RIVONIA'S NEW
5 COOMBE PLACE

Home



BID CENTURY INTERNATIONAL QUALITY ERA CONVENTION

Geneva hosted the 2016 BID Century International Quality ERA Convention, where professionals and business leaders from around the world gathered to recognize excellence and success. In particular, the convention celebrates quality in business and operations. Award winners demonstrate commitment to the criteria of the award, which helps bolster customer satisfaction and cost efficiency across all areas of operation.

This year Robert Wilke [Director] and Jaco Bekker [General Manager] took receipt of the Century International Quality ERA Award in the Gold Category at the BID Quality Convention in Geneva on behalf of TWF. TWF has made huge strides this year as a leader not only within its sector, but also in South Africa. The Award came as an ideal way to celebrate this past year's successes while looking forward to putting quality first in the year to come.

Robert Wilke stood before the gathering of international leaders, sharing the company's achievements to date as well as its future ambitions and goals. Despite the difficult current global economic climate, TWF strives to excel in quality each day, creating a competitive advantage in our industry. And for this reason, TWF won the 2016 BID Century International Quality ERA Award in Geneva. The Award is presented to companies and organizations from around the world that best adhere to excellence and innovation in their practices, putting quality first at all levels of organization.



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Saint Patrick's day





GTA

TRAVEL ACADEMY

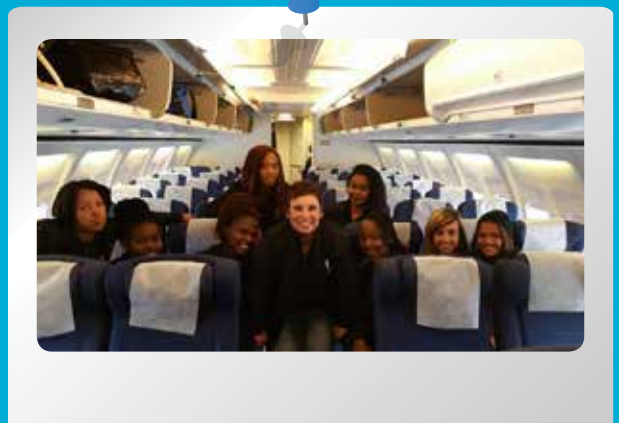
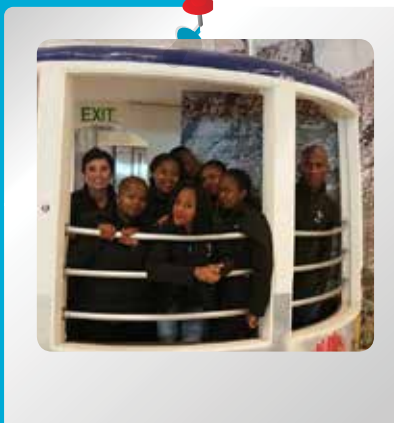
In 2015, GTA had the privilege of accepting 38 students into our Learnership programme. This meant that we would have to work twice as hard to make sure that each student gets out the best education possible.

During the year we had the opportunity of sending our students to an educational in Cape Town and Durban. A big thank you to the following suppliers for helping us in making this a reality:

- INN On The Square – Three cities
- British Airways Comair
- AAA shuttles & Tours
- City Lodge Hotel Group.
- African Hotels & Adventures
- The Bay Hotel – Camps Bay
- Townhouse Hotel
- Neil's Transfer Services
- Hotty's Travel & Tours
- Travelport South Africa

From visiting the V&A Waterfront in Cape Town and enjoying some time in Camps bay to being at the top of the Sky Car in Moses Mabhida stadium, the students enjoyed every moment.

GTA hosted their graduation ceremony on the 24th February at the Protea Hotel Fire & Ice; it was a remarkable evening and such a great venue. All 38 students graduated and many of them achieving averages above 95%. We could not be more proud of each student for their hard work and dedication. A total of 30 students were ultimately employed at TWF and have been placed throughout all the departments.



"GTA wishes each of you all the best, become tomorrow's inspiration, leaders and respected professionals"

Top 10 Reasons why you should book through TWF instead of the INTERNET.



1 Internet bookings

- are not always the cheapest
- are not always secure and safe for payment
- also charge fees, they are hidden in the fine print
- cannot be placed on hold and need to be issued and paid for straight away
- are generally non refundable

2 Why waste time and energy

searching websites when TWF can do all this for you with one call.

3 Globally

Companies are balancing the usage between online tools and the travel agent.

4 If your flight is delayed or cancelled,

simply call us and we will rebook your onward flights.

5 Business itineraries will change,

then you are left with individually changing flights, hotel reservations, car-hire, train tickets, etc. One call or email to your dedicated agent will sort everything out.

6 24/7 Support

It can be challenging dealing directly with airlines, hotels or various travel operators in times of need. Weather conditions. Strikes. Traffic. Things happen. With TWF you can speak to a dedicated after-hours consultant any time day or night who know and understand a client's travel policy and can provide immediate, efficient and courteous support around the clock.

7 TWF

- will manage your unused airline tickets; Did you know that 10% of company tickets go unused.
- is a Proudly South African Leading Black owned Travel Management Company with 20 years in the industry, over 20 branches across South Africa and a team of around 800 skilled professionals as well as Global Partners.
- will build your travel policy into your company booking options.
- will provide you with cost savings, costs avoidance and return on investment.
- will provide you necessary tools to quickly locate your travellers in the event of an emergency.
- will keep track of all your past, current and future itineraries.
- will house all your travellers' personal information, special requests, frequent flyer information in one profile. Each time they book a ticket, their information automatically populates into their reservation.

8 Personalised service

You won't be dealing with some impersonal voice on the end of the phone, but someone who understand and knows you.

9 Satisfaction

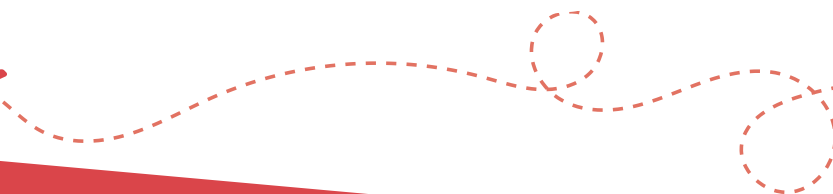
TWF work for you, not for the airline or any other travel supplier. Our only objective is to get you the best value and a level of service that ensures that you will come back and see us again!

10 One Stop Solution

TWF offers a One Stop Solution to Corporate, Leisure, Conference & Events, Cultural and Sports Groups, Incentives, Spouse Travel and Honeymoons.

We believe there are many reasons why it's better and more straightforward to book your travel with TWF, compared with booking directly over the Internet.

The benefits really come into sharp focus when things go wrong, or when plans change, which seems to happen more and more frequently these days.



Contact us today for personalised travel advice that ensures that all the fine details are looked after with accuracy and care.

23 February 2016



**2016
GTA Learner
Graduation**



Protea Hotel Fire
& Ice - Menlyn



TWF ATHLETICS CLUB WARRIOR RACE 2016



For more info and to register please contact:


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