



## TRAVELSCENE AMERICAN EXPRESS MEMBER AGENTS PROVE THEIR WORTH

31 Oct 2011 - As the impact of the Qantas industrial action continues, Travelscene American Express Member agencies around Australia have been working around the clock to help their clients.

“Our Members, corporate and leisure, have been fielding calls, sharing information with their clients, and working with our suppliers to identify possible flight options, alternate journey options, and accommodation,” Mike Thompson, CEO, Travelscene American Express said.

“From providing direct ongoing updates to those who are stranded here and overseas, and those who are uncertain about how these events affect their travel plans in coming days, through to identifying alternate travel and accommodation solutions, Travelscene American Express Members are proving the value of travel agents.”

“While these are incredibly stressful times for all involved, the absolute commitment of our Member agents to premium customer service, and the strong relationships we enjoy with major air and land suppliers, are a definite advantage in difficult times such as these.”

That commitment is also the centrepiece of the network’s “You’ll Never Travel Alone” Client Advocacy commitment which reinforces the value of dealing with a licensed travel agent, and the benefits which flow from being part of the Travelscene American Express network.

Travelscene American Express is Australia’s largest premium travel agency group and was voted Australia’s Top Travel Network in 2006, 2008, and 2011. Travelscene American Express Members are locally owned and operated, and provide outstanding quality, value, and choice to all travellers across major Australian cities, metropolitan and regional areas.

Contact your local Travelscene American Express Member on 13 TRAVEL (13 8728) or visit [www.travelscene.net.au](http://www.travelscene.net.au)

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