



CSPN CUSTOMER SERVICE CONFERENCE

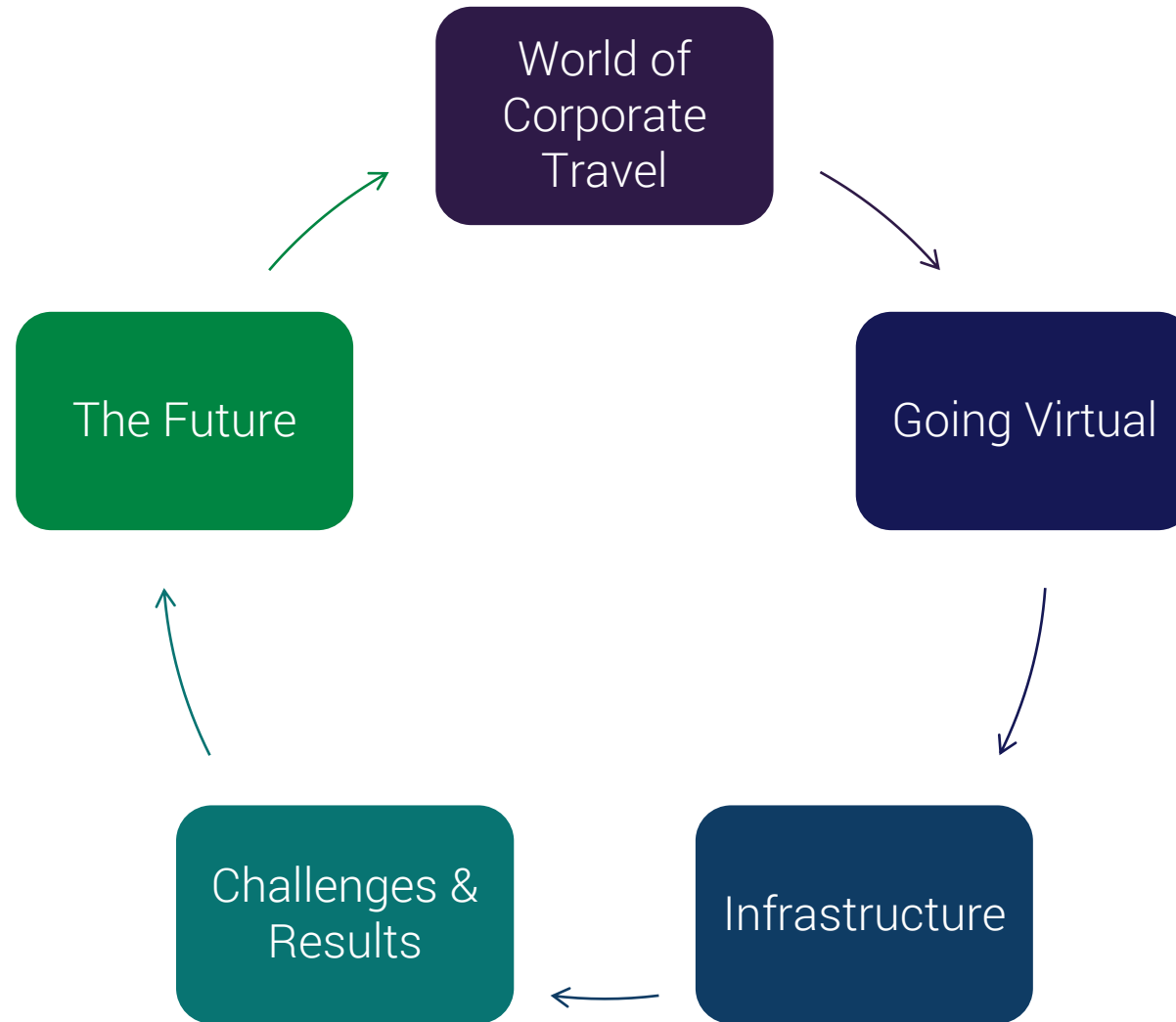
Maintaining Success & Employee
Engagement through a Virtual
Service Model

Prepared by Tristan Lockie

© Merit Travel Group Inc., 2016

MeritBiz
CORPORATE TRAVEL SOLUTIONS

SESSION PLAN



“CLIENT-FIRST” CORPORATE TRAVEL



TRAVEL MANAGEMENT SERVICE PILLARS



Booking

- Multiple booking channel options
- All service/travel types
- Flight passes
- Client rates/prices
- MeritBiz fares/rates
- Unique content

No service request goes beyond the call of duty



Support

- Recommendations
- Trips changes
- Visas
- Upgrades
- Destination risks
- Loyalty programs
- Easy documents
- Customer care
- Irregular Ops
- Available 24/7



Management

- Audit + benchmark
- Leverage spends
- Behavioral analysis
- Negotiate
- Recommendations
- Reporting
- Data merging



Monitoring

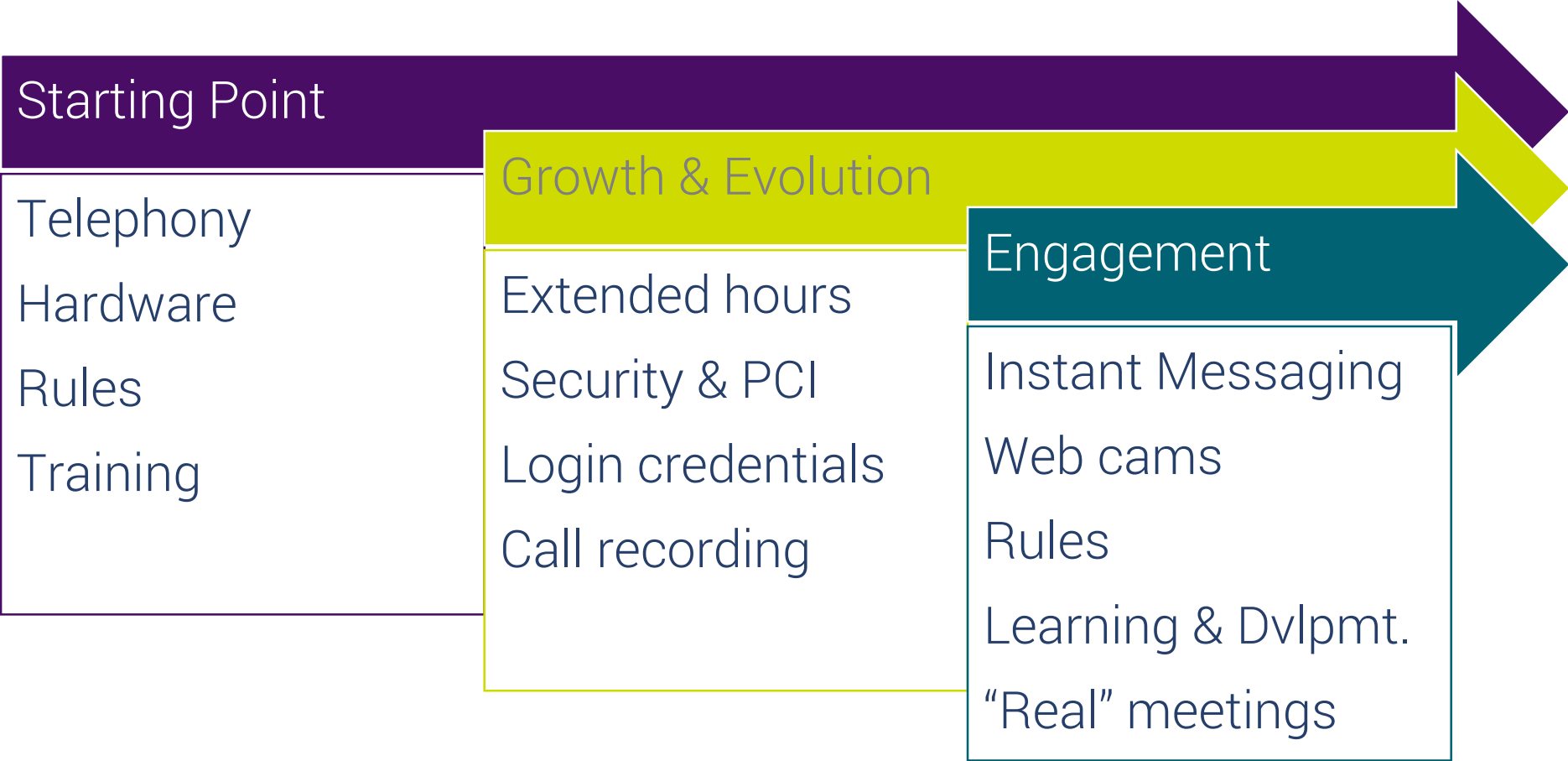
- Non-compliance
- Traveller Tracking
- Safety & Support
- Advisory Services

“GOING VIRTUAL”

- Highly tenured, highly experienced operational team
- Our business was our Customer Service
- Toronto-centric, Toronto-based
- The climate was ‘recovery’ – post 9/11, living through SARS
- Commission-to-fee based income model
- Costs on the increase, but new operational technologies available
- We were still 9am-5pm



INFRASTRUCTURE



CHALLENGES & RESULTS

Company Values

Ethical Behaviour

Excellence

Client Focus

Adaptability

Teamwork

Corporate
Responsibility

The Challenges

- Engagement levels
- Focused L&D
- 'Change' happens and quickly
- The fit with our/my management style:
 - Motivating staff
 - Collaboration
- Team-spirit vs. out-of-sight-out-of-mind
- Intrinsic Rewards

The Results

- Access & Availability KPI's
- Increased Service uptime
- Gratitude amongst staff correlates into improved customer service
- Staff retention
- Increase return-to-work ratios
- Client retention
- Expanded responsibilities and (new) service functions

Recommendations

- Ensure it is right for you, your clients and your staff
- Make sure the Plan aligns with your values and goals
- Make sure *rules* and measures are in place – home working vs. Virtual
- Be disciplined against those measures. Surprises occur!
- **Engagement Plan is vital** – build a budget for this

THE FUTURE

