

The Travel Concept joins Advantage Managed Services

It's the personal touch that makes all the difference for Bianca Wassell and Tracy Felstead, homeworkers at The Travel Concept in Tunbridge Wells. And it's not just when it comes to providing their customers with a top class service. It was also the deciding factor when they chose to move their business (from Freedom) to Advantage Managed Services (AMS).

Tracy Felstead said: "We are a small business and it was important to us that whichever organisation we chose would recognise us and talk to us on a personal level. We met some of the team at Advantage and were impressed with how professional they are. I can pick up the phone and talk to any of them if I have a problem or a question. They know who we are and will take the time to help – just like we do with our clients."

Owners Tracy and Bianca joined Advantage Managed Services so they can concentrate on their business. They are keen to expand by offering their existing customers a greater range of products and services, and by attracting new customers in nearby local areas.

They are keen to get involved in the networking opportunities to meet other Advantage members and business partners, for example at the regional dinners, training days and the annual conference.

Specialising in the luxury travel market, it was important for The Travel Concept to retain its independence whilst receiving the

level of support offered by AMS – from the back office system and business consultancy to front office booking systems, bonding and integrated marketing campaigns.

Tracy said: "The back office system we use with AMS is much better and faster than the one we are used to; we don't want to be spending our time on administration which is why AMS is ideal for us. The admin, supplier payments and bonding are all taken care of by AMS so we can get on with servicing the needs of our customers and expanding our client base, using the Advantage marketing such as the door drop and direct mail campaigns."

Tracy added: "We spoke to a number of Advantage members before we joined who all gave great feedback about the organisation; it seems all the successful travel agencies are members of Advantage and we are looking forward to meeting them at the events. We have the perfect combination of the benefits of being part of a big operation but which also understands small companies and the support they need."

