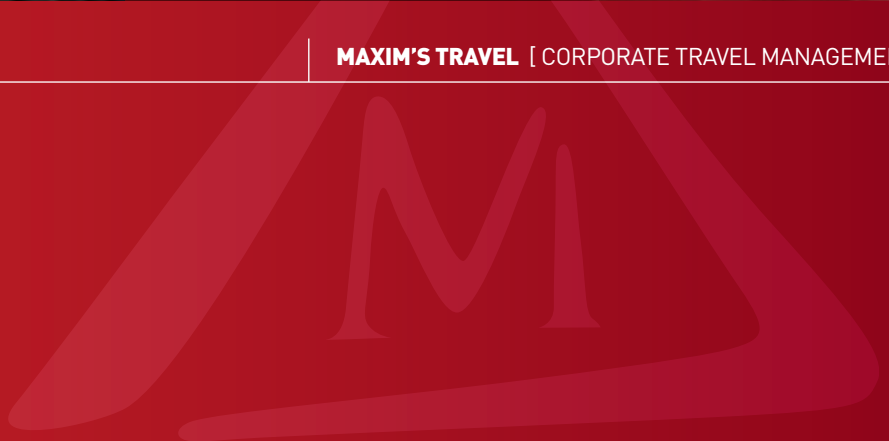


**MAXIM'S TRAVEL** [ CORPORATE TRAVEL MANAGEMENT ]



# CORPORATE background

**MAXIM'S TRAVEL**, one of Australia's most progressive travel management companies is consistently delivering its clients seamless travel management services, using an innovative approach combining exciting new technologies with a deft personal touch.

Incorporated in 1985, Maxim's Travel is owned and managed by Chris Goddard. As an affiliate of the Jetset Travelworld Group, Maxim's can offer its clients the best of both worlds: the **personalised service** of a boutique travel management company and the benefits associated with being part of a **major global travel group**, guaranteeing savings and privileges.

As well as being a **multi-award winning** company, Maxim's Travel has been a member of the **Qantas Platinum Club** since its inception in 2004. Membership of this prestigious club allows us to deliver greater efficiencies and quicker turnarounds for our clients.

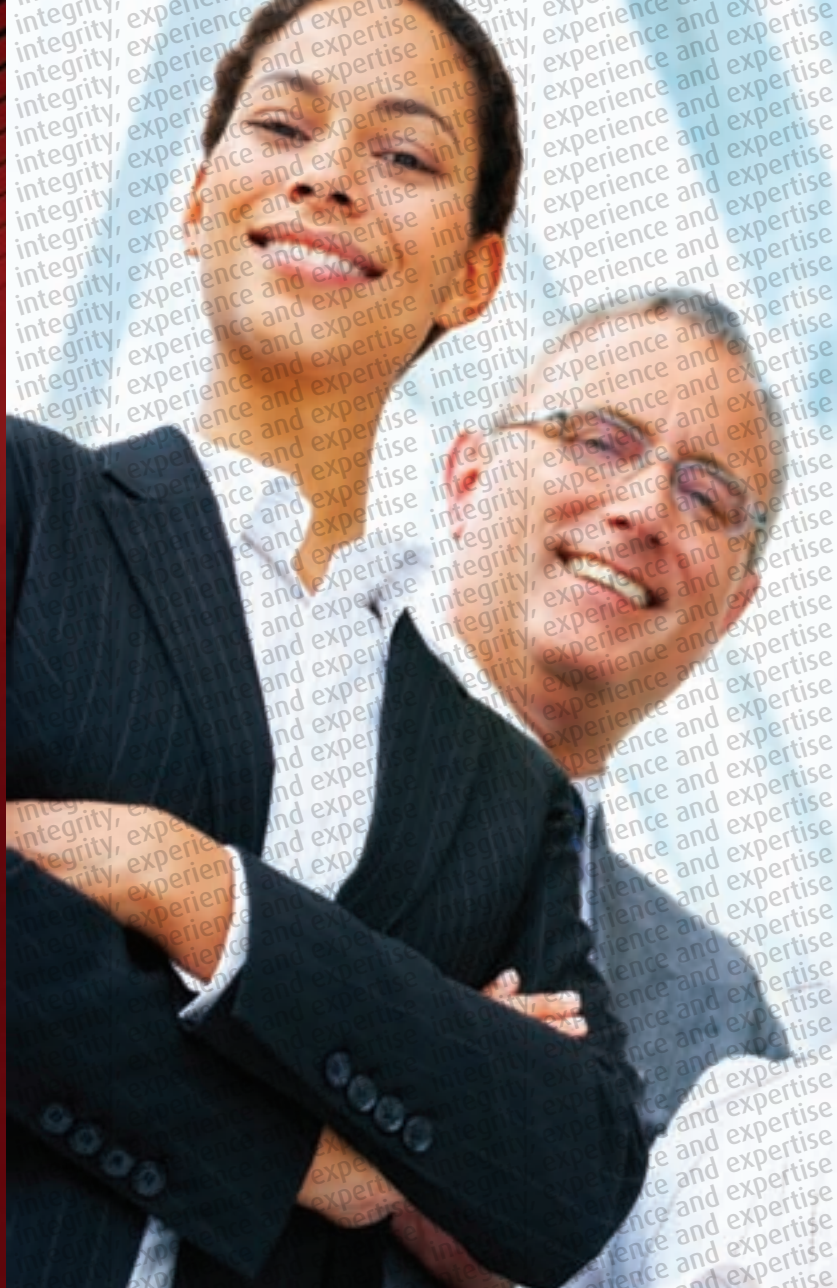




# VALUE-add

Maxim's Travel's reputation is second to none, having secured the prestigious National Corporate Travel Agency of the Year Award in 2006/2007 and 2007/2008 beating a field of 400 travel management companies.

# OUR brand







Our name, **Maxim's** is synonymous with the concept of premium service delivery in corporate travel.

**Maxim's Travel** has a strong reputation for integrity, experience and expertise in our field, enhanced by our unique custom-designed booking engine, **MAXIMise**.

**MAXIMise's** unique and innovative technologies, reinforced by our **highly trained and dedicated staff** combine to deliver exceptional results to our clients.

Our premium position in the Corporate Travel industry is a reflection of our insistence on excellence in every facet of our business.

### **Christopher Goddard**

#### **Managing Director**

Christopher has 21 years travel experience and is the driving force of the agency. Being a highly motivated individual, by age 28 Christopher had a half share in the agency and by 2005 was the sole owner. His professionalism, along with an entrepreneurial edge has guided Maxim's Travel to its leading position within the Corporate Travel sector. Like all good managers, Christopher has surrounded himself with an outstanding and motivated team, ensuring the agency's continued success.

### **Catherine Craig**

#### **National Sales and Marketing Manager**

Catherine Craig, our National Sales and Marketing Manager, has enjoyed a solid and successful career in the travel industry spanning 22 years. Dynamic and highly driven, Catherine's experience covers both the B2B and corporate travel sectors. As the corporate face of Maxim's Travel, Catherine's strong client skills have successfully built many long-term business relationships, setting the benchmark for the client service model she oversees. Catherine's work ethic has had a marked effect on her staff, encouraging them to ensure clients needs are consistently met and exceeded.

### **Dianne Alster**

#### **Facilities and Administration Manager**

Dianne Alster has 35 years of experience in a broad range of travel industry sectors. As our Facilities and Administration Manager, Dianne's work is the keystone of Maxim's systems and organisation. Dianne's widely accredited education has ensured that she has a broad overview of the travel profession. Her knowledge and experience has given her insight into the ebbs and flows of the industry allowing her to use this experience to further entrench long-term client relationships.

# SENIOR management

**Mikael Hallin****IT Manager**

Mikael Hallin heads our in-house IT department and is the brain behind the concept of MAXIMise. Mikael created and built MAXIMise – our custom-designed online booking system – which is a unique system within the corporate travel sector. Mikael is highly creative and is constantly working to improve on Maxim's Travel's IT requirements as well as implementing enhancements to the already highly efficient MAXIMise.

**Hai Duong****General Manager for max Q Consolidation**

Hai Duong is our General Manager for max Q, a subsidiary company of Maxim's that deals with travel consolidation and brokerage ticketing. Hai has been in the travel industry for 12 years and has a comprehensive knowledge of this field. Hai complements Maxim's Travel with his specialist skill set and plays a substantial role in max Q's development. Hai also contributes to max Q by maintaining client relationships, streamlining processes for each individual client, creating business development strategies and advising on more efficient business methods.

**Senior management have a strong culture of encouraging individuals to constantly improve and expand their knowledge of corporate travel.**

# CLIENT & SERVICE directory

## **Dedicated Staff**

As a specialist boutique agency and an industry leader in corporate travel services, we care about the individual traveller. Maxim's team of travel professionals provide much more than a simple reservation service; our team professionally and effectively manage every aspect of our clients' travel needs.

## **Service Delivery**

- Traveller consulting services
- Corporate Travel
- Executive Travel
- Online Booking and reporting capabilities
- True 24/7 Emergency assistance
- Supplier negotiation and selection
- Foreign exchange
- Visas, Passports and Travel Insurance
- Conference Group, Events and Incentive Travel
- Concierge service







### Key Areas Of Responsibility

- Expert planning with true integrity
- Valuable, accurate and concise documentation
- Maintaining close communication with our clients
- Detailed report delivery to our clients
- Offering the most cost-effective pricing with multiple choice options
- Our clients can choose their preferred suppliers
- Effective quality control and monitoring of performance standards

Maxim's Travel prides itself on being a TRUE 24 HOUR SERVICE. We do not close at 6pm and do not use voicemail. We will serve our clients with efficiency and provide immediate responses to ensure that requests are met.

In addition, emergency contact numbers are included at the end of each itinerary. Maxim's do not outsource their *after hours* facility. As part of our proactive and "hands-on" management style, *after hours* is also handled by members of the same team creating speedy and continuous responses for our travellers.

# OUR. business

**Our 24 hour service extends assistance regardless of where our clients are situated globally, exemplifying the level of commitment at Maxim's Travel - our promise of true service.**



### Executive Travel

Maxim's Executive Travel is an **elite and privileged service**, designed for senior executives and directors. Our expert and experienced team can expedite restaurant and theatre reservations, charters, limousine, aircraft, boat and helicopter transfers, as well as **facilitate any unique or exceptional accommodation and destination requests**. Maxim's have the ability to accommodate reservation requests locally and globally.

### Event, Conference, Group and Incentive Travel

Our Events Management team will handle all aspects of any business event, whether it is booking flights, managing a complex incentive programme, organising product launches or conferences, even negotiating venues and programme content.

Our experienced team will work proactively to ensure your event is hassle free and successful.



## ONLINE **systems:**

### MAXIMise

It's really that smart

MAXIMise is Maxim's Travel's **unique online booking engine** that can be customised to specifically meet the individual needs of clients.

Its intuitive and simple interface allows bookings to be completed in as little as 60 seconds. MAXIMise is extremely flexible and can be customised to suit individual clients' corporate travel policies.

Easy to use, MAXIMise allows our clients complete access and control to travel booking features, whilst ensuring company compliance is enforced.

MAXIMise **accurately analyses individual traveller activities** and supplies detailed reporting to the client.

With seamless integration to our airline reservation system, Galileo, MAXIMise provides clients with airline schedules, last seat availability, and online booking capabilities. With access to individual travel profiles, travellers can manage their own information.

At Maxim's, we provide state-of-the-art technological travel solutions. We are progressive and dynamic, and are abreast of the latest technological advances, helping us to deliver a premium business travel service.

Through our **Global Distribution System, Galileo**, and our sophisticated travel management system, our team is able to support our traveller's needs, regardless of their worldwide location.

# OUR **technology**

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Maxim's real-time, interactive online reporting facility provides clients with insightful tools that, through its comprehensive reporting, effectively assists the management of corporate travel. This detailed reporting provides complete control in report delivery, be it monthly, weekly or daily, producing quality, relevant and reliable information. Up-to-date specifics guarantee a precise understanding of company travel expenses.

The suite of online reports available in real time includes:

#### Expenditure Reports

- Corporate – Air, Hotel, Car
- Savings - Air, Hotel, Car
- Air spend by class
- Air spend by destination
- Traveller Analysis
- International vs. Domestic Air Spend

#### Financial Reports

- Issued Tickets
- Credit Card
- Invoices
- Debtor statement by Invoice / Booking

#### Supplier Reports

- Supplier – Air, Hotel, Car spend
- City Pair Report
- Hotel Room Nights
- Trip Report

#### Management Reports

- Traveller Location Report
- E-Ticket Tracking Report

# MANAGEMENT INFORMATION reporting





# PARTNER relationships

## Global Partnerships

Long-term client relationships are the foundation-stone of Maxim's. Through our inclusion in the Jetset Travelworld Group together with industry suppliers worldwide, we can present unparalleled service to the corporate sector.

As a key member of the Jetset Travelworld Group, Australia's largest travel agency franchise group, Maxim's is a pioneer in changing the manner in which travel is sold. The group operates two of the world's most trusted, respected and recognised brands: Jetset and Travelworld. Its network comprises 725 travel centres across every state and territory.

Our membership of the International Travel Partnership (ITP) with its offices in 35 countries, increases our global footprint, allowing us to represent and care for our passengers worldwide.

## Hotel Partners

Our clients hotel needs and requests are attended to with detailed attention and care and our clients are guaranteed to be satisfied. We are strong affiliates to premium players in the hotel industry, enjoying significant relationships with hotel groups such as Hilton, Accor and Starwood.

As a member of the Jetset Travelworld Group, Maxim's also has the added privilege of offering our clients negotiated rates via the Jetset Travelworld Hotel Programme. This provides our clients with an unparalleled selection when deciding on hotels and rates.

## Airline Partners

Maxim's strong connection with all major international and domestic airlines ensures the ability to purchase the best fares possible. Our exclusive and highly valued connection to the QANTAS Platinum Club bears testament to this.





**Head Office**

Maxim's Travel

Level 8, 50 Margaret Street Sydney, NSW 2000

Tel: 61 2 9223 1122 Fax: 61 2 9223 1320

Catherine Craig

National Sales & Marketing Manager

[ccraig@maxims-travel.com](mailto:ccraig@maxims-travel.com)

[www.maxims-travel.com](http://www.maxims-travel.com)