

Here are unsolicited comments from our Clients:

FROM MINNESOTA

Dec. 23, 2009

Many thanks!!!

Your agents on our team always go “above and beyond” to make things happen!

DRC

FROM KENTUCKY

Sent: Wednesday, December 16, 2009 4:04 PM

To: Holiday Travel

Subject: RE: Holiday Hours

Yes I will and Merry Christmas to you and everyone in your office. Your service to our PPPO folks has been exceptional this year – a toast to each of you!!!

Thank you,

S.

FROM WEST VIRGINIA

All,

I wanted to let you know how much I appreciate all of the great help and assistance that I received from the staff at Holiday Travel. I cannot count on a given date how many times I call (thank goodness for speed dial). Each and every time I call, from something just asking a question, checking on flights, or trying to plan out a trip, the staff at Holiday has been very cordial and accommodating. Even when our Director changes his flights at the airport you always get him a seat and a quick answer. And how can I forget, all of those changes!!

I want in particular to acknowledge D. for her help in a trip to Shanghai. This was a very difficult and trying trip. This was the first one that we have arranged using business class. Even at difficult times, D. is always pleasant. Thank you D., you are great!!

And, a thank you to the rest of the staff that takes care of my needs!!

P.S.

Administrative Specialist

Office of the Director

FROM THE STATE OF WASHINGTON

The following are comments from various DOE entities:

Nanette – I just wanted to take the time to say THANK YOU for all that you do, especially in how you have helped me over the past couple of weeks in securing travel reservations for what seems like the entire Site Office! It has been a tremendously busy travel time for our office and it’s great knowing that I am getting such quality customer service from you – personally – in making the initial travel reservations, as well as adjusting when needed. As you know, Federal travelers can sometimes be demanding and difficult to work with when they want to secure travel reservations, and the service you provide me tends to be, for the most part, seamless, which makes my job all the more easier! Thanks Nanette ~ you’re the best!

Office of the Manager

Pacific Northwest Site Office

U.S. Department of Energy

FROM PENNSYLVANIA

From the US Department of Energy

Sent: Tuesday, October 13, 2009 1:01 PM

To: DorothyP@Holidaytvl.com

Subject: NOTE OF APPRECIATION/RECOGNITION

I am sure you already know what a wonderful staff you have. However, I wanted to take the time to write a quick note to let you know how wonderful I think they are. I have worked with many travel agencies over the years. (I am a retired Chief Yeoman US Coast Guard) I just started working with NETL about a year ago.

I would like to say that Holiday Travel is the best. I like the professionalism and the caring courtesy that I experience every time I call. I cannot begin to list how many times Nanette has gone out of her way to help me with last minute travel changes and helping get foreign travel organized.

It is a pleasure working with all of your staff

Sincerely

Office Manager

US Department of Energy

FROM TENNESSEE

I cannot thank you two enough for what a great job you did, and for coming to see us. This was a major success, and it is because of your positive attitudes and wonderful customer orientation.

Thank you!!!

You're great to work with, and I appreciate everything you do for me. You are always accessible, professional, and go above and beyond the norm.

Subject: Appreciation

Rachel and I wanted to take a moment to thank Travel Agent D.O. for the travel support she provided to the Department of Energy on the evening of March 27, 2008. She did an outstanding job in handling the travel changes for Ms. B. and three other DOE employees. We were very appreciative of her help changing the travel accommodations in a short amount of time. She was able to handle the situation very well under pressure.

Thank you, C.W.

Phil -

Wanted you to know that in a Gov-Trip training class today I heard nothing but praises for your people - how helpful, efficient, and that Holiday has saved us from disaster on more than one occasion.

Thanks for such great support!

E. G.

Jan, I want to thank you for your support on Friday afternoon. I believe we got Sherman taken care of. I enjoy working with Holiday Travel because you all make it happen - even when we don't have any time to plan! I do appreciate your efforts! Nancy Beth

Nanette,

Just a note to let you know, I am changing job responsibilities and will not be doing very many travel reservations with my new assignment.

You have been a pleasure to work with and I wanted to take this opportunity to thank you for facilitating all my travel requests. You are great at what you do, again THANK YOU!!!

PH

Office Manager

Environmental and Quality Management Division)

Subject: Comments on your staff I would like to thank you for the excellent response time and hard work of both Nanette and Rich. They are the best - always prompt and helpful. DOE ORO really appreciates them!

MORE TO COME SOON