

Here are unsolicited comments from our Federal Govt., Govt.Contractors, and Corporate and Leisure Clients:

From New Mexico DOE

Good job Gabrielle! Our Human Resources department is working to update their profiles. Our call to Gabrielle solved all of our problems. Thanks Gabrielle...L.

From PA, Sept. 25, 2010

Sylvia,

We had a wonderful time on our Eastern Caribbean cruise back in July! Thank you again for finding us such a great deal! Angie's parents had a great time on their Alaskan cruise as well! We are looking to travel to NYC for a weekend in December. We are looking to leave Friday December 10th, and returning home Sunday December 12th, flying out of Pittsburgh. Maybe you can help us find a better deal or give us some advice like you did for our cruise.

Thanks,
Michael

From PA, Sept.21, 2010 from Corporate acct.

Hi Linda, Thank you for the assistance with the car rentals and the concise insurance info of my own company which eased my trip arrangements. Ann

From PA Sept. 1, 2010

Hi Sylvia!!!!!!!!!!!!

Secrets Silversands was PERFECT!!!!!!!! WE LOVED every moment of it! Thank you so much for your very close attention in helping us to plan the perfect honeymoon! We will absolutely be in touch again for more vacation planning and will also pass your name along! You were so amazing to work with! Bethany

From PA August 25, 2010

Sylvia, Thank you for making the trip of a lifetime perfect. All your arrangements were great and all went smoothly. We didn't have one moment of concern about anything. Thanks for excellent planning. Ted and Connie.

From PA: August 10, 2010 Hi Sylvia- Just want to send you a note to let you know that our Hawaii vacation that you helped us with was great. We enjoyed each island. We fit relaxation and sightseeing into the days. Matthew, Daniel, and Rachel experienced so many exciting adventures: Luaus, catamaran sailing, snorkeling, scenic drives, the active volcano (and we did get to see the lava flowing from it), beautiful beaches, Pearl Harbor, the Battleship Missouri, great food, and lots of family fun.
Vicki and Gary

From Arizona and PA July 30, 2010

Dear Phil,

I wanted to take a minute on behalf of my whole family to thank you for a fabulous trip! We enjoyed every minute of it. You Jeryl, and your team did a great job in planning. It was very well organized and everything went smoothly. We made lots of friends and loved the group we went with. Our guide and driver were wonderful & charming. The hotels, destinations and points of interest were perfect. The play was amazing. We loved the small towns like Oberammergau and the towns in Bavaria and Tyrol. Luzerne was gorgeous and so was Innsbruck.... We also wanted to thank you for helping us and planning our additional days in Austria.... So all in all,

fabulous trip and we wanted to thank you a million times.... We look forward to future trips with Holiday Travel and SVC. Keep us posted!
Many Thanks,
Juliette, Jason, Ed, Bernadette.

From Oregon DOE Subject: RE: MS&T travel

>>> 7/15/2010 2:42 PM >>>

Nanette,

Thanks for all your help. Always a pleasure working with you. Hopefully I won't have to call you from an airport or ahead of a storm, but if I do, I know I can rely on you.

thanks,
Paul

From Pennsylvania Fed. Contractor subject: "Exceptional Travel Agent"
June 24, 2010

Good Morning,

I just wanted to send a quick email and let you know that I think Chrissie does an outstanding job for your company. I have had some "out of the ordinary" travel issues lately, and she was incredibly helpful. Not only is she very knowledgeable and always going the extra mile, but she is **always** very pleasant to deal with. I believe all of your agents do a great job, but Chrissie really shines through.

Sincerely,
Gina M. B

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 Dec.1, 2009

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