

TTG

October 21 • 9am to 12pm



- Can you handle the truth?
- Can you handle online?
- How to retail travel today?
- How to buy travel today?
- How to lose clients and win complaints?
- How to achieve customer service excellence?
- How to customise travel and add value?

* Some of our topics and speakers as of August 19, 2011



ns Lerch, vice chairman & CEO, telplan Switzerland; board member ercrombie & Kent group, UK



Martin Symes, CEO, WEGO



Sheldon Hee, GM, Tradewinds Tours & Travel Singapore



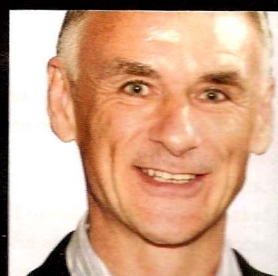
Hajar Ali, founder, Urbane Nomads Singapore



Arthur Kiong, MD hotel operations Asia-Pacific & SVP group marketing services, Banyan Tree Hotels & Resorts



Hui-Wan Chua, senior regional director Asia, Travelport



John Sutherland, CEO, Dreamscape Journeys Singapore



Adrian Caruso, CEO of TA Australia's top travel age coach and trainer