

TRAVEL FOUR

IN ASSOCIATION WITH ALTOUR



General Information

Company Overview

Travel Four is an independent corporate and leisure travel agency associated with Altour. Located in the heart of New Jersey, we serve commercial accounts locally, nationally and globally. Since we began operations, Travel Four has never waived from its primary goal, which is to provide unsurpassed professional, yet personal, service to the corporate traveler.

Affiliated with Altour since 2004, we are a privately owned company, which is well regarded in both New Jersey and New York business communities.

As one of the most sophisticated and savvy leaders in the travel world, Altour has earned its reputation by pioneering cutting edge technology and delivering the highest level of personal attention. Its group of travel related companies manages the corporate, group and individual needs of travelers in such diverse fields as fashion, entertainment, production, finance and leisure travel. A few facts about Altour:

- Over 700 travel professionals, including nationally recognized specialists in business, leisure and group travel.
- Over \$500 million in annual sales
- 20 wholly owned offices and reservations centers. In addition to our offices in New York, Los Angeles, London and Paris, we have multiple branch locations to serve your needs.
- Ranked among the 20 largest US Travel agencies by *Travel Weekly*.
- Ranked among the 35 largest UK Travel agencies by *Business Travel World*.

While good management prohibits ignoring the “bottom line,” being privately owned and locally operated means we remain close to our customers. This also gives us the flexibility to be both innovative and responsive to the ever-changing needs of our corporate clients. Our continued attention to the improvement of our procedures, systems and suppliers has enabled us to provide the value our travelers want and deserve – with no detrimental effect on our service quality. We remain acutely aware that, in too many instances, superior service has become the exception rather than the rule. Today’s almost universal zeal to maximize the bottom line is frequently at the expense of service quality. We will never compromise our dedication to service.

We assume responsibility for the best service at the lowest cost, continually cultivating within our employees a passion for excellence that translates into peak performance on behalf of our clients.

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Team of Experts

Carol R. Strauss, Co-President and Owner

A native of New Jersey, Ms. Strauss oversees the day-to-day customer satisfaction of Travel Four clients. She is the driving force behind the growth and service of the firm. She prides herself on employing only the finest travel professionals in the industry. A graduate of Pennsylvania State University, she is entering her 35th year in business travel (20 as owner) and has traveled extensively.

Patty Sarantitis, Co-President, Operations and Owner

A graduate of Upsala College, Ms. Sarantitis has total operational and financial responsibility for Travel Four. She has extensive experience in travel throughout the world and is entering her 32nd year in business travel management (20 as owner).

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Ten Standards of Performance

The cornerstone of Travel Four's extraordinary success is the delivery of a highly personalized travel service. In an automated environment, we haven't forgotten our primary mission, which is to provide prompt, professional, personal accurate service. For this reason, Travel Four has established the following performance standards:

- To achieve our daily goal, to not only meet but to exceed our customers' expectations.
- To answer all calls within three rings.
- To return calls immediately and to respond to every customer inquiry the same day it is received.
- To finalize the entire transaction (air, hotel and car confirmations) on the first call or email.
- To strive to be 100% error-free, and to take personal accountability for the work we do.
- To see to all the details, such as seat assignments, frequent flyer registration and special meal requests.
- To always provide our clients with the lowest hotel rates and car rental and to guarantee all reservations.
- To ensure our personnel always reflect our standards of professionalism and organization.
- To staff our agency with highly qualified personnel, giving them on-going training and performance incentives based on quality service.
- To guarantee the lowest fares in the marketplace, including internet ticketing sources.
- To react quickly to travel emergencies, to be prepared for all emergencies, to make the business traveler as safe and secure as possible.

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References

Travel Four takes pride in the prestigious companies whom we serve and would be pleased to have you contact any or all of the following:

Exec-Comm

Stephanie Martinez
Executive Assistant
212-213-2888

Financo, Inc

Travel Coordinator
Lauren Gilker
212-593-9000

Loeb & Loeb L.L.P.

Connie Sheehan
National Director
212-407-4000

Medical Resources, Inc.

Linda Rozabek
Executive Assist
201-883-5449

Memory Pharmaceuticals Corporation

Christine Mueller
Travel Coordinator
973-802-7100

Morgan Joseph and Company, Inc.

Luisa de Samme-Spear
Vice President
212-218-3728

NTM

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Executive Assistant
212-371-0088

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973-470-8100

Tranzact

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201-242-3718

Tri-Artisan Partners

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