



## October 2008

### Providing Global Customer Service In A Chaotic Travel Environment

As we are all too aware, business travel is becoming progressively more painful. As a Travel Manager or Provider, how can you ensure that you or your team is able to provide the level of customer service to make the challenges of flight cancellations, sold out flights, delays, etc, less difficult for the road warriors? Alan Donald, Vice President, Egencia Global Customer Service, will discuss key factors you can implement which will contribute to consistent, reliable customer service and a better travel experience.

#### Speaker:

#### **Alan Donald**

Vice President, Global Customer Service, Egencia, an Expedia Inc. Company

Alan is responsible for the strategy and execution of Egencia Global Customer Service operations and reports to Jean-Pierre Remy, President. Alan joined Egencia, formerly Expedia Corporate Travel, in June 2005 in this newly created position. Prior to Egencia, Alan spent 14 years with Microsoft Corporation based in Europe and the U.S. in various international and domestic roles with a strong focus on B to B Marketing and Global Customer Service. In his most recent position at Microsoft, Alan was responsible for overseeing MSN's global service operations. Prior to Microsoft, Alan spent a number of years developing software for financial institutions. Alan holds a Degree from Cricklade College in Engineering from the UK.

## Venue

9/10/2008

**Manhattan Beach Marriott**  
**1400 Parkview Ave.**  
**Manhattan Beach, CA 90266**

Manhattan Beach hotel has a resort feel, making it easy for guests to unwind and relax. A fresh, casual, coastal retreat, The Manhattan Beach Marriott sits on 26 beautifully landscaped acres just 3 miles south of the Los Angeles International Airport. Minutes from Southern California's premier beaches, our 385 spacious guest rooms feature the luxurious Marriott Revive bedding collection.





## Photo Gallery





## **New Members**

### **Rodney Farmer**

Avecra Global Transportation

### **Madeline Aguiar**

Director Corporate Accounts  
Beverly Hills Rent-a-Car

### **Rani Bal**

HR Manager  
Thinkwell Design & Production

### **Jeannine Graham**

Sales Manager, Western Region  
Leading Hotels of the World

### **Clarissa Nakata**

Executive Account Manager  
Alaska Airlines

### **Bernadette Churchill**

Account Executive  
Marriott Execustay

## **Thank You**

Mark Thorpe  
Director of Air Service Marketing  
LAWA

July Corporate Partner  
LAWA



## Releases

### Big score on Capitol Hill

Approximately 50 chapter representatives from across the United States met in Washington, D.C. for a three-day Legislative Summit on two Bills set before Congress - the FAST Redress Act of 2007 (Fair, Accurate, Secure and Timely Redress Act), and the Rental Car Excise Tax, H.R. 2453. The goal of the Summit was to prepare attendees to discuss these pieces of legislation with their Congressional representatives and seek their support on passage of the Bills.

The FAST Redress Act of 2007 (Fair, Accurate, Secure and Timely Redress Act), H.R. 4179, will establish a dedicated office within the Department of Homeland security (DHS) to streamline the process of appeal for those mistakenly placed on watch lists. As you know, the FAST Redress Act would take significant steps towards alleviating the burden of those commercial aviation passengers who are wrongly placed on terrorist watch lists. Among other items, the FAST Redress Act sets up a dedicated office within Department of Homeland Security to coordinate and streamline the process of appeal for those individuals who believe they have been wrongfully placed on a government watch list and consequently remanded to secondary screening or denied boarding. This office would then create and share with airlines a "Cleared List" of individuals who have gone through the redress process.

While the FAST Redress Act is further along in the legislative process, we cannot afford to slow down our efforts to move the Rental Car Excise Tax forward. This piece of legislation will prohibit future discriminatory car rental excise taxes levied on car rental customers. The reality is that these taxes have a significant impact on local businesses. In a recent NBTA survey, NBTA members indicated that more than half of their car rental spending is local. While Congress has prohibited unfair practices by state and local governments that unreasonably hinder interstate commerce and transportation (under "4R Act"), local and state governments continue to look at taxes on rental cars to fund pet projects such as sports stadiums – wrongly believing that these taxes raise funds without raising taxes on voters or local businesses.

The three-day summit was hosted by NBTAPAC, NBTA's political action committee, and featured a host of speakers, including Chris Davis, Congressional Research Service, Library of Congress; The Honorable Jim Chapman, A former member of Congress; Brian Rothery, Enterprise Rent-A-Car; Bob McLean, REM Association Services; Robert Sturgell, Acting Administrator, Federal Aviation Administration; Rep. Artur Davis, D-AL 7th; and Rep. Yvette Clarke, D-NY 11th. Rep. Clark introduced the FAST Redress Act and the House Homeland Security Committee favorably reported via voice vote on May 1, 2008.

Day one of the summit included an opening reception and dinner at the Hyatt Regency Washington on Capitol Hill, where Robert Sturgell was the guest speaker. Mr. Sturgell spoke on the issues facing the nation's busiest airports. At the top of the list are delays at New York, Chicago, Las Vegas, and Atlanta airports. To alleviate some of the airport congestion at Chicago's O'Hare Airport, the FAA is working on a redesign project for the airport and its runways. Las Vegas is a trouble airport, and according to Mr. Sturgell, there discussions about the possibility of a new airport.

Day two was filled with educational sessions designed to edify attendees on the workings of Capitol Hill in preparation for upcoming Hill visits.



Topics discussed at the sessions were as follows:

--The nature of and the differences between the House and Senate, why Congress behaves the way it does, and the many responsibilities of the Members of Congress in the 110th Congress.

--Both chamber (House and Senate) and party (Democrat and Republican) rules and forces that shape legislative decision making. The dynamics of the legislative process and what drives today's institution, focusing of three key elements – policy, politics, and procedure.

--The many pressures and responsibilities that a member must balance in day-to-day decision and policymaking. How members advance their legislative and political agenda; deal with large amounts of incoming mail; handle fund raising and press operations; get reelected, and more.

--2008 elections. Who is likely to be the Vice-President of choice for each political candidate.

--Instruction on the message and issue the attendees would be taking to Capitol Hill. The important “do’s” and “don’ts” of interacting with Congress and what staffers need from constituent experts, and what NBTA members can do to build positive working relationships with congressional staff and Members on key committees.

--Insight into Congress and the Members and staff who work there. Discussion on the work environment on the Hill, including the responsibilities and organization of committee and personal staff, how the current environment affects policy-making, and getting our message to Congress.

On day three of the summit, the attendees were excited to receive Rep. Artur Davis (D-AL, 7th) and Rep. Yvette Clarke (D-NY 11th). Both Members encouraged attendees to push their representatives to support the two pieces of legislation before them, and demonstrate the power and commitment of the corporate travel community to further enhance the productivity and safety of its industry.

The three-day summit concluded with visits to Capitol Hill, where attendees met with their Congressional staff representatives to explain the benefits of the legislation to the business travel community and encourage their support. California was well represented by Lynnora Ruth (LABTA) and Gary Murchami (SFBTA), who visited to the offices of Speaker of the House, Nancy Pelosi, Senator, Dianne Feinstein, and a town hall meeting hosted by Senator Barbara Boxer.

We are pleased to announce that on June 18, 2008, The National Business Travel Association (NBTA) congratulated the U.S. House of Representatives for passing the FAST Redress Act of 2007. NBTA Members celebrated victory after having encouraged Representatives to support the Bill. Thank You to the 2008 Legislative Summit attendees for delivering a powerful message to the House!


The following is an excerpt from H.R. 4179 sponsor Rep. Yvette Clarke's statement made on the floor of the House of Representatives “Further, since introduction, this bill has received the strong support of the National Business Travel Association, who recognized its benefits for the business travel community. I thank them for their support, which remains instrumental as we continue to work to make this bill law.”


I would like to extend a sincere thank you to LABTA for giving me the opportunity to take part in such a worthwhile cause, and strongly encourage LABTA members to get involved in the Communications and Legislative Affairs Committee as they provide support that will help strengthen the National Business Travel Association Government Relations department.

Lynnora Ruth  
Harman International Industries, Inc.



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