

your master plan for convention housing®

Total Housing Satisfaction



## Get 100% satisfaction from your next housing program.

With Travel Planners as your housing provider, you're guaranteed that every guest will receive personal, no-excuses customer service. They start happy. They stay happy. And you don't hear complaints.

### **You're backed by a total customer service plan.**

Our entire service infrastructure – user-friendly web interfaces, innovative tech tools and dedicated, detail-obsessed staff – are all part of the plan at no extra cost. Everything we do is focused on exceeding expectations and preventing problems before they can happen.

### **End to end, the process is hassle-free.**

**DataSync**® helps guests register and reserve in one session followed by a **Unified Confirmation**™ for both transactions. Our **eChoice**™ automated waitlisting tool places more guests in their first-choice hotels. Then **ResAssure**® guarantees a hotel confirmation number to eliminate check-in problems. And no guest ever needs to call a hotel directly because we take post cut-off reservations until opening day.

### **Our people are there for your people.**

Travel Planners is high-touch, not just high-tech. Our experienced, full-time agents are always available by phone. Our professional staff will also be onsite throughout your event to work with guests and hotels.

### **We track and report on satisfaction.**

An outside evaluation service “shops” our reservation agents. As part of our rigorous monitoring, we log all housing comments and how we respond to them.

For more information, call **800.221.3531, ext. 2345** or visit us on the web at **TPhousing.com**

# TRAVEL PLANNERS

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