

FLIGHTLINE TRAVEL MANAGEMENT PLC SERVICE LEVEL AGREEMENT

SERVICE	BENCHMARK	MEASUREMENT METHOD	REVIEW
PERSONNEL	<ul style="list-style-type: none"> • A designated team of experienced business travel staff to conform to the requirements of the client will be supplied. • All communication between our staff and client employees will be conducted in a courteous and friendly manner. • Any reasonable requests, which are made by client employees will be met within the time scale agreed at time of the request. If for any reason the request cannot be met, the client employee will be notified. • At all times our staff will regard client employees as the “customer” and extend to the customer their full attention in a positive and helpful way, with the objective of delivering full customer satisfaction. 	Review Meetings Travel Co-ordinator survey Travel Co-ordinator survey Travel Co-ordinator survey Review meetings Travel Co-ordinator survey	Quarterly Annually Annually Annually Quarterly Annually
PHONE RESPONSE	<ul style="list-style-type: none"> • Within 5 - 8 seconds. 	Travel Co-ordinator survey Review meetings	Annually Quarterly
FARE QUOTATIONS	<ul style="list-style-type: none"> • e-mail multi quotes on all air and non-air itineraries (where applicable) - proactive savings working within your company travel policy. 	Review meetings	Quarterly
ACCURACY OF DOCUMENTATION	<ul style="list-style-type: none"> • 98% accurate 	Review meetings Travel Co-ordinator survey	Quarterly Annually
DELIVERY OF DOCUMENTATION	<ul style="list-style-type: none"> • By the time agreed by the Travel Co-ordinator or traveller unless advised otherwise 	Review meetings Booker and traveller survey	Quarterly Annually
COMPLAINTS	<ul style="list-style-type: none"> • Written response to a complaint within 48 hours of receipt. Follow up documentation on a regular basis. 	Review Meetings Complaints log	Quarterly Quarterly

ACCOUNT MANAGEMENT	BENCHMARK	MEASUREMENT METHOD	REVIEW
REVIEW MEETINGS /ACTIONS	<ul style="list-style-type: none"> Minimum of 4 per year, this will be adjusted according to expenditure generated. 	Minutes/Confirmation letters	Quarterly
MIS DELIVERY	<ul style="list-style-type: none"> Monthly by end of the first week of the following month. 	Review meetings	Quarterly
COMMUNICATION OF OFFERS <ul style="list-style-type: none"> ■ NEWSLETTER ■ E MAIL ■ TELEPHONE 	<ul style="list-style-type: none"> As available Instant Instant 	Review meetings Review meetings Review meetings	Quarterly Quarterly Quarterly
PERSONAL PROFILE UPDATE	<ul style="list-style-type: none"> Updates processed when reservation confirmed 	Review meetings Travel Co-ordinator survey	Quarterly Annually
FLIGHTLINE RESERVATIONS GUIDE	<ul style="list-style-type: none"> To all booking staff and new joiners 	Review meeting	Quarterly
SAVINGS			
ON MIS - AIR/NON AIR/HOTEL	<ul style="list-style-type: none"> As detailed in Flightline agreement 	Review meetings	Quarterly
CLIENT SUPPLIER REBATES	<ul style="list-style-type: none"> As advised during Account Management meetings 	Review meetings MIS	Quarterly Monthly
AGENT OPEN BOOK POLICY	<ul style="list-style-type: none"> Quarterly (if applicable) 	Statement (3 rd Party Audit if required)	

SIGNED ON BEHALF OF FLIGHTLINE TRAVEL MANAGEMENT PLC

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DATE AUDIT COMPLETED

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