



▶ Group Travel, Meetings,  
Focus Groups and  
Incentive Travel



▶ Customer Satisfaction  
Process



▶ Our Meetings and  
Incentives Team

Carlson Wagonlit  
Victor Travel

# Meetings *And Incentives*

**Carlson Wagonlit Victor Travel** provides extensive group and meeting services. We have the resources, size and strength to execute all of the responsibilities requested by your organization effectively, creatively and dependably, and without any geographic restraints.

## Serving you with expertise

### Groups and Meetings

- ⇒ Land programs and transportation for all types of groups and meetings
- ⇒ Budget planning and negotiations
- ⇒ Promotion and creative writing
- ⇒ Staging and audio-visual
- ⇒ Theme and decor; guest speakers
- ⇒ Complete pre-trip planning and on-site co-ordination
- ⇒ On-site meeting support
- ⇒ Post-program assistance and evaluation



**Carlson Wagonlit Victor Travel** will work with your organization to customize services.

Our dedicated travel team is experienced and trained to professionally manage all facets of your program from start to finish to ensure a smooth, efficient, successful program operation.

Call Today: Toll free 1.866.699.0199 Toronto 416.736.6010



# Incentives Travel

*Carlson Wagonlit Victor Travel has more than half a century of travel industry experience to serve you and your company. We have the knowledge, the connections, the technology, and staff to work effectively and efficiently with you to plan and implement your company's **Incentives Travel Program***

*Let us help you reward and inspire your staff with **Staff Travel Incentives**, and dazzle your clients with **Client Travel Incentives**.*

Everyone loves to win.

With travel incentives, everyone wins.

Your company will gain status and maintain exceptional relationships with clients when you use travel rewards to recognize client loyalty.

Employee motivation, morale and loyalty will increase productivity when your staff can receive the double bonus of a reward and a relaxing getaway.

Include **Staff Travel Incentives** in your employee recognition program with Group and Individual Incentives Travel. You will have a variety of needs, so you will want lower, middle and higher-priced options.

A weekend team-building retreat for your executives, or a romantic get-away weekend as a reward for your top performer are great options. Trips and travel vouchers as prizes at your next conference can boost attendance. The conference itself can take place on a cruise!

Consult with one of our Meetings and Incentives Specialists to create a Staff Travel Incentives Program to suit your needs and your budget.

## **Client Travel Incentives**

When you offer your clients Travel Incentives, you are creating a win-win situation. The clients win a reward that they want and need and you will gain their loyalty and their esteem.

You can introduce products and close deals while cultivating relationships and create lasting impressions when you give memorable travel experiences. These can be as simple as a travel voucher or as impressive as a unique experience at an exclusive destination.

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# Our Customer Satisfaction Process

*The Carlson Wagonlit Victor Travel end-to-end Customer Satisfaction Process moves us closer to you, our customer .*

## Customer Satisfaction means:

The Carlson Wagonlit Victor Travel end-to-end **Customer Satisfaction Process** moves us closer to you, our customer, and lets us understand the expectations that are most important to you.

Through the Customer Satisfaction Process, we will accurately identify your expectations, and fulfil them through every step of our working relationship.

- ◆ Understanding your business needs;
- ◆ Designing a program that meets or exceeds your expectations;
- ◆ Successful implementation of your program and associated services;
- ◆ Refining and enhancing your program, as required;
- ◆ Going the extra mile to help you achieve your goals.

**This process ensures that we provide you with outstanding service and leads to establishing industry-leading practices.**

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Our meeting management department offers alternative pricing options for different business types. We can extend traditional cost-plus options, as well as hourly fee, or management fee-based pricing. Typically, we use a cost-plus pricing scenario in meetings involving land, air, ground, and other ancillary services.

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## OUR MANAGEMENT

**Cecilia Rossos, President, CEO and General Manager of Carlson Wagonlit Victor Travel and Victours**, has been in the travel business since graduating from the University of Toronto in 1970 with a BA in History and French. She took over the running of the business when her mother Mary Vecchiarino, who founded Victor Travel in 1959, retired in 2003. Ms. Rossos is responsible for the daily operations of the office and all contract negotiations. Due to her skills and level of professionalism, she has maintained a high profile not only in the Carlson Community but within the Canadian travel industry as a whole. In past years she has been a member of the Carlson Wagonlit Advisory Board as well as the Galileo Advisory Board and has represented CWT Victor Travel in the very select Air Canada's Circle of Excellence. In 2012, Air France/A Tout France appointed Cecilia Rossos to their International Advisory Board.



## KEY PERSONNEL

**Yana Bogner, Manager, Corporate & Incentive Groups Travel Division**, brings more than 22 years business experience to the CWT Victor Travel and Victours team. Her wide-ranging knowledge of the travel industry makes her a leading member of the team. For the past 10 years, her primary focus has been on group travel, with emphasis on meetings and incentives. She has been a hands-on manager using her invaluable experience in sales, planning, travel operations, onsite management and accounting to ensure the flawless running of any program from inception to conclusion.

**Lucy Nati, Senior Travel Planner** is a key member of the team. She is a passionate and dedicated professional who is active in the day-to-day operations of the incentive travel and meeting planning division of the company. She is proud to have been part of the CWT Victor Travel and Victours family for the past 21 years. Her loyalty and commitment to suppliers, co-workers and customers are highly respected in the industry. She embraces innovation, and her sharp eye for new ideas enables her to tackle every project with excitement. She has a proven track record for successful results.

**Eva Strangia, Air and Ticketing Supervisor** ensures effective implementation of process in the ticketing department of the whole company. She is also responsible for coordinating the activities of the ticketing team. Moreover, she ensures that the customer service provided is of the highest level. She is a competent individual whose strategic analysis of fare building and general marketing and fare building procedures, together with her ability to work well under pressure make her an invaluable team member.

## THE REST OF THE TEAM

The rest of the team consists of a multilingual group of highly professional individuals with expertise in all facets of the travel industry. We are a truly international office where more than 14 languages are spoken fluently. Our goal is to serve the travelling public by offering exceptional customer service through the collaboration of our highly professional, dedicated, expert team.



CWT Victor Travel

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