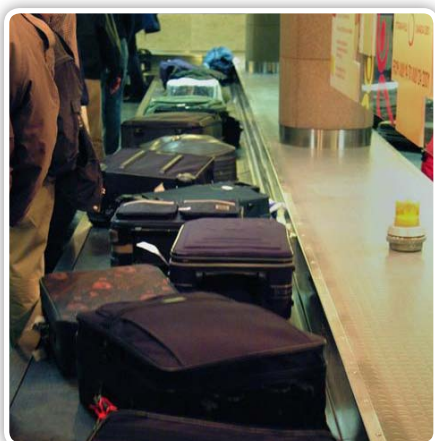


CWTSatoTravel Compass

Quarterly newsletter providing industry information and advice for government travel managers

October 2010

>> Travel Smart this Holiday Season



If you are looking to travel this holiday season, prepare to join the throngs of people vying for the best deal on planes, trains and automobiles. A piece of advice: travel smart to save money, time and guaranteed headaches.

Save Money

It almost goes without saying, but in order to save the most money, book early! Booking now means securing fares approximately 10 to 20 percent lower. However, for those of you that are not quite ready to commit, you may still find affordable fares closer to departure.

With airline fares beginning to climb, experts predict Thanksgiving fares will peak three weeks ahead of the holiday and in mid-November for Christmas travel. Rest assured, rates are supposed to fall roughly two weeks before Thanksgiving and two weeks before Christmas.

Another way to save big is knowing when to fly. This year you will see the lowest rates departing Thanksgiving Day and returning the following Tuesday. Word to the wise: avoid traveling Sunday after the holiday as it is one of the heaviest travel days in the year!

continued on page 2

Advantages of Travel Management

There are multiple advantages of a managed travel program which can benefit both the company and traveler. One sure way an organization can effectively manage its travel programs is by working with a travel management company who truly understands its needs and challenges and is consistently on top of market trends and best practices.

In a complex, fast-changing environment, a well-managed program provides a robust framework for success while providing the organization and traveler with multiple advantages including:

Maximum savings – travel program data capture and analysis facilitates maximum negotiation power in securing the lowest travel rates, aligning travel with business needs and monitoring performance indicators to drive savings.

Unsurpassed service – expert travel counselors, customer-centric strategies and techniques enhances the overall

travel experience and delivers consistently outstanding services.

Increased security – well-designed travel programs increases overall policy compliance and enhance traveler security while offering unbeatable emergency assistance.

Improved sustainability – travel program consolidation, consistent processes and continuous monitoring of travel policy help organizations practice better sustainability and reduce their carbon footprint.

Greater success – managed travel programs maximize savings, increase traveler satisfaction and productivity and provide the advantages necessary for the organization's overall success.

What isn't included in the list above but is worth mentioning? The amount of time saved by having an industry leader in military and government travel management by your side. Want to learn more? Visit www.CWTSatoTravel.com.

Compass Trivia

In what country are Panama hats made?

- a. Panama
- b. Bolivia
- c. Canada
- d. Ecuador

How long did the Hundred Years War last?

- a. 125 years
- b. 72 years
- c. 116 years
- d. 150 years

What is the world's busiest airport based on total number of annual passengers?

- a. Hartsfield-Jackson Atlanta International Airport (Georgia, U.S.)
- b. London Heathrow Airport (United Kingdom)
- c. Beijing Capital International Airport (China)
- d. O'Hare International Airport (Chicago, U.S.)

Click [HERE](#) to answer!

First person to answer correctly wins a \$5 Starbucks giftcard.

Sign-up [HERE](#) to get your travel news delivered to your inbox! @

CWT Named “Most Admired Travel” Management Company



Readers of *The Beat*, a leading online travel industry publication, have named Carlson Wagonlit Travel (CWT) the “Most Admired Travel Management Company” for the second time since the award was created three years ago.

In a survey conducted last summer, readers from around the world were

asked which company in each of the six supplier segments they “most admire for its policies, management style and service for business clients.” Readers could not vote for their own companies.

In addition to recognizing CWT in the travel management category, readers selected the airline, hotel company, car rental company, technology provider and payment service they most admire. See <http://www.thebeat.travel/blog/> for other category winners and details.

Travel Smart (cont.)

Save Time & Headaches

To save time, travel light. When flying, only take what you can carry on (make sure to check airline fees as they may change during this peak season) so you don’t have to wait to check and collect luggage. To help, mail gifts a few weeks ahead of time to ensure delivery and lighten the load.

Save more time by checking in online to bypass service counter lines and head straight to security. Unfortunately, there is no way to get around this wait. To try and decrease your time in line, get to the airport early (at least two hours prior to

departure), choose lines at the end of the terminal as they are often less crowded, and have everything that needs to be placed in bins within reach.

Finally, if time allows, stand-by for an earlier flight to your destination. If flight delays are a risk, you may just get out ahead of the impending winter weather.

While you may not be able to travel 100 percent stress-free during the holidays, you can at least travel smart saving yourself money, time and, hopefully, a few headaches.

Source: msnbc.msn.com

COST SAVING TIP: Military Benefits at an Airport near You <<

Multiple airlines offer a variety of discounts, upgrades and services to those serving our country. Not only can you get negotiated fares through designated travel agencies, such as CWTsatoTravel, but you can also take advantage of free upgrades when available, access to VIP lounges, etc.

Because such offers are not open to the public, you often have to dig a little deeper to see what may be available. Check out your preferred airline to see if they offer discounts, and make sure to always mention you are in the military when checking in or arriving at your gate.



Spotlight on Service

Letter to CWTST travel counselor, Mary Ann Sabo, from U.S. Secret Service Client

“On behalf of my family, I would like first of all to thank you for not only your cruise suggestions, but for actually planning it. Before I came to see you, my wife and I were attempting to put this whole trip together ourselves. Then you stepped in and not only negotiated us a very good price (very important there [are five of us]), but you were also able to get all of us into one large room. I have preached far and wide to many people within our government agency about you and your ability to provide unforgettable vacation experiences.”

Letter to Executive VIP Services Team from a travel franchise customer of the U.S. Treasury Administrative Resource Center

“I felt compelled to write to you to express my gratitude for the always-professional, always-courteous, always-swift and always-creative service we receive from [CWTsatoTravel]. I could tell you stories that would curl your hair about some of the nightmare-travel problems we have on a regular basis, and each story ends with [CWT travel counselors] taking over and fixing absolutely everything. It is important to us that these travel specialists receive official acknowledgement...for their absolutely outstanding professional service to us.”

Did You Know >>

Luggage Didn’t Always Roll

Inspiration hit Bernard Sadow, now 85, going through airport customs in Puerto Rico. As he struggled with two large suitcases, he spotted a man moving a piece of machinery on a wheeled platform. That is the moment when he decided wheeled luggage was needed.

In 1970, Sadow had trouble selling his idea to New York City department stores – with everyone believing the idea was crazy. After weeks of rejection, a Macy’s vice president saw potential (the store had initially rejected the idea) and wheeled luggage was born. Macy’s sold the first wheeled suitcases in October 1970.

Source: CNN.com

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