

Flight Monitoring - A Key Solution to Satisfaction

As treacherous weather struck, Fox Premier delivered one-on-one personalized service to ensure company top producers were informed and program budget stayed in line.

Situation

The client, a national insurance company, had worked with Fox Premier Meetings and Incentives to arrange their annual "President's Club Trip" to Punta Cana, Dominican Republic. This five night program was attended by company executives and over 100 qualifiers who were accompanied by their guests. Many attendees, including the home office staff were traveling from the Midwest region of the United States. The day before the attendees were to return home a major blizzard enveloped the central region of the United States and consequently hundreds of flights were cancelled. With limited airlift connections and the airline system snarled and congested across the United States, over 225 people were facing delays of over two days in arriving home.

Resolution

As a standard element within our meetings and incentive plan, Fox Premier Meetings and Incentives provides flight monitoring for program travel. Flight monitoring service is maintained by an in-house staff of highly trained professionals using custom built technology. The round-trip flights of all attendees are monitored from the first early departure to the last arrival in the final destination. In the case of the flight cancellations above, Fox Premier's flight monitoring team was able to immediately evaluate flight options for the attendees and helped alleviate the company's top producer's inevitable delays. Attendees were rerouted through lesser-affected airports and rebooked to best accommodate their original departure timeline. The Fox Premier flight monitoring team was in constant contact with the attendees through cell phones and text communications informing them of the changes and updates. Meanwhile, as changes were made, the Fox Premier on-site team in Punta Cana worked with the host resort and airport transfer company to minimize additional expenditures for the client.

Results

During one of the fiercest snowstorms to cover the United States that winter, a majority of the attendees and managers were still able to arrive home on time and remember fondly the trip they had worked so hard to earn.

- On the original group departure date over 700 flights were cancelled in 26 Midwest and Eastern states.
- 75% of the attendees for this program had to be re-accommodated on different flights and schedules within 12 hours of traveling.
- \$5,000 in additional transfer expenditures were expected to be spent. Through negotiation and coordination, Fox Premier was able to reduce that cost by over 75%.
- Post trip evaluations showed extremely satisfied results at 98% for travel management through Fox Premier. Attendees were particularly thankful for the one-on-one service they received during the flight reassignment process.
- Fox Premier was recently awarded the client's business for the 10th year.

About Fox Premier Meetings and Incentives

Fox Premier Meetings and Incentives, a division of Fox World Travel, is a world class, strategy driven, full-service meeting, event and incentive management company. Fox Premier is recognized as an innovative leader in driving business results on time, on target, on budget.