



## Executive Overview

### Company Foundation

Fox World Travel has a solid foundation of nearly 50 years of travel management experience. Through new business development, organic growth opportunities, and acquisitions, we achieved over \$150 million in annual sales, earning the distinction of being among the top 20 of more than 20,000 travel management companies across the nation. Our growth has been considerable. It can be attributed to our creative and flexible solutions, and the delivery of quantifiable results in all facets of corporate travel procurement, policy management and travel technology.

Fox World Travel enjoys a history of stability, stellar customer relations, repeat clientele, experienced personnel and an excellent industry image. We credit our employees' commitment to accuracy and excellence for bringing us to where we are today.

### Specialty Divisions

Fox World Travel is independently owned and operated and is comprised of the following four solely-owned travel divisions:

- **Corporate Travel Management** - Five Business Travel Centers located in the Midwest represent the largest portion of our business mix. We also operate onsite Travel Centers at customer locations.
- **Fox Premier Meetings and Incentives** - A division of Fox World Travel offering full service group/event planning and custom incentive programs.
- **Retail Vacation Travel** - Fourteen vacation travel offices offer suburb customer service for new and repeat customers looking for expertise in vacation travel planning.
- **Fox World Travel School** - Provides candidates the skills and training necessary for placement in the travel industry. It also gives Fox World Travel the ability to recruit the best candidates from each class. There is no doubt this unique hiring advantage results in stellar employees and equally stellar service to our customers.

### Company Mission

- Build long-lasting relationships with our customers through exceptional service.
- Create a great work experience for associates.
- Deliver cost-effective, quality travel and incentive solutions.
- Join with vendor partners in mutually beneficial relationships.
- Exhibit our passion, integrity and pursuit of perfection in everything we do.

Throughout the years, comments from our customers have helped shape our organization. We continue to listen closely and practice a "Find-A-Way" attitude with the highest level of flexibility. Many innovative solutions contained in this proposal are the direct result of solid communication with our business travel customers.

### Facts & Statistics

- Customer care levels result in a consistent 98% client retention rate.
- Customer survey results show 95.6% of customers would recommend our service to others.
- Over 400 corporate customers and their travelers are served on a multi-national basis.
- 19<sup>th</sup> Largest Travel Agency in United States according to the Business Travel Survey 2007 in Business Travel News.

Fox World Travel has the technology, staff and experience to consolidate and manage all aspects of your travel program. This includes business, meetings, incentives, and vacation travel.