

## Richards Bay: Good clients, good friends, good times

With a staff of just five, Richards Bay is smaller than many of the other Rennies Travel offices. However, far from being a problem, this has resulted in them being a very close-knit group. Says Branch Manager Stephanie Greaves, "There's never a dull or quiet moment, especially with so many women around (there is only one man in the team). We all get along very well and work together to reach our goals. Our friendship extends beyond working hours (let's just say that everyone knows I love a 'Singapore Sling', Leonica a 'Hummer', Astrid the 'California Ice Tea', Marco the 'Mojito' and Christine's is unmentionable in Ngathi)."

Their strong professional relationships and good friendships haven't gone unnoticed by those who venture to this rather out of the way office. They are all involved in decisions which affect them and they are kept well up to date with information from management. "We wouldn't change anything as the branch has grown a lot over the past year. We have established ourselves

with their clients are a lot more aware of service delivery. "We feel this is a positive change, as the client appreciates and values the effort and care consultants put into their travel arrangement." As a small branch, each consultant is involved in keeping their debtors down, checking correct fees charged, and keeping clients informed at all times.

Richards Bay has also developed a branch newsletter to keep their clients up to date with what's happening in their region (KZN), team news, and up and coming functions and events, which gives their clients that personal touch.

Of course, the team still loves Ngathi! "It's a great way of keeping in touch with the rest of the Group - and a welcome break from our busy schedules," says Stephanie.

As a branch, Richards Bay has contributed a lot, not only to their clients but also to their community in the form



We are family: (back row, ltr) Christine Linser, Marco dos Santos and Leonica Louw. (front row, ltr) Stephanie Greaves and Astrid Ontong.

as a branch to keep an eye on, we are heading for big things in Richards Bay and in KZN as a whole", promises Stephanie.

Because of their location, workshops are difficult to attend, and they don't get to see suppliers as often as the other branches do. Yet they have formed very personal relationships with the ones who actually make the effort to come and see them. Being a two hour drive from Durban, all the staff at Richard's Bay really appreciate the effort that they put in to their visits.

They also enjoy very good relationships with their clients. Says Stephanie, "They understand the pressures we work under and we can honestly say that there is not one that we don't enjoy working with. They appreciate the 'go-the-extra-mile' attitude that our consultants have adopted. We also enjoy hosting them to various functions.

Due to the service fees being charged, Stephanie believes

of their social responsibility programme, the 'tthemba Project' - meaning 'hope', is run by the local church to assist residents of the nearby squatter camp with donations of food parcels and second hand clothes collected from their clients, families and friends. They will also be raising funds to collect or buy stationery for the children's schooling, and to help set-up a nursery school for the kids who are too young to start formal schooling at the church. Not complacent with their success to date, they are also trying to assist the children with uniforms and shoes. They have already raised over R4,000 (together with the help of the sales team in Durban), and continue to raise more towards this project.

Not content to stay small and beautifully formed, the team at Richards Bay are looking to the future with enthusiasm. Says Stephanie, "We fully intend to grow even more, and to continue to develop and increase our knowledge and understanding of our business, environment and our clients' needs."

## Project Office update

Things were moving in the Project Office until we got a visit from a little 'worm'. All projects were put on hold and all our resources were thrown at the virus attack. Thank goodness for the RTIS team and their dedication, long hours and passion. They sorted it out and the result is that we now have a super duper strong antivirus strategy.

Despite the 'worm', we managed to sneak a bit of work in on the projects last month. Here is the feedback:

- Laurel Duvenage from Sandton held a training workshop to train selected branches on how to implement a post office. The training went well and we are looking forward to the positive feedback;
- RTIS started procuring scanners for the post office; and
- RTIS rolled out Travelsoft (Quoting & Itinerary Tool) and the automated signatures.

The Project Office plans for next month are to:

- implement a document repository into Sandton and review the results;
- rollout the fax-to-email solution to all branches;
- implement the Salesforce Tool for account management for HRG global customers;
- implement the new Public website for Rennies Travel;
- compile a customer database solution;
- implement an SMS confirmation tool for selected customers;
- commence implementing the new HR tool; and
- commence developing the diary and contact tool for Account Management.

For further details on these projects call Wilton on 011 407 3238, or go to <http://projects.renniestravel.co.za>



## Catcha WAKE-UP!

Are you tired? Need a holiday? Stressed? Studying for exams? Going out on a job or have you just come from one? Doing a presentation? Driving a long distance? Or just need some extra ENERGY? Well then, you 'Betta' catcha WAKE-UP!

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