



M E M O

October 2, 2008

Ladies and Gentlemen:

It is my pleasure to recommend Traveltyme to provide destination management services for your organization. The Virginia Association of Family, Career and Community Leaders of America (FCCLA) has worked with Traveltyme for over ten years and has been continually pleased with the professional integrity and personal attention they have demonstrated to us as customers.

The staff at Traveltyme has consistently responded to the special needs of our group. I am sure we are not their largest client, but they have treated us as if we are their most important. They work very hard to meet the specific requests and needs unique to working with student groups. They have been very flexible with our teachers and students in responding to issues related to both air travel and hotel arrangements, including working to make last minute changes that seem to be inevitable when working with youth groups.

The best thing about the Traveltyme staff is the personal attention they give to all the arrangements, especially the on-site staffing services they provide at the destination. They are at the airport to coordinate the transfers to the hotel. They are at the hotel to oversee all room assignments, make needed changes, and distribute keys thus avoiding the need for our travelers to stand in long check-in lines at the front desk. Not every group needs this type of service but our group certainly does and Traveltyme provides it expertly and always with a smile!

Consistency in staffing has been another big plus for us in working with Traveltyme. Because they have made a real effort to assign the same staff people to our group year after year, we have established relationships that are familiar and comfortable. Their staff knows our teachers by name and remembers special needs. It almost feels like a "family reunion" when we arrive at our destination city and are greeted by our Traveltyme friends.

Again, it is my pleasure to recommend the excellent staff at Traveltyme. I am sure you will enjoy working with them. Feel free to contact me if you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Connie Rhoton". The signature is written in a cursive style and is positioned to the right of the typed name.

Connie Rhoton
Virginia FCCLA Co-Specialist

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