

What the experts say ...

It isn't just TSSA who thinks that travel trade employers should take a more enlightened approach to workplace conditions. Here are some views from industry experts.

"[The travel trade] industry is shooting itself in the foot by refusing to offer more annual leave as it turned off potential recruits."

Peter Stratton, senior partner in Simpson Recruitment
Travel Weekly, 9 June 2003

"In times of financial difficulty, cutting back on staff is not always the best option."

Mike Platt, managing director of BTI UK, human resources working party chairman of Guild of Business Travel Agents.
Travel Weekly, 2 February 2004

"Staff turnover is expensive, time consuming and disruptive"

Julia Feuell, managing director of New Frontiers, London.
Travel Weekly, 2 February 2004

"We did a survey and the average return on investment in one of our consultants is 400%. They save 400% more than they cost. This is something not understood by companies – they need to be educated."

Guild of Business Travel Agents
Travel Weekly, 2 February 2004

"As a company we can only further improve by having highly qualified, motivated employees."

Chris Mollan, director, Corporate Travel International
Travel Weekly, 2 February 2004

"Pay and conditions are of concern for most agency staff. Even where consultants are not planning to switch careers, loyalty in the industry seems to be poorly rewarded."

Rob Golledge, senior marketing executive of Amadeus
Travel Weekly, 25 August 2003