

Changing your future

HOW can two fictional characters with the graphic names of Pitman and Stickman improve your sales, and even your personal life?

About 350 Travelscene American Express retail managers attending the Beijing conference on 'Changing the Future' were introduced to the Dueling Duo of Pitman and Stickman by global business trainer, Terry Hawkins.

Hawkins has 25 years experience in business training and motivation and created the characters to represent two ways we can choose to look at our worlds.

"Why do some people achieve great success, regardless of the hardships they faced, while others fall into a heap at the slightest sign of negativity?" she asked.

Her insights can help people alter the way they think and feel forever, she said.

"Travelscene, like most of the travel industry, is undergoing huge change at the moment. I hope my tools have helped each individual tap into unlimited energy supplies and discover how re-gearing their thinking and using Mind Language® can make substantial improvements in work or home outcomes and enjoyment.

"Get out of the 'pit' and beware of Pitman, pit language, pit posture, pit parties and pit pals," she told her audience and then discussed how to stop renovating their pit.

"Listen to Stickman and even if you have negative thoughts, you can fake the positives until you make it!

"Live it, breathe it, talk it, walk it – see it, say it, feel it, DO IT," the energetic Hawkins implored. "Be a cup filler, not a cup driller. Your past does not hurt you; it is the meaning you place on your past that hurts you. Passion, responsibility and commitment are key."

SPECIAL OFFER TO READERS OF SABRE BULLETIN

Terry Hawkins is offering readers a discount on her new book *'There Are Only Two Times in Life ... NOW & TOO LATE'*. The book, yet to hit stores, costs \$33 + P&H. Readers save 15% by simply mentioning the *SabreBulletin*.

To find out more about Terry, her new book and her company, go to www.peopleinprogress.com.au or phone Jodie on (02) 9918 7777.



The ABC of DJ, JQ booking on Sabre

AS Low Cost Carriers (LCCs) gain further strength in the Australian market, travel consultants can feel confident of finding the best fare of the day with a simple one-entry, single screen solution.

MySabre™ users can now access more than 30 LCCs, including Jetstar and Virgin Blue, via the fully integrated LCC search tool, NetCheck™.

While searching for the lowest fares in the Sabre system, agents can quickly double check for any other fares available on the internet. A simple entry in MySabre runs a check and compares Sabre GDS fares with a range of web fares. There's no wasting time going from website to website. NetCheck is fully integrated in a single screen within MySabre, providing agents with an easy-to-use and integrated shopping experience – no need to leave the desktop to go to the web.

If the non-GDS fare is the best option for the client, a booking can be generated immediately, then seamlessly integrated within a new or existing PNR. With NetCheck, agents can be assured that they're offering their clients the best fare to meet their needs, particularly crucial where corporate agreements specify 'best-fare-of-the-day' requirements.

NetCheck is an exclusive feature of the MySabre agent booking portal. It's another way that Sabre is helping agents feel assured that they're providing the best travel solutions for their clients—essential ingredients in maintaining loyal and repeat customers.

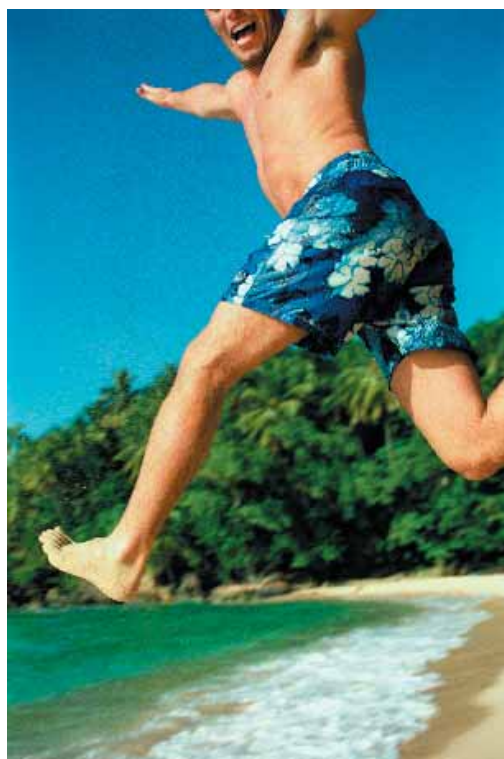
How it works

When searching for the best fare options, agents simply add the /CHK suffix to the standard WPNI command. On that command our new NetCheck feature then searches up to 30 airline websites for the active itinerary. NetCheck can then quickly provide you a notice that "no lower fares were found"; or, on those rare occasions when there may be supplemental content available, NetCheck alerts you and enables you to easily display the options. Should you choose, NetCheck then facilitates booking the supplemental content and integrates the reservation record back into Sabre as a passive segment.

■ For more information on Sabre Pacific's LCC Solutions call 1800 005 147, visit www.sabrepacific.com.au or contact your Sabre Pacific account manager.

SPECIAL OFFER

NetCheck monthly subscription is free before April 30 (normally \$30 per month). A convenience fee of \$A3 in Australia and \$NZ3.25 in New Zealand applies per NetCheck booking. MySabre users can register for NetCheck on Agency eServices under 'Ordering'.



Keep your clients coming back to you



While your clients are on holidays, the last thing on their mind is you! So how can you make sure they book their next getaway with your agency?

ClientBase™ customer relationship management solution keeps you in front of your clients and helps them remember that you are their travel agent.

ClientBase is your marketing, sales and customer relationship management tool all in one, enabling you to provide the level of service that differentiates you as the travel professional.

ClientBase; CRM for travel agents. To find out more visit www.sabrepacific.com.au contact your Sabre Pacific account manager or call us on 1800 005 147.

ClientBase™

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