

MYSTERY SHOPPER

WIN MY BOOKING

WHITBY, YORKSHIRE

WANTED: A couple want to go on their first wildlife safari Kenya in June. They want to go away for about two weeks, with a beach stay included. **BUDGET:** up to £7,500.

WINNING AGENT

OLIVIA NOBLE

SALES CONSULTANT



I have worked at the agency since December 2012. I love what I do because every day is different. Planning dream holidays and helping customers discover the world is the reason I come to work.

VERDICT

All the agents came up with great options. Whitby Travel was let down by its appearance inside, rather than the service.

SCORING SYSTEM

- 50%** Advice and product knowledge
- 25%** Customer service
- 15%** External/internal appearance
- 10%** Overall experience



Any agency that keeps Mystery Shopper waiting without acknowledgement for 10 minutes will fail to score!

Top-scoring agent each month will win use of a Mercedes SLK for 10 days

WIN!

The winning agent must be at least 25, for insurance reasons. Any agent who is under 25 will win a week's all-inclusive holiday at an Elite Islands Resorts property. The prize is non-transferable and the car must be driven only by the winning agent. The winner must not have any serious driving convictions. The winners will be informed by *Travel Weekly*.

Elite Island Resorts
CARIBBEAN



Co-op Travel

54 BAXTERGATE

I was immediately made to feel very welcome in this store and the agent asked lots of questions to establish my needs. The agent did some in-depth research because of the location and government warnings. She had very detailed knowledge and was very efficient. She recommended a £6,818 trip with Kuoni, spending one night in Mombasa, seven nights at the Pinewood Beach Resort & Spa and six nights on a cheetah safari. I was offered alternative safaris too. Holiday insurance and airport parking were offered as well as a follow-up call. Brochures were not available, but I was given the printed quotes. The staff were willing to help in any way possible.



THIS WEEK'S WINNER

97%



90%

Getaway Travel

5 FLOWERGATE

The agent was very friendly and enthusiastic, but I did have to wait as the store was busy. I was given two price options - one was £5,648 for stays at the Eka Hotel in Nairobi and the Keekorok Lodge in the Masai Mara, along with a six-night tour. The agent made me aware of travel advice to Kenya and suggested I called back later, when she would have more details. Airport parking and travel insurance were offered.



86%

Whitby Travel

35 FLOWERGATE

I was acknowledged straight away by the agent, who seemed to be a one-man band. I was given two quotes. One was £6,280 including a stay at the Baobab Beach Resort in Mombasa and a six-night safari. The recommendations were excellent and I would have booked with this agent. My details were taken and I was asked to call back later. The agent had good product knowledge and gave advice on visa requirements.