**Travel R Us**

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Annual National Agent Meeting

Seminar Schedule

Introduction to the RVB Reservation Program

10:00 – 12:00 Room 212

Natasha Byrant, Ceridix Systems

North Shore Travel will be implementing the new RVB Reservation Program in only 3 months. Here’s your chance to get a preview of this powerful new program that we believe will quickly become the standard of the travel industry. Natasha Byrant of Ceridix Systems, Inc. will provide an overview of RVB answer your questions.

Explore Canada Promotion

10:30 – 12:00 Room 220

Brian Nordet, North Shore Travel

Explore Canada is a new, highly promoted tour package that we believe will appeal to many of our existing clients. Explore Canada has five different all-inclusive tour packages, including airfare, lodging, meals, and guided tour of the most popular destinations in Canada. Existing North Shore Travel clients will receive a substantial discount to any Explore Canada Tour package for the next six months. Brian Nordet will explain the specifics of the Explore Canada program and how it should be presented and promoted to both existing and potential clients.

Better Team Communication

1:00 – 2:30 Room 220

Susan Flint, Synergy Inc.

How many times have you ignored or misunderstood at a staff meeting? Susan Flint of the renowned management-consulting firm, Synergy Inc., will discuss how to get your point across with dynamic presentations and more effective communications techniques.

Exploring Childcare

1:00-3:00 Room 115

Jack Lake, North Shore Travel

A recent employee satisfaction survey revealed that nearly 20 percent of all of employees believe that the largest complaint about North Shore Travel is its lack any type of childcare program. Jack Lake will hold a discussion as North Shore Travel explores various childcare programs and alternatives. All agents using a childcare provider are encouraged to attend this seminar.

The Internet and Travel

4:00-5:00 Room 220

John Barrons, High Energy Computer Corp.

The Internet has already revolutionized the travel industry. More and more clients are using the Internet to plan their travel destinations and look to travel agents for their reservations. John Barrons, a respected e-commerce expert, will discuss how North Shore Travel can use the Internet as an effective marketing tool.