

WE-CHAT

W | **WORLD
LEISURE
HOLIDAYS**

ALWAYS GIVING YOU MORE ISLAND



Dear Our Travel Industry Friends, Colleagues and Partners

WOW is all we have to say!!!

What a start to the world finally opening! The response to our specials and deals, for island holidays, has been overwhelming to say the least. It is for this very reason that we as a National Sales team would like to do a formal introduction and update on what's going on in the lives of all employees under the WLH umbrella.

The Business Development Executives roles, regions and responsibilities have changed, so before we get too busy and overwhelmed with the added flights and so on, we would love to share the changes. Our support, service and skill has really levelled up during lockdown; and as a team of energetic, inspired, well-travelled Mauritius (and beyond) experts; we are very eager excited to get back into the swing of things sooner rather than later.

What does that mean for you the agent and your consortium? We want to visit you, and share the changes that have been carefully planned and executed across our network of hotels in Mauritius and IOI properties, we have beach buckets worth of new information:

- **Our portfolio**
- **Our Team**
- **Your contact person**
- **Hotel refurb**
- **Sun Resorts**
- **Trainings**
- **Educational – OH YES!!!! It's happening**

You will be hearing from your respective reps shortly with regards setting up trainings, visits and target reviews. I have been appointed National Business Development Manager, so will also be travelling around with your WLH Executives to get to know you more; and ensure we are providing you, our very special agents with the right toolbox to sell, sell quickly and ensure repeat business.

They say change is as good as a holiday, but at WLH we can have both

Please see below the Executives as well as their new respective areas of focus, we currently have 3 reps, and are looking to hire more reps within the next 2 months. Whilst we wait to find the right person for the job, we as sales team will be at your beck and call accordingly:

- **BDM: Michelle Bergset**
- calling on Consortium Heads and agents on a National Basis



- **Mischa De La Pierre**
mischad@wlh.co.za / 060 980 1514
Kwa Zulu Natal, Eastern Cape and Outlying areas, whilst caretaking Pretoria



- **Pippa Kampmann**
pippap@wlh.co.za / 064 870 5730
Western and Northern Cape, whilst caretaking North West Province, Limpopo and Mpumalanga



- **Shirley Arrow**
sarrow@wlh.co.za / 082 537 1041
Gauteng, Free State and Nelspruit



We are all geared up and ready for whatever you need,

so please do expect a phone call from your BDE soon to set up appointments and a meet and greet with me.

We are thrilled to be able to spend time on:

- **What's new in Mauritius -**
- **Hotel wise and Safety protocol wise**
- **Flights – allocation and future bookings**
- **Marketing and Sales Support**
- **Training**
- **System – hints and tips to quote quickly**
- **Merchandise – what do you need**
- **Customer appreciation events**
- **Compliments / Complaints and Suggestions**
- **Target – MOM and YOY**
- **Corals and educational plus GOLDEN SHORES update**

As you can see we have a whole host of tools to share and guide you through this very busy time; please try make time or us where you can as a formal sit down meeting will set us all up for a phenomenal 2022.

Warm Regards

Michelle and the Sales Executive team

CONTACT US

Contact World Leisure Holidays on (011) 285 2500 or go to www.wlh.co.za

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