



## **SERVICE TOPS PRIORITIES: TRAVELSCENE CORPORATE SURVEY**

[14 December 2010] What do businesses really want from corporate travel? Well according to the latest Travelscene Corporate survey, 'quality of service' emerged as the number one priority for major Australian companies when making their travel decisions.

As the year comes to a close, Travelscene Corporate quizzed members of CPA Australia, part of one of the world's largest accounting bodies, about their travel habits in a survey that spanned three "Congress Season" events across three states in October and November 2010.

The results showed that 'quality of service' was the main driver of travel business decisions, with 'flexibility' coming in at a close second. Only 24% of respondents said loyalty points and saving money were important factors in travel decision-making processes.

"We recognise that value for money is a crucial part of business travel and many companies remain conscious of costs", Travelscene Corporate General Manager, David Padman said. "And certainly, a knock-on effect following the recession was to tighten belts around travel-related spending."

"But we are starting to see a shift in priorities. Corporate travellers are now placing just as high, if not a higher importance on efficiency, service and flexibility.

"Value for money is a given in the Travelscene Corporate environment, and by using a dedicated travel agent companies are able to adopt saving strategies as well as receive client-focused and dedicated services and travel solutions."

And the survey results reflect this. Of all surveyed respondents, 67%, travelled at least twice per year for work, and 70% of those use a travel management company (TMC) to book their business travel.

As some of Australia's most regular business travellers, 52% of the surveyed respondents said that their company travel expenditure had increased over the past year. And, an overwhelming 87% majority believes spending will at least remain the same, or increase, in 2011.

"The results show that businesses still see the value of investing time and money into travelling interstate and overseas for face-to-face meetings", Mr Padman said.

"This is despite advances in communication technologies such as Skype, online phone calls, webinars and phone conferencing."

**About Travelscene Corporate ([www.travelscenecorporate.com](http://www.travelscenecorporate.com))**

*Travelscene Corporate is part of the Travelscene American Express group, Australia's most respected travel network.*

*Travelscene Corporate members deliver travel solutions to over 2 million travellers each year, providing support and expertise to businesses, large and small. As part of the Travelscene American Express Australia Alliance, American Express Cardmembers can use Membership Rewards™ points to pay for any travel through their Travelscene Corporate Travel Management Company.*

**MEDIA CONTACT: LJ LOCH on 0439 633 429 or DAVID MAIR 0416 18 18 76,  
REPUBLIC CONSULTING**