

## **Talk to the Experts at Elegant Resorts**

### **The innovators in luxury travel introduce a 'Meet the Team' service on their website**

Luxury specialists Elegant Resorts ([www.elegantresorts.co.uk](http://www.elegantresorts.co.uk)) have long been known for their exceptional customer service and extensive product knowledge. They have now taken this service to a new level, with the addition of a 'Meet The Team' section on their website. Here, clients can view a personal profile on each of Elegant Resorts' expert Sales consultants, which details their geographical areas of expertise, the hotels and resorts they have visited and also has a direct line and email link through to the individual concerned.

Commenting on the initiative, Alison Scott, Commercial Director Elegant Resorts says "At Elegant Resorts we are renowned for our expertise in the world of luxury travel, and have been arranging exclusive holidays for nearly 25 years. Many of our sales consultants have been with us for 14 years or more, in fact one of the team has been with us 23 years. All of them have travelled extensively and have fantastic product knowledge about our hotels, resorts and destinations.

'This sort of background is what sets us apart from our competitors as it means we can give personal, first hand advice to clients, whether this is the best room for a sunset view, the 'must-visit' local restaurant or the specific hotel that would most suit their individual needs. In addition to our existing concierge service, this takes us to a new level of personalised service for our clients."

The 'Meet The Team' section is accessible from the Elegant Resorts homepage so that clients can browse through the experiences of each individual. Alternatively, if they wish to search by specific holiday type, destination or individual hotel, then each page has a 'Meet The Team' link straight through to members of the team who are experts in this particular type of holiday and have visited the destination or hotel.

Within the 'Meet The Team' pages, there is a brief introduction to each member of staff, with their areas of personal interest and experience, as well as number of years service. It then goes on to detail their favourite destination, favourite hotel, most memorable hotel experience, destinations and hotels visited.

- Ends -

#### **Notes to Editors:**

Established in 1988, initially specialising in the Caribbean, they went on to expand their portfolio and now offer eight dedicated brochures - the Caribbean and Mexico; Indian Ocean, Arabian Gulf and the Middle East; The Americas; Africa; Asia and Australasia; Europe and North Africa; Cruise and Villas. They also offer a selection of luxurious ski holidays online.

Their hand-picked portfolio of luxury destinations and accommodation, luxury experiences and private travel options is complemented by a highly trained team of travel specialists, whose wealth of knowledge and intuitive personal service is greatly appreciated by a long list of loyal clients.

In addition to Elegant Resorts' Travel Consultants' first-hand, far-reaching knowledge of featured destinations, clients also have access to a concierge service, which offers everything from assistance with restaurant reservations and booking golf tee-off times, to visits to cultural and sporting events and nanny services.

Elegant Resorts is a member of ABTA, the Association of British Travel Agents, and is fully bonded with a licence granted by the Civil Aviation Authority.

-Ends -