

PANGEA *Travel*

Combinatiereis

Huwelijksreizen

Luxe reizen

Rootsreis

Dear Esther

2011 is almost coming to an end. A year that kept us busy again. Even our busiest year ever! With this newsletter we like to inform you about the latest news and developments at our office.



The results of 2011

Time flies when you are having fun! Most of the time we have fun at PANGEA Travel, although 2011 was a tough year. Not because of bad results, recession or other negative points. It has been the busiest year ever and also the best results ever. Asia destinations showed a 16% plus and Africa even 44%. In general the market for long hoal destinations in Holland is growing only 1,2%. So we do something good ;-). Without our staff we could not

have reached these good results. But also because of the excellent co-operation with you, our partner, we have been able to make 2011 a great year. Thanks a lot for this and we look forward to continue this way with good prosperity for 2012.



Agent of the year 2011

For the fifth year in a row we are proud to choose a new 'agent of the year'. This year we're happy to congratulate Chen Wen, working at Western International Travel Services in China . It is a bit strange to say she is the agent of the year 2011, because she has been a great help for so many years already. Also in 2011 PANGEA Travel organised many tours to China ; from individual travellers to groups. This would not be possible without the good service, patience and special care of Chen Wen. She is always there for our team and for our travellers. Nothing is too much trouble

for her. After all the work she did for PANGEA Travel, she absolutely deserves to be our agent of the year 2011. Chen Wen, thank you for your excellent work. There is a nice surprise waiting for you!



New colleagues

In 2011 we started with 8 dedicated staff members, 2 more than last year. This seemed to be 'enough' to take care of our clients in order to provide them the best service. But we needed assistance, in April this year, Tom van Beers joined us to support all colleagues wherever needed. Tom integrated in the team very well and since November he is the new product manager for Madagascar. Unfortunately our colleague and team manager Africa, Omar van Beek, decided to move to Bali together with his wife

for a new experience. Esther van den Berg became the new team manager Africa. Omar's decision compelled us to look for a new experienced colleague. Loes Sanderink completed the current team in September to support the product managers. She has travel experience in

Asia and Africa and will work hard to become product manager in 2012. Finally we found extra assistance in 2 trainees: Erik Hoogma & Denise Bozon. The total team of 11 staff can be found on our [website](#).



PANGEA's company outing

In the spirit of having a good time outside working hours, the whole PANGEA Travel team accompanied by their beloved partners went away on a weekend trip in October 2011. Organised by Berry, the first stop was National Park De Biesbosch. With extraordinary fine weather for the time of the year everyone embarked on an enjoyable sightseeing tour by kayak. Without knowing the next stop the day after, the group was delightfully

surprised to hear Antwerp in Belgium was next to be visited. This historical city set the stage for an interesting cooking class where one's culinary talent could be exposed. The night extended till the early morning hours when everyone showed off their moves on the dancefloor. The weekend trip was a great success which embodied team-building but above all having a lot of fun.



Expectations

We really appreciate the hard work you all deliver. Without our agents we would not be able to reach the growth we had this year. Everyone is talking about the recession in Europe, so prices are becoming more and more important. This is one of the reasons clients "shop" a lot, and ask for a proposal by several operators, same as we informed you about last year. But amongst the price, we are convinced there are also other important aspects to

turn from proposal into a reservation. One of them is a quick response. After we get a new request, our goal is to send our clients a proposal within three days. This way we try to be faster than our competitors. Another important thing is creativity. For some of our destinations there are a lot of operators in the Netherlands. That's why we always try to have a unique program, with elements our competitors will not offer. Also special hotels (small with a nice ambience for example) are becoming more and more important. For these points we need your help. We are convinced we'll have an even better result in 2012 if we work on it together.

We look forward to continue our cooperation in 2012 and wish you all a **Merry Christmas and a properous New Year!**

Berry, Ruud, Esther, Floor, Martijn, Karin, Marloes, Tom, Loes, Erik and Denise.

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