

# GATEWAY TRAVEL

• LEADERS IN TRAVEL AGENT SERVICES •

**Introduction** - The purpose of this document is to show a glimpse of the heart of this company. It shows the purpose, goals, and culture of Gateway Travel.

## 1. Agency Culture

Our goal is to create a virtual atmosphere where Gateway Travel and its partners will thrive in servicing new and current travel agents, as well as helping facilitate new and current clients. Our goal as a company is to:

1. **Be Creative** - Pushing the boundaries of what is “normal” in the travel industry. Always asking why or why not.
2. **Be Quick** - Quick to respond to issues coming from those who we strive to provide the best service and relationships.
3. **Be Reputable** - Creating a solid reputation, causing all agents and clients to wonder why we are so different.

4. **Be Kind** - Because we are all human and kindness goes a long way.
  
5. **Go Play** -We believe this is an opportunity for you to take advantage of being in a virtual office! Play hard while you're at work! Take vacations, run errands during work hours, and enjoy life! If you are achieving 1, 2, 3, and 4 in this list, make sure you take advantage of number 5. This is, after all, a virtual vacation office.

### 3. Company Policies

**Team Environment is a must** - You are part of a team. With that, others are counting on you to fulfill your area of involvement to your best ability. We strive in hiring the best and most capable people in the industry. It's up to you to maintain that standard.

**Communication is number ONE** - Communication drives the company and is the most important aspect of your job. Letting us know what is wrong or right in your company's life is essential to fulfilling your call to pushing your business and Gateway Travel to greater heights!

**Failure is not a bad word**- As a company, we love trying new things and new ways of fulfilling our job descriptions. Don't be afraid of bringing up new ways to fulfill your area of the company and talking those ideas out with the team. We will always encourage new steps in any direction.