



108 Crafton Drive  
O'Fallon, MO 63366  
Main Office: (636) 240-0040  
Client Services: (636) 447-8348

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**AERO TRAVEL**  
505 Turbine Ave.  
Chesterfield, MO 63005-3630

Dear Sir or Madam:

Thank you in advance for taking the time to read this letter in regards to the experience I recently had with Aero Travel.

Each year my company sends several employees on an all inclusive incentive trip. The employee that normally handles booking of this trip left unexpectedly and we had not yet begun booking the trip. Therefore, in early may we were in a bit of a panic as we had not yet settled on a destination. We realized time was of the essence and we wanted to take the trip in August if at all possible.

My sister in law referred me to Denise Trampier at Aero Travel, as Denise is handling a trip for her in December of this year. I called Denise and in a bit of a panic, shared with her my situation. I gave Denise the 'perfect world' scenario for our trip, including time frame, budget and several specific requests. Realizing no one is a miracle worker, I didn't expect the response I got, which was, "Okay, Lisa, give me an hour and I'll call you back."

Within the hour Denise returned my call and presented me with a wonderful option – JAMAICA! The company had never been to Jamaica, let alone the beautiful resort/destination Denise had recommended. Once we locked down the location and dates.....that's when Denise REALLY got the ball rolling for us!

The entire process was so easy working with Denise. Her follow up was impeccable! Any time I inquired about anything, she replied promptly and never made me feel like I was a burden or inconvenience and believe me.....I asked a LOT of questions! Her response was always, 'no problem. You just relax.' She was so confident and knowledgeable. It was easy to trust her.

Denise's attention to detail was also remarkable! She sent me confirmations via email for all transactions that took place. This included payments, arranging a snorkeling excursion in advance for our group, setting up a group dinner for us at one of the restaurants, and collected information on golf courses in the area for our guests that were interested.

I asked Denise to meet me for lunch prior to the trip, so I could put a name and face together and so I could collect the necessary paperwork. She had everything organized and ready to go for us! She also included a detailed cover letter presenting many instructions for my travelers, as many of them were traveling for the first time and also many traveling out of the country for the first time. Some of my employees shared with me that they called Denise with questions and she was very helpful and friendly and helped them feel at ease when asking questions. That is so important when dealing with young, new travelers!

Denise is an asset to Aero Travel! She is clearly a professional in her field and a number one class act! We are already excited to work with Denise on our next year's incentive trip and I am happy to refer her to my family and friends. Thank you.