



**THE JOSH BROWN COMPANY, INC.**  
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**MARKETING & RULES STRUCTURE DEVELOPMENT  
IMPECCABLE INCENTIVE TRAVEL EXPERIENCES  
EXCEPTIONAL GLOBAL EVENTS & CONFERENCES  
FLAWLESS DESTINATION MANAGEMENT WORLDWIDE  
MAGNIFICENT WEB-BASED MERCHANDISE SOLUTIONS  
AFFLUENT FAMILY VOYAGES**

*“Marketing That Motivates Your Finest”*

## **Impeccable Incentive Travel & Flawless High-End Corporate Meeting and International Conference Management**

We are a team of perfectionists who handle client programs delicately and with the very finest white glove service and expertise. We pride ourselves in delivering very successful incentive group travel experiences globally and we create memorable meeting experiences for corporate leaders who want only the very best that our world has to offer.

Our leader, Josh Brown, started serving discerning customers in 1980 as a VIP Coordinator to foreign dignitaries for the Lake Placid Olympic Organizing Committee (LPOOC). He went on to become a Global Travel Director, Event Manager and successful Account Executive delivering on-site excellence across Europe, Hawaii, Hong Kong, Bangkok, Australia, the Caribbean, Mexico, Canada and more. Josh has managed global events in over 36 countries in his 36 year career.

Josh has earned many awards including SITE Crystal Awards, Telly Awards and IMA Circle of Excellence Awards. SITE Southeast's membership voted him "member of the year" two years consecutively for service & leadership prior to serving as President. Josh serves currently as Honorary Board Member for Site Southeast USA and on Sigma Nu Fraternity Alumni Advisory Board. Josh inspires our associates to deliver excellence, continue to learn and become actively involved in order to become our very best.

Our strategic partner companies are located in Orlando, Lausanne and London. You may reach our company headquarters in Atlanta at 678-596-4700. Our fine services are outlined below.

### **1) Hotel Site Selection and Negotiation under Client's direction:**

Aligning hotels, coordinating RFP's, consolidating findings and presenting to client for review. Other program development steps JBC takes and services include:

- Conduct site research

- Provide hotel comparisons as requested by client
- Negotiate with the hotels
- Provide detailed comparisons as requested
- Sourcing and inspection coordination

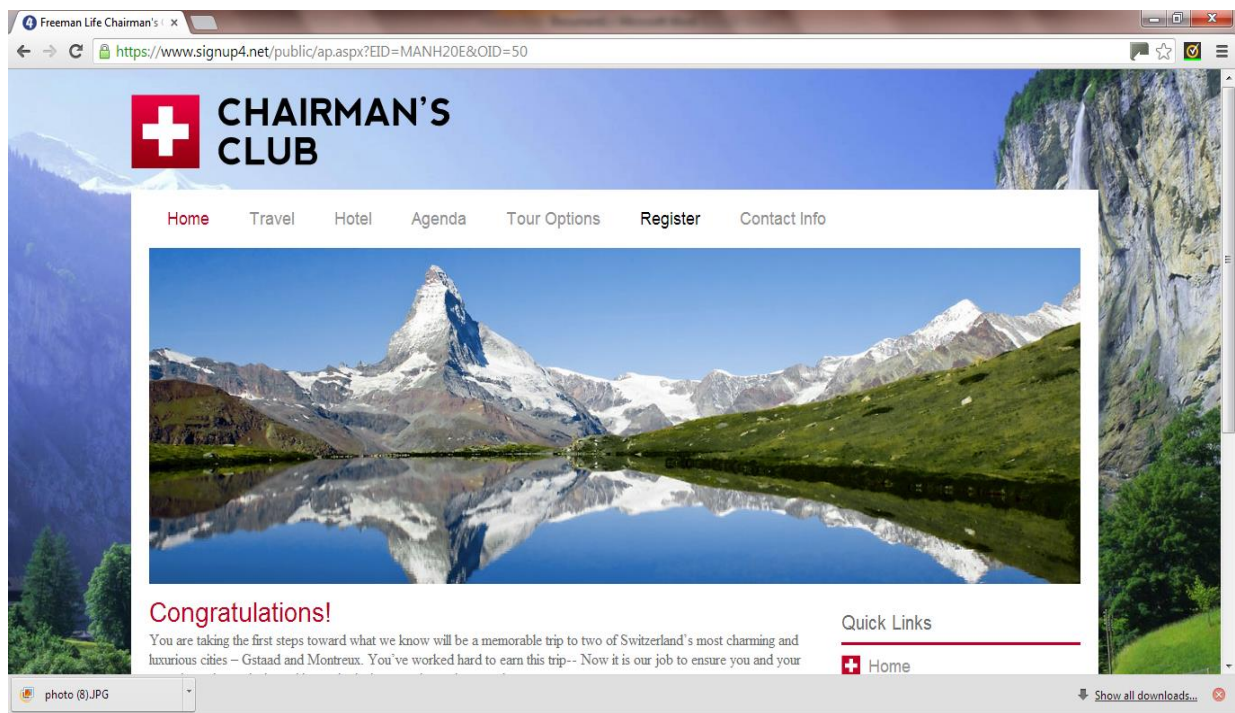
## 2) Site Inspection Coordination:

- Coordinate travel arrangements
- Set meetings with appropriate hotels and other suppliers
- Make deposits and all payments appropriately
- Provide post inspection report and recommendations

## 3) Online Travel Registration development, creative, maintenance, hosting and reporting

JBC's platform for travel registration, GoReg®, was created and developed specifically to meet the ever changing and unique needs of our customers.

The Switzerland registration example below illustrates our online registration capabilities:



GoReg® is our dynamic, data driven on line registration and reporting system. GoReg® is a useful tool to promote the program to participants as well as a robust registration management system. Based on meeting and program parameters, GoReg® presents a customized user registration and inventory management system and marketing tool. The program is highly developed and the technology is easy to implement. Through GoReg®, users can access depths of information such as data warehouse for attendees, various programs, and company and hotel information for those various programs. Using your existing intranet portal, we can establish a link to the GoReg® system enabling your participants to log in and check their standings during the program qualification period. GoReg® is a robust system that is a flexible solution and most importantly, easy to implement. Services and product inclusions include:

- Developing and writing all registration website content
- Website design and graphic art work up
- Registration website testing
- Hosting for as long as necessary from launch through program conclusion and surveying

- 15 standardized and customized reports which client can access 24/7
- Regular service and maintenance of site as required and requested

#### **4) Pre-Planning Logistics and other functions as required by Client's Marketing & Events Team**

##### **General functions include:**

- Participate in regular Financial Services Client Event Team planning and conference calls as requested and required
- Manage hotel room blocks
- Make all necessary hotel and supplier deposits per payment schedules in vendor contracts by JBC's business bank secure bank wire transfer system to ensure transaction success
- Create rooming lists to ensure accuracy
- Work with the hotel on all special room requests and guest requirements as it relates to their hotel room needs
- Hotel re-negotiations as warranted and under Financial Services Client Events Team direction
- Reviews contracts regularly to remind Financial Services Client Events Team of impending deposit, attrition and cancellation dates and potential penalties
- Pre-planning trip to the destination with Financial Services Client Event Manager by JBC's Senior Account Manager Planner

##### ***Hotel Property Liaison***

- Work with property requirements and re-negotiate on behalf of our Client as needed
- Manage and make deposit payments by bank wire as necessary
- Pre-register guests via rooming list and manage changes to list

##### ***Private Functions***

- Work with the hotel on all special meal requirements and communicate those needs to the Client Event team

##### ***Hospitality Desk/Meetings***

- Direct hotel on all issues related to setting-up and organizing the hospitality desk and staff office operations center as needed by our Client
- Do anything and everything required to please our Client Events team and participants

##### ***Hotel Room Blocks and Rooming Lists***

- Manage hotel room blocks, including rooming lists, to ensure accuracy
- Reconcile rooms daily for accounting accuracy with the hotel's rooms manager

#### **5) Client & Group Participant Care**

Participant care is the single most critical component of any incentive travel experience, and participant care begins with the very first communication to those winners who have earned the travel incentive.

Together we ensure your winners' excitement builds before their arrival at the chosen destination by providing them detailed:

- Pre-trip information about their registration process, air travel, destination, lodging, activities and more. This information is typically provided in a creatively printed packet of program materials and/or by e-mail communications.
- Handle all tour coordination, invoicing, payments and tour confirmations with each and every attendee who participates in these scheduled activities that we provide as requested by our Client

- As your top performers prepare and plan for their trip, our team of participant service professionals will be available via telephone and e-mail to answer questions and assist with special requests or needs. We are dedicated to providing first-class participant care from the program's announcement through the time your top performers return home.

### ***During Program***

On overseas travel days, JBC's participant care team at our Operations Center in Atlanta and on site will be available to assist your winners with any last-minute questions or needs they may have and we can work in tandem with our air travel department to facilitate any potential deviations.

### ***Post-Program***

After your winners return home, JBC's participant care team at our Operations Center in Atlanta will be available once again to assist and support your winners. Our team will address and resolve any remaining issues, questions or needs they may have. JBC will provide exceptional service excellence during every phase of your program, making the incentive award trip or important meeting event a truly memorable experience for your guests.

## **6) On-Site Management by Professional Travel Directors with many years of industry expertise**

### ***Travel Directors Team***

The on-site team manages staffing and all on-site logistics and fulfillment of event operations. Travel Directors have extensive experience working with hotels and other vendors, managing schedules, coordinating events, monitoring costs and directing activities. Should the need arise, they are also experienced in handling emergency situations such as medical problems, accidents or lost luggage.

***Travel Directors*** – Provides the following services:

- Manages the overall on-site program or any aspects as directed by our Client Events Team
- Can serve as main contact with subcontractors and vendors, including hotel and ground suppliers
- Responsible for any VIP special services as necessary
- Responsible for daily accounting and reconciliation, in particular the hotel nightly rooms consumption, but also food and beverage costs and activities as required

### ***Staffing***

- Professional, fully trained travel directors
- Staff equipped with cellular phones, laptops, shredder and printer/fax machine, where applicable and necessary
- Maintain a hospitality desk and all functions as needed and directed by our Client Events Team

### ***Room Management***

- Conduct detailed pre-convention briefing with all department heads as needed
- Monitor room requirements as directed
- Manage luggage and amenity delivery as directed
- Monitor housekeeping for timely service as needed
- Manage bag pull and departures
- Coordinate security needs as directed



### ***Banquet Management***

- Pre-check all function space for accuracy as directed by our Client Events Team
- Monitor beverages for refreshing or refills as directed
- Monitor all function guarantees for possible cost savings as directed
- Monitor all entertainment as directed
- Organize special meal requests for allergies, etc.



*Ready to welcome our Lord's & Ladies in one of Paris' most beautiful ballrooms at Vendome*

### ***Activities Management***

- Monitor all activity sign-ups
- Manage activities suppliers as needed
- Manage all activity transportation as needed
- Monitor all hospitality desk activity, follow-up and reporting as directed

### ***Business Session Management***

- Pre-check all meeting rooms as directed by our Client Events Team
- Manage materials distribution as directed
- Handle administrative support as directed
- Handle all shipping of materials back to home offices as directed

### ***VIP Management***

- Check all VIP suites, amenities, etc. as needed on behalf of our Client Events Team
- Handle all special requests for designated VIPs as directed
- Coordinate all VIP transportation as directed
- Private airport meet and greet, at gate if possible, and sedan transfer as directed
- Travel staff meets VIP in hotel lobby and immediately escorts the VIP to pre-checked accommodations as needed or directed
- Coordinate amenity in room upon arrival as directed
- List provided with important program names and contact information

- Dedicated Travel Director for duration of program

### ***Transportation Management***

To provide ground transportation support as needed and directed by our Client Events Team for meeting and incentive attendees. On-site, our professional travel staff manages the process to ensure winners are provided exceptional service, delivered on time, including:

- Manage meet and greet staff en route and arrival at airport as needed and directed by our Client Events Team
- Manage all transportation, equipment, drivers, guides and porters as needed and directed by our Client Events Team
- Monitor all flights and any changes as needed
- Facilitate anything possible on-site for airline pre-check in and luggage
- Create and distribute departure notices on site
- Coordinate all departure ground transportation as directed by our Client Events Team



*Logistics Briefing Before our VIP's board their First Class Train to Barcelona*

### **7) Post-Program**

Even as the travel portion of the convention is over there is still plenty of work to be done.

Those tasks include:

- Communicating and attaining all invoices from suppliers quickly
- Scheduling a review call to discuss all aspects of the 9 month program operation so improvements can be made for the future
- Reviewing all invoices and requesting explanation as necessary
- Assembling all costs and documentation into one final accounting format
- Preparing and presenting final statement of services costs to our Client for review and payment as necessary
- Creating & coordinating participant evaluations of the successful event and proving our Client with all data collected from those evaluations
- File & operation closing





*Professional Every Step of the Way – Four Seasons Prague*



*Preparing & Awaiting Arriving Guests – Grand Hotel Park Gstaad*



*Reviewing the Details of a Spectacular Farewell Dinner – Cabo San Lucas*

*Thank you for your thoughtful consideration and  
for taking the time to learn about our unique firm. –Josh Brown*



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**36 YEARS OF EXPERIENCE & EXCELLENCE**