

TRAVEL BUYERS BREAKFAST



ELEVATING YOUR TRAVEL MANAGEMENT CAREER

Friday 14 June 2024

OPENING AND WELCOME

my/residence



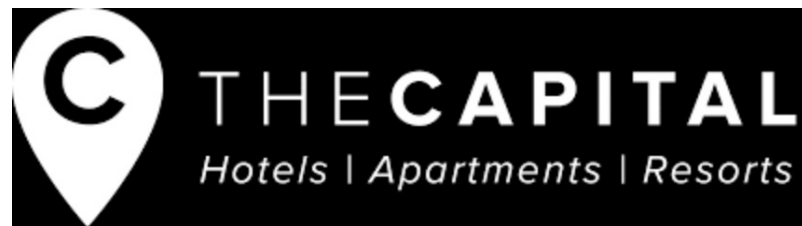
VISA

TRAVEL BUYERS BREAKFAST



A WORD FROM OUR SPONSORS

Leigh Miles, GM - The CAPITAL Melrose
René Stegmann, Director - My Residence





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A WORD FROM OUR SPONSORS

Carla Da Silva

General Manager | Sales Marketing Distribution and E-Commerce



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 

A WORD FROM OUR SPONSORS

Imraan Essop

Director - Visa Commercial Solutions SSA



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SALARY SURVEY RESULTS & YOUR CAREER TRAJECTORY

Monique Swart

Founder – ABTA

Nicolette Pretorius

Global Travel & Expense Operations Co-Ordinator – Anglo American



SALARY SURVEY RESULTS OVERVIEW

- 51 Responses
- 27% Travel Bookers
- 49% Travel Buyers/Managers
- 14% Sourcing Specialists
- 10% Procurement/Finance
- 82% Gauteng
- 10% Western Cape
- 8% Other (regional)
- Various industries
 - Finance, Education, Manufacturing, Government, Retail, Pharma, Telecons etc



WHICH PROVINCE PAYS BEST?

- Gauteng – R 90 000.00+ (4 of 5 respondents)
- Western Cape – R 90 000.00+ (1 of 5 respondents)

WHICH INDUSTRIES PAY BEST?

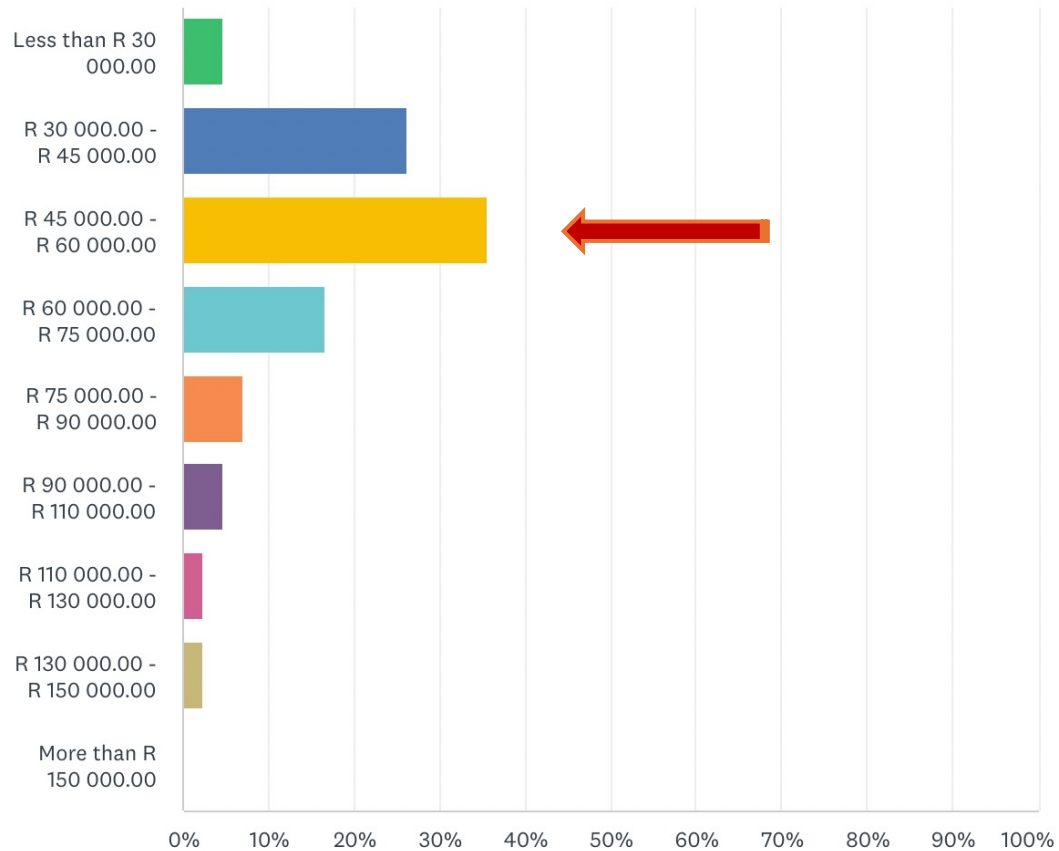
1. Education sector
2. Finance Sector
3. Manufacturing Sector



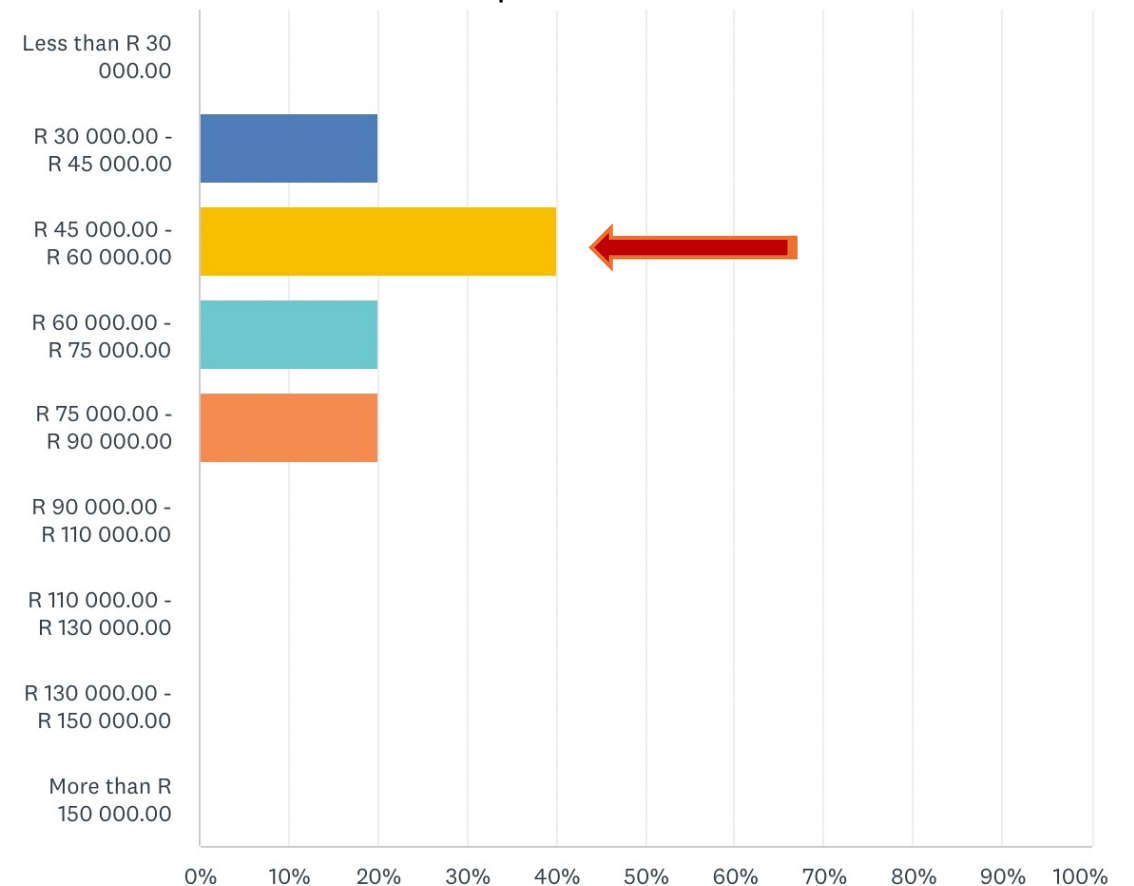
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What is your gross monthly remuneration? (Before deductions)

Gauteng



Western Cape



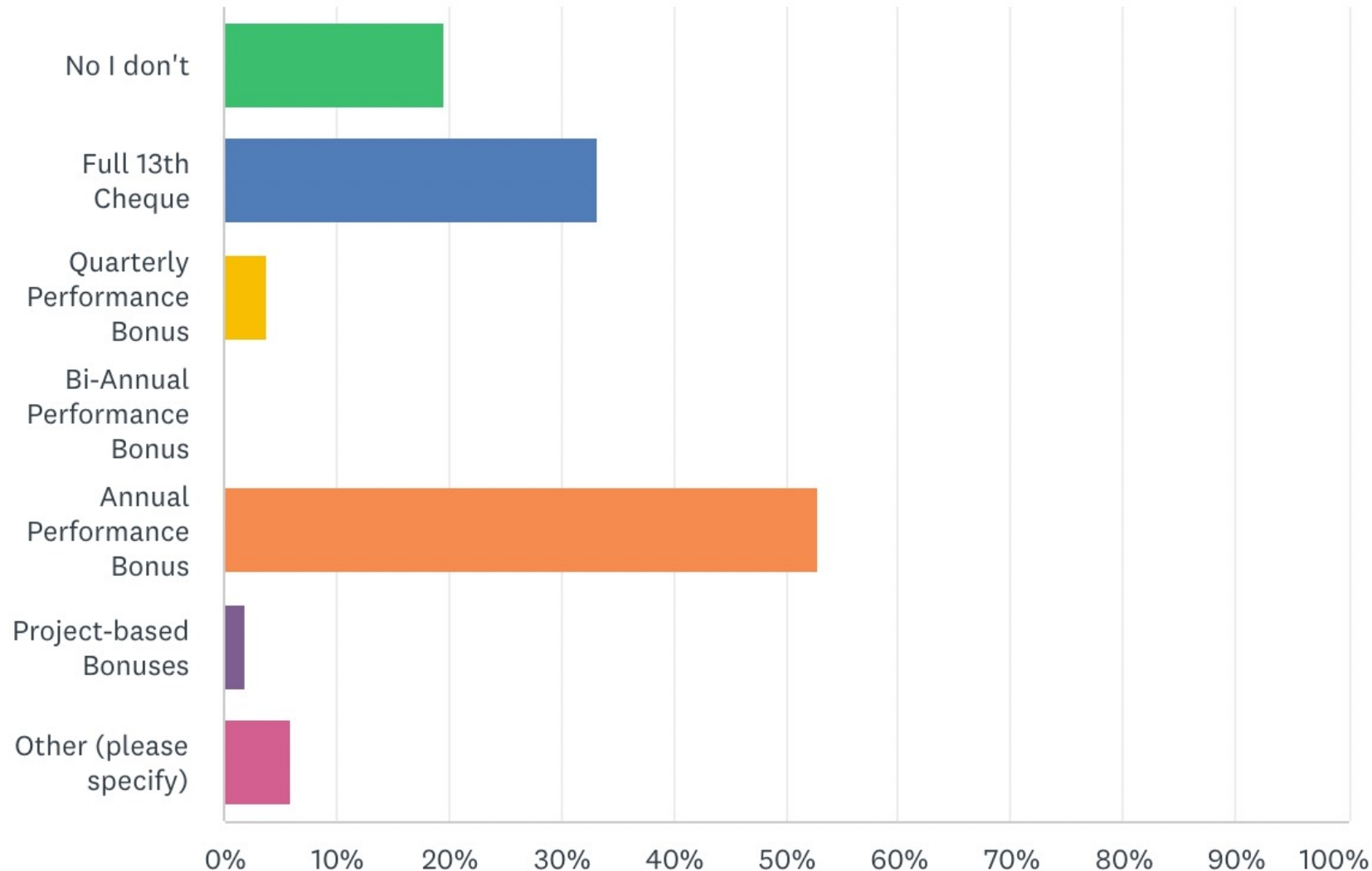
THE BIG EARNERS

4 respondents earned R 90 000.00 + per month

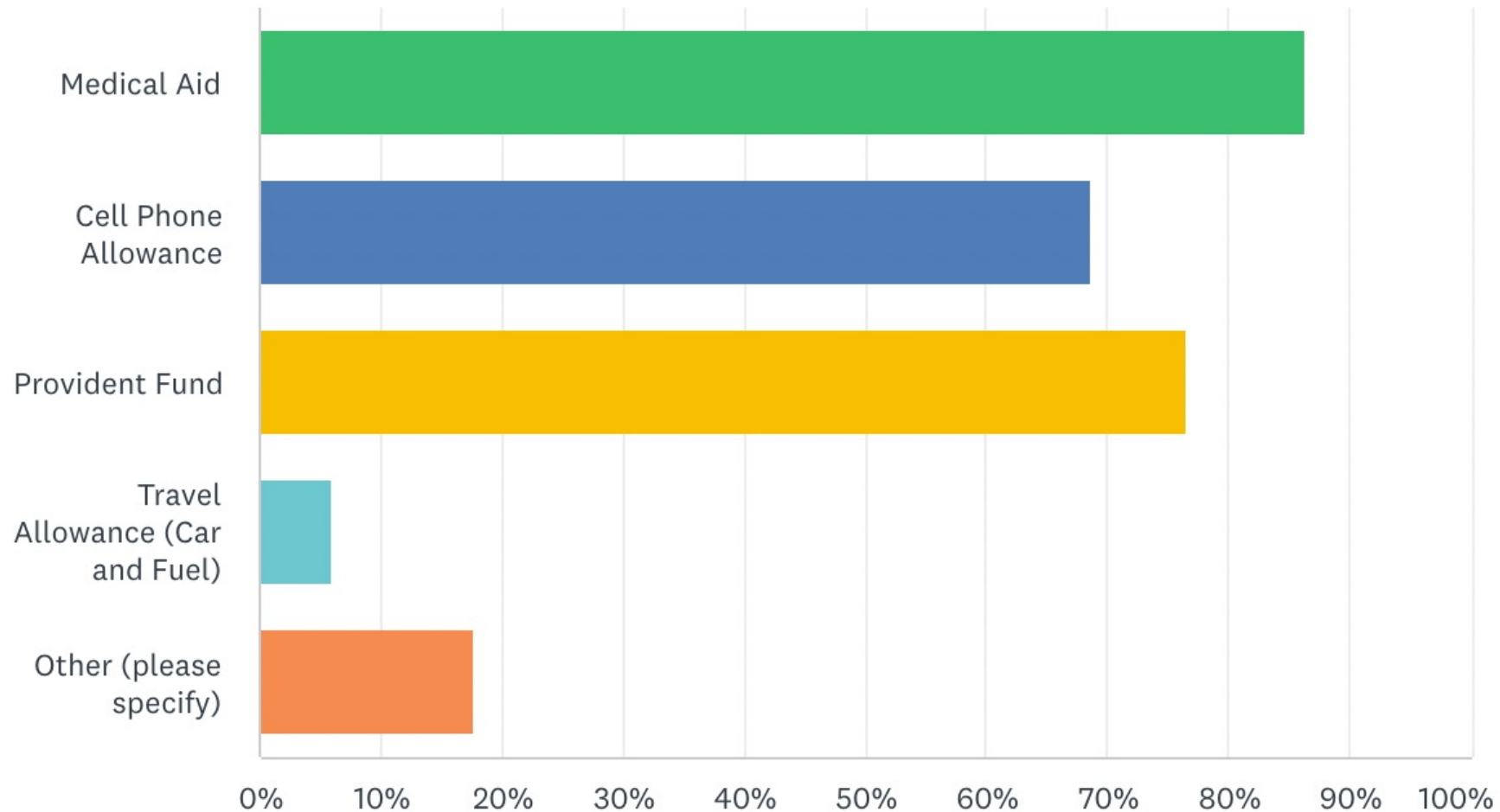
- All based in Gauteng
- All oversee international markets
- All have degrees
 - Bachelors, Degree in Business Management, University degree
- Job Titles - 1 Travel Booker, 3 Travel Managers/Buyers
- 2 Get a 13th check, all 4 get a performance bonus



WHO GETS BONUS'S?



OTHER EMPLOYEE BENEFITS



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WHERE DO WE GO FROM HERE?

Travel Co-ordinator

Travel Buyer

Travel Manager

Travel Administrator SSA

Travel Specialist

Specialist Travel Co-ordinator

Category Specialist: Travel

Senior Sourcing Specialist Travel

EMEA Travel Operations Lead

Head: Global Travel Ops

PROMOTING YOURSELF AND YOUR BRAND WITHIN THE CORPORATE TRAVEL COMMUNITY

Carla Da Silva

General Manager | Sales Marketing Distribution and E-Commerce





Learning as an enabler for Career Progression

Thashvir Surajbali

Director, Visa Commercial Solutions

14 June 2024

FOR ACCESS TO INFORMATION SHARED ON THESE SLIDES, PLEASE CONTACT THASHVIR SURAJBALI AT tsurajba@visa.com



Building a persona as a Travel Manager

BY RENÉ STEGMANN

MBA (Strategic Marketing) – Thesis on hurdles and costs relating to expats in Africa (2000); Qualified through Worldwide ERC with their Global Mobility Specialist (GMS) programme





Navigating a Transformative Era in Travel Management

Whilst the majority of global business travel came to a standstill during the pandemic, the corporate Travel Manager's 'to do' list grew including:

- Initial repatriation
- Consulting
- Adjustment of policy
- Adjusted programme



Pandemic Response: Rising to the Challenge

- Global shock - impacted everyone
- In every business and
- Every country worldwide.

It has brought with it a unique opportunity to:

- Re-set
- Re-look at why we do what we do
- and an opportune moment to rebuild from a standing starting point.



Strengthening the Voice of the Travel Manager

This also gives the Travel Manager a stronger voice, within their business, given the complexity of global travel,

- An increased focus on duty of care
- And accelerated business priorities which the Travel Manager can play an important role in supporting.



JOURNEY TO LEADERSHIP: FROM PERSONAL ASSISTANT TO ENTREPRENEUR

- Young 21-year-old Personal Assistant for 5 managers at an insurance company.
- Finding my voice in a large organisation
- Networking and
- Understanding the business,
- The people and the environment.

NAVIGATING NEW COMPLEXITIES: LEGISLATIVE AND ESG CHANGES

In addition to the impact of the pandemic, there were also:

- A number of considerable changes in legislation during the past two years bringing further complexity to managed travel programmes,
- Including a reinforced focus on ESG for organisations.

To get a seat at the table businesses often require motivation:

- Financial
- Legislative
- Data driven research to influence stakeholder engagement.

On reflection this was an empowering opportunity:

- I grabbed with both hands.
- Corporate environment did not suit a 7 on the Enneagram scale which is an Enthusiastic Visionary.

I studied further:

- Undergraduate in Marketing focusing on strategy
- Completed my MBA whilst working
- Became an entrepreneur



Embracing the Entrepreneurial Spirit: Founding Relocation Africa

I launched Relocation Africa in 1993, a pioneering relocation company in South Africa. Today, it stands as one of Africa's largest women-owned independent relocation firms, thriving amidst healthy competition.

Pioneering New Markets: The Birth of Serviced Apartments in Africa

African market had no serviced apartment/extended stay agencies so guess what I started, the first serviced apartment business in Africa.

The Evolving Role of a Travel Manager: From Fragmentation to Definition

Looking at a travel manager's role which as I understand it is not a recognised career category, considering the education around this it is something which has developed over time based on a company's needs

STRATEGIC VISION: ALIGNING TRAVEL MANAGEMENT WITH BUSINESS OBJECTIVES

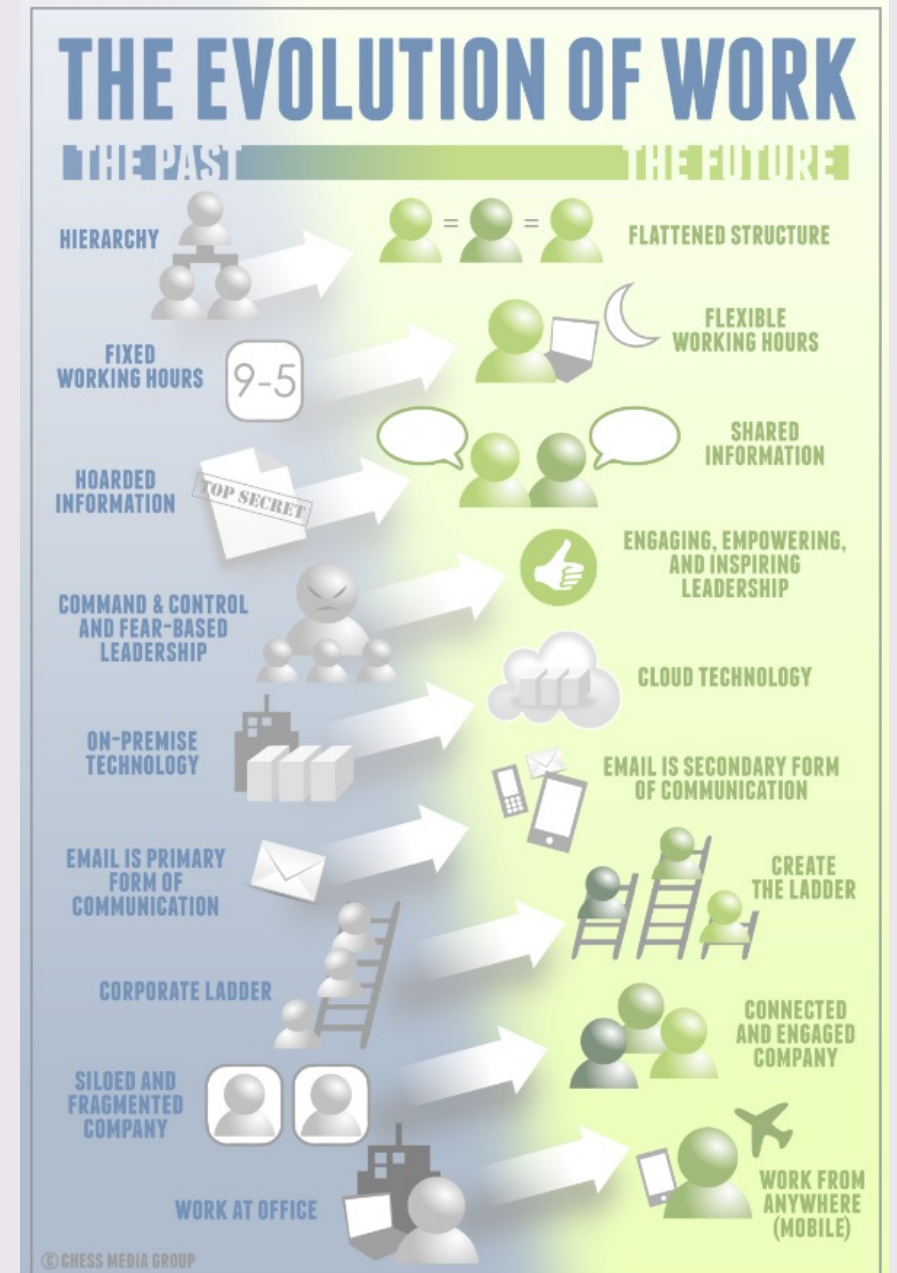
- The world of work has evolved radically
- We know jobs out there today will not be there in 5 years' time
- There will be many more that we have not even thought of today.

But that does not mean that today we should not define the role of the travel manager and ensure there is education on this very fragmented role.

The opportunity of both a fragmented role often give us the opportunity to define it ourselves and to carve where we should sit at the c-suite table.

OVERCOMING ISOLATION: BUILDING NETWORKS AND COLLABORATIVE PARTNERSHIPS

- Building a network of people to lean on, learn from and partnership like associations that could support your education and knowledge, are tools to carving your persona.





- As a travel manager it is hard to get out of the “weeds” of the work you do to be able to have a view to see where you could add value to the business.
- Starting a business at the age of 21 years old I have heard it all and the reactions to my younger self allowed me to become more robust and not ever take a “no” but rather build a relationship which has served me over time.
- The new world of work has evolved as we have more accessibility to share resources – I will add that in Africa we don’t have as much as the global networks however, often the information that is accessible is helpful but often not relatable to our market so developing your own information is key and developing this with others helps the industry and you develop could be another way of building your personal brand by adding value to your peers around you.

THE VITAL ROLE OF BUYER - SUPPLIER RELATIONSHIPS



The need for strong buyer-supplier partnerships in corporate travel is borne out of resource challenges. Your first port of call as a one-person travel team is your TMC account manager

MAXIMISING RESOURCES THROUGH COLLABORATION



Joint business plans and strategies help to maximise resources and reduce feelings of isolation. Building a network and a team around you, including advisors, is crucial

LEVERAGING INTERNAL KNOWLEDGE AND EXPERTISE



Joint business plans and strategies help to maximise resources and reduce feelings of isolation. Building a network and a team around you, including advisors, is crucial



Temporary Expertise: A Strategic Solution

Bringing in external resources on a short- or mid-term basis can broaden your team's knowledge base without the need for long-term commitments

Designing the Travel Management Team of the Future

Consider the future trends, resources, and skills challenges you will face. Let's collaborate to design your travel management team of the future



Strategic Involvement in Associations and Networks

Choose your associations and memberships carefully and build strong relationships. I'm part of various business chambers and industry associations that provide valuable resources and networking opportunities

The Importance of Engagement in Professional Organisations

Active participation in organisations like the British Chamber of Business, CHPA, and GBTA helps to hear pain points and collaboratively find solutions



1

ADAPTING TO CHANGING Work Behaviors

The world of work is evolving with social media, new technologies, and a more mobile workforce. Understanding and adapting to these changes is crucial

2

STRATEGIC POSITIONING IN Business

Understanding your business strategy and aligning your role with it is key. Leadership should focus on removing roadblocks to ensure business success

3

PROACTIVE INNOVATION AND Problem-Solving

Businesses seek innovation and differentiation. Conducting research or addressing pain points can help you secure a seat at the table and drive the business forward

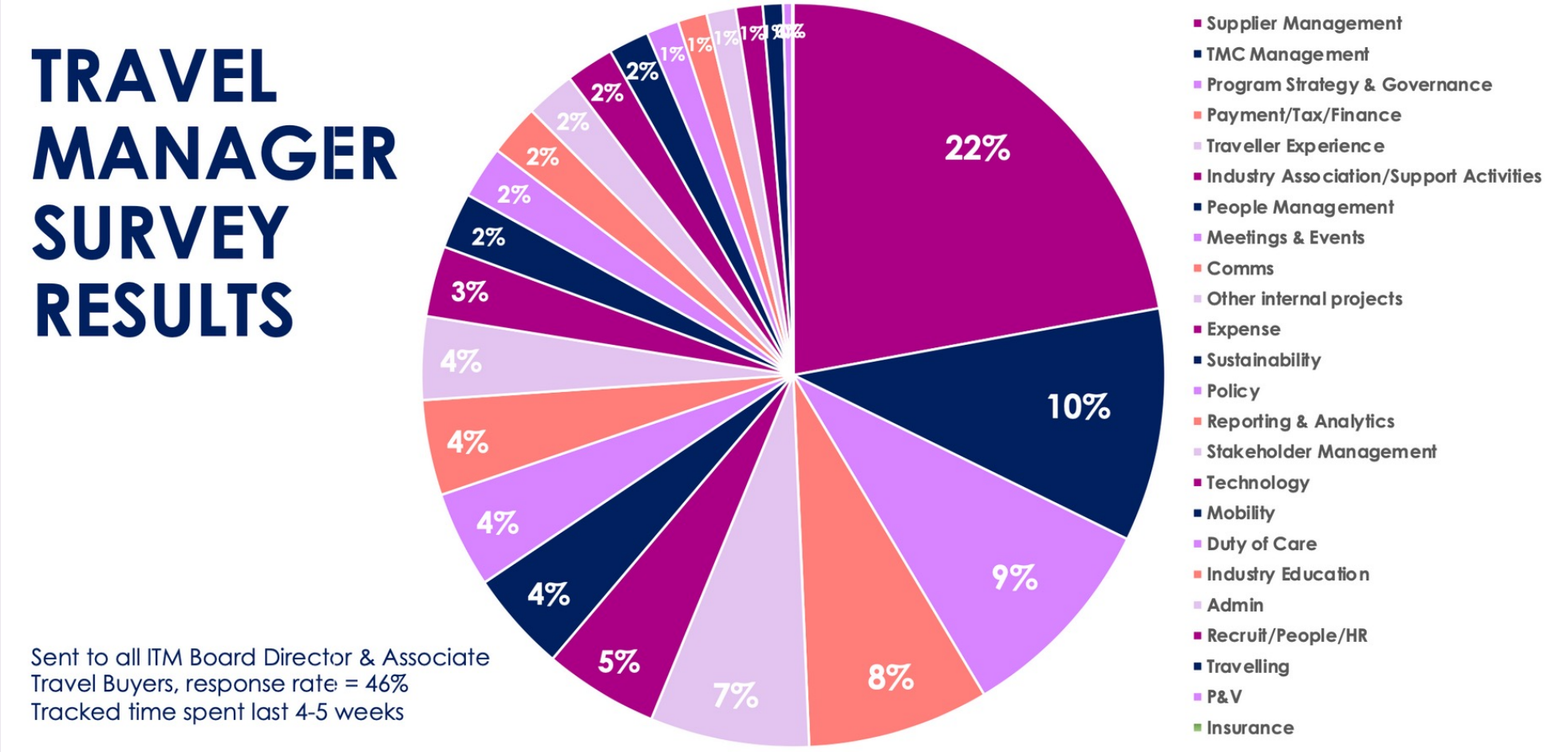
LEVERAGING TECHNOLOGY: EMBRACING INNOVATIONS IN TRAVEL MANAGEMENT

Technology is coming at us from all angles:

- Social media,
- Payment platforms,
- Microsoft Teams,
- AI.

THE POWER OF VULNERABILITY: SEEKING MENTORSHIP AND GUIDANCE

- Mentor
- Mentee





Becoming a Thought Leader: Advocating for Sustainable Development

Become a leader and a known voice on that topic within your business.



Activating Your Community: Collaborative Learning and Growth

So let's get activated as a group of ABTA member organisations:

- Let's lean on each other,
- Develop mentorships here today,
- Let's encourage
- And perhaps jointly with ABTA design an African Travel Manager course that helps structure growth and learning for the industry in Africa.

THANK YOU!

STAYING CONNECTED AND ENGAGED



Let's Connect!
René Stegmann



my/residence

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LUCKY DRAW
THANKS AND CLOSE
SITE VISIT

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