

Welcome to CustomerCONNECT Keynote

Customer**CONNECT**
Listen. Evaluate. Improve.

Pulling the Future Forward: How We Became the Company Our Customers Want Us to Be


FEATURED SPEAKER

Lisa Oswald

Senior Vice President of
Customer Service

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“Traveling – it leaves
you speechless, then
turns you into a
storyteller.”

Ibn Battuta

**What happens to a travel company when
the world stops traveling?**



**The future is
happening now.**





**Hit the
reset button.**



A message to our members

Lara Barlow
General Manager, U.S.
Travelzoo

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Someday, readers will wonder why a travel publisher would suggest virtual tours of the world's greatest sites instead of simply visiting...

**SAVE NOW
TRAVEL LATER**

Fully Refundable



Flexible Deal
No Change Fee



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Member Survey

Each week, share your opinion for the chance to win a \$100 Travelzoo gift card.



Member Survey

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91% are **interested in receiving travel deals right now**, up from 83% on the previous week

74% are **likely to book a travel deal right now** (if it is fully refundable and changeable with no fees), up from 57% on the previous week

**SAVE NOW
TRAVEL LATER**
Fully Refundable





Your favorite HOTEL SWAG

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 **Travelzoo** 
@Travelzoo

Of all the hotel swag you'd find in your room, which is your favorite? Sheets? Bathrobes? Cookies? Tell us below, and tag the hotel brand! [#hotelfromhome](#) [#hotelswag](#)

10:34 AM · Apr 14, 2020 · [Twitter Web App](#)

1 Retweet 3 Likes

 **James R.** @Golfing... · Apr 14 
Replying to [@Travelzoo](#)
Marriott specifically Delta for their sheets

   1 

 **Melissa Smejkal** @... · Apr 14 
Replying to [@Travelzoo](#)
Mexican hotels that leave a bottle of tequila in the room.

Your Virtual Escape



**ROAM FROM
HOME
TRAVELZOO**



Roam from Home 14w



Nothing can stop us from reliving our favorite trips!

Here's where @travelzoo experts went last month. Come #roamfromhome with us!

Send Message



Fiji 10w



Your Virtual Escape

ROAM FROM HOME TRAVELZOO

Send Message



Giveaways 8w



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A 6-day guided vacation for 2 in Scotland from @globustravel!

Travel options are available from Nov. 2020 through Mar. 2021

Swipe up to enter!

See More >



**From the laundry
to the Lake District,
*let your mind wander***

Fully refundable UK breaks for later this year at travelzoo.com

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From bedding to Bali,
let your mind wander

Get the best holiday deals for 2021,
hand-picked by [travelzoo.com](https://www.travelzoo.com)

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TRAVELZOO[®]
Nation

Meet

THE MEMBERS

TRAVELZOO[®]
Nation

TRAVELZOO

Member Monday



"There really is only one way to travel in my mind...by using a Travelzoo deal. The last deal I used was for Italy. It included 6 nights with hotel, flight, car and priceless memories with my parents. We went to Como, Pisa, Lucca, Florence, San Gimignano, Volterra and took a train to stop at each of the cities in Cinque Terre. We are serious travelers and sleep once we get back home. I cannot sing enough praises (of Travelzoo). I have been a member for about 15 years and have never once been disappointed."

RACHEL, US MEMBER



"...We couldn't have planned it better ourselves or gotten such great deals! We always look to Travelzoo for travel because, as he says, 'I won't travel without Travelzoo now.'"

SUSIE, US MEMBER



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International Travel
Update

- **Promote Your International Offer Now**
66% of Travelzoo members will book their next international trip this year
- **Offer Extended Travel Dates**
51% will take their first international trip in 2021
- **Include Smart Upsells**
50% of Travelzoo members booked an upsell



Travelzoo Data Download: Rise of the Road Trip

- **2020 is the Year for Domestic Travel:**
78% of Travelzoo members will take a U.S. trip this year
- **Rise of the Road Trip:**
61% will drive to their U.S. vacation destination
- **Expanded Drive Markets:**
More than one-quarter will drive 12+ hours

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TW Travelzoo: Member sentiment in a Covid world Watch later Share

Travelzoo Member Insight Webinar

THURSDAY, 14 MAY, 9:00-10:00

Member sentiment in a COVID world

Good Morning -- this presentation will start very shortly. Please wait one minute while attendees join. Today's webinar is presented by James Clarke, general manger, UK at Travelzoo and we will be joined by Lee Hayhurst from Travel Weekly Group for a Q&A at the end. To ask a question, click the Q&A button in the menu.

0:01 / 58:55 CC Settings YouTube Fullscreen

TRAVELZOO + **str**

2020 Travel Update: the Reality & the Bright Side

TRAVELZOO
WEBINAR

5 Factors Driving Canadian Members to Book Today

Multiplica **TRAVELZOO**

Join us in our chat with Travelzoo

and learn how to fill up your hotels, cruise ships and planes quickly!

REGISTER TODAY TO RECEIVE YOUR INVITATION.

June 25th **10am EST (4pm CET)**

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Data Download: *International Travel Update*

Lara Barlow
General Manager | U.S.
June 18, 2020

An aerial photograph of a wooden boardwalk crossing a river. On the left, a waterfall cascades down a rocky bank. The water is clear and greenish. The boardwalk is made of light-colored wood and runs diagonally across the frame. A few people are visible walking on the boardwalk. The background is filled with lush green vegetation.

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**Our members are the heart of our business.
As the COVID-19 crisis may have impacted your plans, we realize we may have missed an opportunity to support you. Please, let us know how we did when you asked us for help, we promise to do better.**

Let's go



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Our goal is to be your trusted friend in the travel business.

Based on this service interaction, would you be more or less likely to purchase from Travelzoo again?

Less likely

Equally likely as before

More likely

“ The right time is
always right now.

Casey Neistat





Thank you for attending this session. This event will be available for on-demand replay.

