

# BIG FIVE<sup>®</sup>

TOURS & EXPEDITIONS

*Enriching Lives Through Distinctive Journeys*

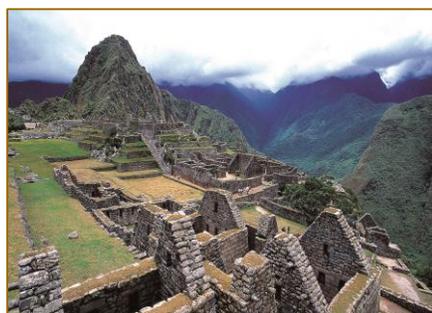
## TO SELECT BIG FIVE TOURS & EXPEDITIONS TODAY

**1. Level of Staff Knowledge:** At Big Five, you are working with one of the most experienced groups in the travel industry. Our Destination Specialists receive 900+ hours of in-destination and in-office training annually; and have a combined average 17 years' experience in travel.



**2. Big Five Destination Specialists** have been on *Travel + Leisure* magazine 'A-List of World's Top Travel Agents' since 2009. In 2015, Big Five had two Destination Specialists on the A-List. This list validates the depth and value of experience. This recognition is achieved by going through unbiased questioning and itinerary planning, and it is not based on voting by magazine subscribers.

**3. White Glove Service<sup>®</sup> Guest Assistance:** Big Five provides a personal experience that begins with a live person answering each call promptly during business hours. Our 24-hour White Glove Service<sup>®</sup> guest assistance desk is manned by a team of specialists available 365 days from anywhere in the world. WGS<sup>®</sup> is your:



- Personal concierge service for anything from dinner reservations to hard-to-get special event tickets
  - Assistant to relay messages to family and friends, to help arrange private air charters and other details
  - Emergency specialist who is there to tackle any emergency situation from lost luggage to stolen passports to emergency medical assistance
  - Information kiosk for all the latest news, weather, airline delays; whatever information you need to make your journey run more smoothly
- Organizer who can coordinate special events such as a birthday or anniversary dinner, flowers or gifts

**4. Willingness to Customize:** Our Destination Specialists combine creativity with their impressive knowledge to customize clients' journeys to meet each guest's interests, whether that is honeymoon couples, families or special interest groups.



**5. A Sustainable Future:** Big Five guests benefit from our partnerships with properties and suppliers who have strong sustainable ethics built into their operations, which assures each guest will experience the best a destination has to offer. As part of our commitment, we employ local professional guides and drivers in each destination; and we support local initiatives dedicated to cultural preservation and habitat conservation.

Toll Free USA: (800) 244 3483 | [Info@bigfive.com](mailto:Info@bigfive.com)

**AFRICA & THE MIDDLE EAST, ASIA & THE ORIENT,  
CENTRAL & SOUTH AMERICA, AND SOUTH PACIFIC**

*We Don't Tell Stories Better, We Tell Better Stories<sup>®</sup>*

# Meet some of your Destination Specialists at Big Five

## Colin Rose – Africa, Asia, Orient



Colin has been in the tourism industry for 29 years, beginning in 1983 in Mumbai, India. He has a depth of knowledge that is hard to match. Colin served in a variety of capacities, from handling inbound tours from Europe and North America, to serving as an escort/guide, to sales and management. He joined Big Five in 1999.

## Tatiana Johnston – Africa, Asia, Latin America, Orient, South Pacific



Tatiana was born and raised in Ecuador, and worked as a tour guide here for ten years. She earned an MBA and speaks four languages, both of which have helped her succeed in the travel business for more than 27 years. In her travels, she has also grown to love Africa, and has a passion for the Orient, especially Japan. Tatiana has been on *Travel+Leisure* magazine's A-List of Agents in 2009, 2010, 2011, 2012 & 2013. Tatiana joined us in 2008.

## Volker Altvater – Africa



Originally from Germany, Volker is another member of our gang who has an incredible depth of knowledge and experience with more than 26 years in the field of travel. He has long been drawn to Africa for the spectacular wildlife experience that cannot be duplicated anywhere else on the planet, and regularly returns to Africa to explore different areas. Volker was ranked among *Travel+Leisure* magazine's A-List of Agents in 2012, 2013, 2014 and 2015. He joined the Big Five team in 1999.

## Gisela Polo – Africa, Asia, Latina America, Orient



Gisela has worked in the travel hospitality industry for some 24 years, the first 12 in her native Peru. She has a Bachelor's degree in hospitality and management, and a Masters degree in tourism marketing in Peru. Gisela relocated to Miami with her husband and son about a dozen years ago and continued working in the industry. She has been a team member since 2006.

## Susie Gavlik – Latin America



Susie is from Pittsburgh, PA, and holds a Bachelor's degree in East Asian studies. But it was South America that really captured her heart after her first trip to the Galapagos Islands in 2000. With 14 years in the travel industry, she has explored most corners of the continent often with her son in tow. Her sense of adventure and passion for travel led her to Big Five.

**Navigator Series® Edition III**

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