

Kanoo Travel Launches State-of-the-art Corporate Services Centre in Dubai

By Nirmala D'souza

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The new centre, which is equipped with the latest technology, will offer customers round-the-clock travel management solutions and emergency travel services.

Kanoo Travel, the largest travel company in the Middle East, today announced the opening of their latest state-of-the-art Corporate Services Centre at Kanoo Towers in Bur Dubai. The new office, equipped with the latest call centre equipment and enhanced management information reporting (MIR), will offer customers professional corporate travel management solutions, emergency services, 24-hour coverage, key account management and regional travel solutions to large multi-national companies that require a 'single point' travel services solution.

"The Middle East region, and especially the UAE, has been growing at an unprecedented rate. With so much development taking place here, more and more global businesses are investing heavily in this region. As a result, the regional travel industry has also experienced a boom in both the consumer as well as the corporate segments," said Mishal Kanoo, Deputy Chairman of The Kanoo Group. "To keep up with the increasing travel demands, we decided to open a state-of-the-art Corporate Travel Services centre in Dubai equipped with the latest technology which meets all international standards. The new office will offer our customers complete travel management solutions, convenience and 24x7 travel services with the highest levels of customer service."

Kanoo Travel, which launched its retail travel and foreign exchange offices in the United Kingdom and France earlier this year, recently expanded its operations by opening offices in Fujairah, Al Ain and the Burj Dubai Business Complex in the UAE in addition to its expansion and rapid growth in Oman and Qatar. The Corporate Services Centre in Dubai is the first of many such centres that Kanoo Travel plans to open across the region.

"The launch of our latest corporate service centre in Dubai demonstrates our continued investment in 'leading edge' travel services and technology. Furthermore it is an outward sign of our determination to stay in the number one position in travel throughout the Middle East. The Corporate service centre is one element in our business re-engineering process to ensure we remain focussed on providing the 'world class' service demanded by our customers," explained Julian Knott, Divisional General Manager, Kanoo Travel.

"Kanoo Travel has been the pioneer of the Gulf's travel industry as we set up the first travel office in this region in 1935. We have a unique distinction of serving our customers throughout the Middle East through our own servicing network. Our objective is to provide our customers top-class professional travel management services using the latest technology with the best customer service. The opening of our Corporate Travel Services centre in Dubai is another example of our commitment towards our ever increasing base of customers in the region," added Mr. Abdullah M. Abo Khamseen, Executive General Manager, Kanoo Travel.

Kanoo Travel, which celebrated 60 years of service in the Gulf's travel industry in 2007, has over 180 IATA locations in the region. With over 1200 qualified associates, Kanoo Travel boasts of the largest portfolio of corporate clients in the region. Kanoo Travel provides the most comprehensive and specialized services in the travel industry, placing special emphasis on servicing and managing relationships with its large customer base in the region for which it has won numerous service-quality Awards in both the leisure and business travel sectors.

With an established 24-hour Regional Call Centre, Kanoo Travel also provides service support to customers for any type of travel-related services. Kanoo Travel also has a strong Global presence through its Network Partner - American Express Travel Services.

About Kanoo Travel:

The Kanoo family's involvement in air travel goes back to 1937 when the company provided refueling facilities in Bahrain for Imperial Airways seaplanes on route to India and Australia. In 1947 Kanoo Travel became the first IATA agency in the Gulf and in 1997 they became the very first Travel Company in the Middle East to receive the ISO certification.

Today, Kanoo Travel is the largest travel company in the Middle East, with a team of travel specialists operating a network of over 170 offices in the region and through a global network of world-class travel partners. Kanoo Travel provides the most comprehensive and specialised services in the travel industry with unmatched quality awards and achievements that guarantees the highest level of customer satisfaction. Kanoo Travel provides its services in five main specialised areas:

- ? Kanoo Corporate - Business Travel Services.
- ? Kanoo Retail- Travel Services for the individual travelers.
- ? Kanoo Holidays – For all type Leisure Travel
- ? Kanoo Marine - Marine and Offshore Travel Services.
- ? GSA's- General Sales Agents for international airlines.

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