

QUARTERLY TRAVEL COORDINATOR MEETING

**Department of General Services
Statewide Travel Program**

Tuesday, December 16, 2014

Introductions



Statewide Travel Program

CALIFORNIA DEPARTMENT OF GENERAL SERVICES

- **Bill Amaral, Business Partnership & Travel Manager**
- **Tasha Wilson, Travel Program Manager**
- **Georgia Kattenhorn, Travel Specialist**
- **Katy LaFata, Travel Specialist**
- **Kelly May, Travel Specialist**
- **Ceci Perez Dunn, Marketing Specialist**
- **Evan Speer, Travel Specialist**
- **Lori Wasson, Travel Specialist**
- <https://www.yahoo.com/travel/ridiculous-travel-accessories-that-will-c1409151932617.html>

Agenda

- **What's New**
- **Contract Updates & Reminders**
 - ∞ **Airlines**
 - ∞ **Car Rental**
 - ∞ **Travel Management Services (Travel Agency)**
 - ∞ **One Provider (American Express)**
- **Featured Presentations:**
 - ▣ **@Work Demo, Shawn Campbell, American Express**
 - ▣ **Concur New User Interface, Anthony LaMarca, CalTravelStore**
- **Contact Information**
- **Roundtable/Open Discussion/Q&A**

What's New

- **Management Memo 14-03**
 - ▣ Status of 1st, 2nd, and 3rd Quarter Implementations
 - ▣ 18-month Implementation Process
 - ▣ See our Website for Department List

- **Statewide Travel Program NEW Contact Information**
 - ▣ Main telephone number: (916) 376-3974
 - ▣ Main email address: StatewideTravelProgram@dgs.ca.gov

- **Changes to Department Travel Staff**
 - ▣ Please notify the STP of any changes



What's New

- **Management of American Express Cards**

- ▣ Kudos to everyone!! Great job!!



- **Holiday Travel**

- ▣ Plan in advance and be prepared!

Concur Training

□ Upcoming Concur Trainings

- January 13, 2015: 2:00 p.m. - 3:30 p.m.
- January 28, 2015: 2:30 p.m. - 4:00 p.m.
- February 9, 2015: 1:30 p.m. - 3:00 p.m.
- March 4, 2015: 9:30 a.m. - 11:00 a.m.
- March 23, 2015: 1:30 p.m. - 3:00 p.m.

Airline Contract Updates & Reminders

- Southwest Domestic Routes (In-State & Out-of-State)



Club Quarters



CLUB QUARTERS

The Smart Hotel for the Sensible Traveler

Joeann LaMadrid, CTE
Membership Manager



A Smart Hotel for the State of California Traveler

Club Quarters Story



17 Boutique Hotels located near offices & points of interest of our members

For the **Use of Member Organizations** who are cost-conscious such as our member, the State of California

Unique concept to **serve the needs of business travelers – “Road Warriors”**

Our **network serves over 250 major organizations** many have saved over \$1 million per year

Provide members with **club-like atmosphere and restricted entry**: cleaner, quieter, and safer

“One stop shop” offering Innovative New Services and Amenities, many of them complimentary

Location, Location



Chicago

Central Loop
Wacker at Michigan

Houston

Heart of Downtown

San Francisco

opposite Embarcadero

Washington, DC

near the White House

Philadelphia

Downtown, at 17th & Chestnut

Boston

near Faneuil Hall

New York

World Trade Center
Wall Street
(2) Opposite Rockefeller Center
Midtown/Times Square
Grand Central Station

London

Gracechurch
St. Paul's
Trafalgar Square
Lincoln's Inn Fields

Global Membership Benefits

Club Quarters, World Trade Center in New York



Global Access and Savings in **17 prime downtown locations**

Low Fixed member rates on all room types

Member Rates can be used for **business or personal travel**

Last room availability on all four room types

No Black-out Dates in all locations

Lower rates for **long term accommodations**

Complimentary high-speed internet access

'Club Living Room' Lounge with complimentary grab 'n go" refreshments, and general business center services

Frequent Guest Stay **Rewards Program**: CQ Gold Rewards

Lower **weekend/holiday rates for personal use**, from \$65 /£69

Member Rates extended to **friends and family** of employees

'Club Living Room' Lounge: Complimentary Offerings



Collaborative spaces to meet and relax
Fresh fruits and granola bars each morning
“Grab ‘n go” snacks on weekdays
Gourmet coffee and tea all day
Cold beverages: assorted sodas

Purified, chilled bottled water
Newspapers and magazines
Computer workstations and wireless printing
Universal charging stations available

Hotel Guest Services



Instant registration and check out

24-hour **Member Service Desk** and Concierge

Free iPads for loan

24-Hour access to **Fitness room**

Room service including multi menu delivery service

Restaurants, Bars & Meeting Rooms in all locations

Valet laundry & dry cleaning service, or **complimentary self-service launderette**

Luggage storage between visits

Complimentary bottled water on each floor

State of CA Preferred Room Type

Club size Room



Latest design work station w/ task lighting & ergonomic chair

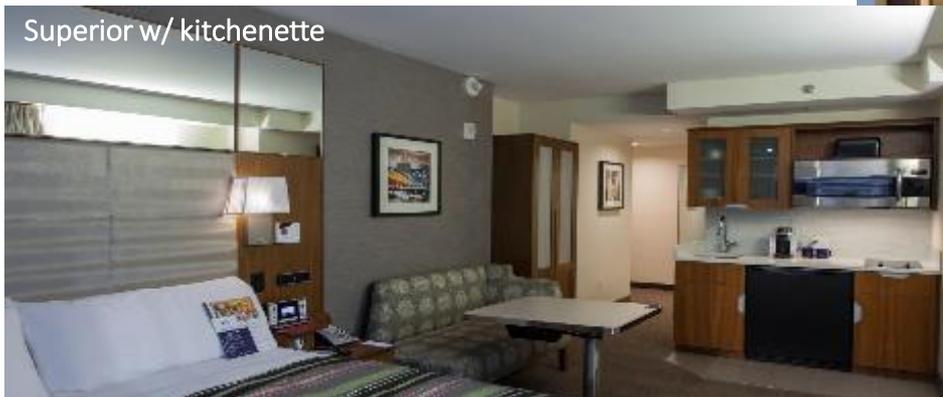
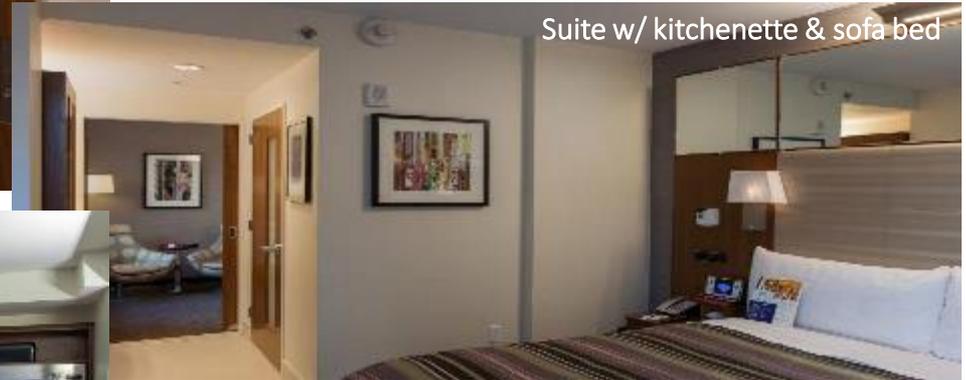
Coffee & tea makers available in all guestroom

Flat Panel LCD TVs

iHome or iPod docking station

Well thought out **bathroom amenities**, including hairdryer and make up/shaving mirror

Other Guest Room Types



“Better sleep kit” w/ eye mask, ear plugs & aromatherapy*

Air purifiers & ambient sound machines*

Exercise equipment and yoga kits*

Refrigerator stocking service*

Refrigerators and microwaves in room*

Iron and ironing boards (available in Guest Request Closet)

Relocations and Projects



Extended & Long Term accommodations
(30-night or more consecutive stay) are available in all locations

Brand new **Studio Apartments**

Custom designed furniture and luxury linens

Well-equipped kitchens

Complimentary **high-speed Internet access**, local and toll-free calls, and use of DVD/CD/MP3 players

Ergonomic workstations

Low-cost laundry

Choice of **weekly or daily maid service**

Groups, Meetings and Events



Unique small to medium size meeting rooms & venues in all locations, some with spectacular views

Affordable meeting space rental fees for members

Full catering services and meeting packages with Audio/visual services.

Dedicated **meeting and event specialist** to assist with your planning

Group room block of 10 or more at your member rates can be arranged through our team members

Rich Frequent Guest Stay Program

Get even more with
GOLD REWARDS



**COMPLEMENT YOUR GOLD STATUS
BY ENROLLING IN CLUB QUARTERS' FREE
GOLD REWARDS PROGRAM.**

Sign up at clubquarters.com to begin earning points redeemable for free nights, suite upgrades and retail gift cards. You'll earn one point per stay, which means you'll be entitled to a reward after just two stays!

amazon.com

**MARKS &
SPENCER**

BANANA REPUBLIC

GAP

WILLIAMS-SONOMA

Points are earned after enrollment on qualified member stays (excludes airline crew rates, "Night on the House" stays and all non-member rates). One point will be awarded per stay; a "stay" is defined as the total number of consecutive nights spent at the same hotel, regardless of the number of check-in/check-outs. See www.clubquarters.com for full details, terms and conditions. The merchants represented are not sponsors of the Club Quarters Gold Rewards program or otherwise affiliated with Club Quarters. Please visit each company's website for additional terms and conditions.

GOLD REWARDS
Enroll now at www.clubquarters.com
(1 stay = 1 point)

**2 POINT
REWARDS**

**"Night on the House" certificate for weekend
or holiday night***
One Room Suite Upgrade

**3 POINT
REWARDS**

**\$50 / £30
US Resident / UK Resident**

**\$50 Williams-Sonoma®, \$50 Gap, Inc. Options
or \$50 Amazon.com Gift Card**
**£30 Marks & Spencer® Gift Card or
£30 Amazon.co.uk Gift Certificate**

**5 POINT
REWARDS**

**\$100 / £60
US Resident / UK Resident**

**\$100 Williams-Sonoma®, \$100 Gap, Inc. Options
or \$100 Amazon.com Gift Card**
**£60 Marks & Spencer® Gift Card or
£60 Amazon.co.uk Gift Certificate**

*Subject to availability and service charge.

Visit www.clubquarters.com

Enter Member ID: **STATEOFCA**

Choose "Gold Status" then "Enroll Now"

Attach **GOLD Rewards #** to your reservation to begin earning points

Our Green Initiatives



Linen Change Program

Compliance with local recycling requirements

Use of energy-efficient lighting

Use of “Green” cleaning products

Club Quarters in San Francisco is certified as “DGS Certified Green Lodging Hotel”

Club Quarters, World Trade Center has Gold LEED certification

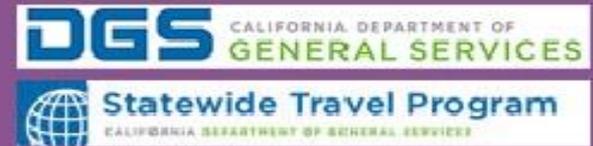
Club Quarters, Lincoln’s Inn Fields aims for “Very Good” BREEAM rating

All future Club Quarters will be LEED certified

Book Club Quarters for Business Travel



CALTRAVELSTORE
GOVERNMENT BUSINESS TRAVEL



Home [CalTravelStore](#) DGS Helpful Travel Links Training FAQs Vacations



Concur login



SWABIZ login



iBank login



Concur New User Guide
Concur Profile

Visit Concur Travel
www.caltravelstore.com/pages/using-concur-travel

Contact CALTRAVELSTORE Travel Coordinator
877.454.TRVL (8785)

Book Club Quarters for Personal Travel

MEMBER LOG IN FOR LOW FIXED RATES

Member ID, Email Address or Gold Rewards Number

Book Now/More Info

FORGOT YOUR ID? [CLICK HERE](#)

Hotel Accommodations

Visit www.clubquarters.com
use Member Login/ID: **StateofCA**
Choose your destination and hotel location

Contact Member Services (Reservations)
203.905.2100 US / 020.7451.5800 UK
memberservices@clubquarters.com

Group Rooms, Extended Stay, Corporate Apartments

Contact Eric Sillen
Manager, Group Services
203.905.2066 or esillen@clubquarters.com

Contact Regena Mobley
Corporate Apartment & Extended Stay Specialist
203.905.2070 or rmobley@clubquarters.com

Club Quarters Membership Contact

Club Quarters, San Francisco



Contact Joeann LaMadrid, CTE
Membership Manager
San Francisco Location
424 Clay Street, SF, CA 94111
415.268.3607
jlamadrid@clubquarters.com

Commercial Car Rental

- Contract Extension
- Remind your employees to refuel
- Box Trucks and large Passenger Vans



Featured Presentation

Concur Travel New User Interface

Presented by:

Anthony LaMarca, CalTravelStore Manager

www.caltravelstore.com

(877) 454-8785

AMEX Contract Updates & Reminders

New Program Administrator (PA) Telephone Numbers

American Express Strategic Customer Service

888-433-5169 or 888-542-3105

Featured Presentation

@Work Demonstration

Presented by:

Shawn Campbell, Account Development Manager

atwork.americanexpress.com

STP Contact Information

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katy.lafata@dgs.ca.gov

Thank You Travel Coordinators!

- What would you like to see discussed/presented at future travel coordinator meetings?
 - ▣ Please email us at StatewideTravelProgram@dgs.ca.gov

- Travel Coordinator Survey

- Visit our website at www.dgs.ca.gov/travel for more info, or www.caltravelstore.com

Next Meeting

Quarterly Travel Coordinator Meeting

Tuesday, March 3, 2015

9:00 AM – 11:00 AM

Ziggurat Auditorium



Roundtable / Open Discussion

Questions?

Thank You!