



GEM TRAVEL & TOURS SDN BHD

GEM TRAVEL & TOURS

Who we are

2019-2020

Prepared by: -

Gem Travel & Tours

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2019-2020

To whom it may concern – A summary of our firm

We are honoured to present our company profile which gives an outline on how we may well be best suited to exceed:

- Your expectation of a professional travel company; and
- The requirement of our growing company in the business of travel.

As we are eagerly look forward to be serve you professionally and be partners with you; please do not hesitate to contact me or others in management directly should you require more information. They can be contacted as detailed below:

Albert W H Chew . General Manager: albert@gem-travel.com.my

Let Boon Waat . Business Development & Cruise Manager: let@gem-travel.com.my

Shivananthan K . Ticketing Manager, Corporate: shiva@gem-travel.com.my

Goon Wei Hoong . Travel Manager, M.I.C.E.: goon@gem-travel.com.my

Irene Mah . Finance & Admin manager

Thank you for the opportunity given to us to present ourselves for this partnership and this proposal.

Yours truly,
GEM TRAVEL & TOURS

Albert Chew

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www.gem-travel.com.my
www.celebrity.com
www.royalcaribbean.com

About Gem Travel & Tours

OUTLINE

Gem Travel & Tours Sdn Bhd is an established Travel Organisation since 1969. From our humble beginnings, we have grown to become one of the leading travel companies and has personally service thousands of travelling passengers to worldwide destinations; whether on business or for leisure.

Knowing that clients of today require more than a recognised name within the business community, we are differentiated through:

- Reliable and long service teams servicing our clients in a personalized manner;
- Representing renown brands and international partners round the world and
- Professional and experience staff with ability to value-add through ample experience, passion to serve and pro-business approach.

This goal is achieved as we remain true to our vision, which is:

"To be the company to work for and with – a company that goes beyond the norm to provide innovative travel services in a personalised manner which helps our clients and people to grow"

Our Geographical location

Gem Travel & Tours is a growing travel company with over 20 professional full time staff. We operate at an affluent community in Taman Tun Dr Ismail, some 20 minutes from the capital city of Kuala Lumpur. Gem Travel & Tours is a **IATA accredited travel company** which is an issuing ticketing agency for all major IATA airlines in the world like **Malaysia Airlines, Singapore Airlines, Thai Airways, Qantas Airways, Cathay Pacific, British Airways, Emirates airlines, KLM, Qatar Airways, Lufthansa, Delta, American Airlines** and over 30 other airlines in the world.

Gem Travel & Tours is also the General Sales Agents (GSA) in Malaysia for the Celebrity Cruises and Preferred Sales Agent for Royal Caribbean Cruises; both are luxurious 5 star cruises operating worldwide cruises in Europe, Alaska, Scandinavia, Russia, USA, Caribbean islands, Asia and South America.

As a travel company, we have also established ourselves as a leading Incentive planner for our clients. As to date we have handled groups for well-known large multi-national companies annually; with many good feedbacks on our meticulous planning and good service.

Our dynamic approach to business is made possible because we have a young management team (around 40 years old) . believing that a young and dynamic team produces a young and dynamic organisation+

MARKET POSITIONING

Gem Travel & Tours is a dynamic, innovative and professional travel company, with the extensive support of our owners; as well as the extensive support of all major airlines, hotels and tour operators worldwide has the experience and the added advantage to provide adequate travel services every day. As a member of the International Air Transport Association (IATA) that represents 250 airlines comprising 94% of international schedule air traffic worldwide, we know we can do what it takes to be a professional company. Our travel company is managed by experienced personnel, and sensitive to, local requirements . corporate or individual. Our medium-sized owned business gives us our competitive advantage to serve medium and large businesses.

*"Large enough to offer professional excellence
but
small enough to care in a personalised manner".*

Accepted by the business and travel communities, Gem Travel & Tours offer the best travel solutions . a hand-holding approach advising clients as business partners.

VALUE TO YOU

Corporate clients that we are working with are impressed with the thoroughness of our travel services & support and attention to detail. Our managers and department heads are full time working professionals heading specialised departments who believe in bringing value to clients.

In line with our company policy and mission, we go beyond the norm to provide innovative travel solutions in a personalised manner which help our clients and people to grow.

FACT:

Many clients and incentive groups have benefited from our ideas and savings from our travel advisers and tour planners; which in all instances have outweighed the professional fees that we charged.

We firmly believe that as you grow, we grow as well.

ABILITY TO DELIVER

We have a variety of corporate accounts and loyal clients who became our closest friends and partners. Their continued support through the many years is a testament by itself.

One of our noted trends in Gem Travel & Tours today is our loyal staff force . many of whom have grown through the many years and remain with us for more decades. This will ensure that you do not deal with ever-changing staff but the same old familiar and friendly servicing staff whom you can count on, in any of your travel needs. Some things never change - and this is one of them.

CREDENTIALS

We are the members of:

1. **Malaysian Association of Tours & Travel Agents (M.A.T.T.A.)**
2. **International Air Transport Association (BSP-IATA)**
3. **Pacific Asia Travel Association (P.A.T.A.)**
4. **Ministry of Culture, Arts and Tourism travel agency licensed no: 0259**

GENERAL SALES AGENTS (GSA) IN MALAYSIA

We are the PSA in Malaysia for:

1. Celebrity Cruises
2. Azamara Cruises
3. Royal Caribbean Cruises (Preferred Sales Agent)

TRAVEL SERVICES

Our main business focus is

1) **Corporate ticketing & travel support services**, which includes airline tickets issuance, delivery of airline tickets, airline ticket amendments, airline tickets refund, visa applications, travel insurances, online tickets and general travel advise.

2) **Tours & Hotel accommodation**. Our holiday packages are wide ranging, from groups to individual; from basic free & easy to elaborate comprehensive tour packages. From the metropolitan cities to the adventurous and the rugged terrain and jungles. From shopping experiences to the exotic and the mystical. We cater for all markets with very competitive prices. Above it all, it is the service that makes the holiday experiences memorable and exciting.

3) **Places to go**: ASEAN packages, Japan, Australia, New Zealand, India, Nepal, China, Taiwan, Europe, USA, South Africa, Maldives, Club Med worldwide, Cruises to Alaska, Russia, Scandinavia, Caribbean islands, USA, Asia cruises from Singapore, Hong Kong and Shanghai and of course, our domestic tour packages in Malaysia.

4) **Incentive groups and M.I.C.E** . every year we handled several incentive groups from several international firms in Malaysia. Our groups ranged from as low as 30 passengers to 150 passengers; specifically geared towards high end direct selling companies that offered a unique holiday experience. We are familiar in handling groups from insurance companies, brokers, bankers, direct selling companies and accounting firms. We have done meetings and conventions in Shanghai, Bali, Korea, Phuket, Langkawi, Vietnam, Turkey and Sabah.

5) **Visa Services**

6) **Travel Insurance**

MANAGEMENT PROFILE

MR CHEE CHENG CHUN - OWNER/ DIRECTOR

Mr Chee Cheng Chun is a member of the management team who brings in new ideas, innovation and fresh input into the ever-changing landscape and dynamics of today's competitive business. He graduated in Aeronautical engineering from Imperial College London, United Kingdom. He is also involved in various companies in the Oil and gas industry; Manufacturing industry and also is the co owner-director of Gem Island resort & Spa & Gem Beach resort in Terengganu.

ALBERT W H CHEW - GENERAL MANAGER

Albert Chew started his experience in 1988 as a management trainee at a travel agency in Bukit Bintang, Kuala Lumpur. He graduated in business administration (BBA) in an American College in London, called Schiller International University . linked to Florida, Germany and Spain. He also studied marketing at Dorset University, UK and obtained a Diploma in Marketing. Albert left his first travel company after 7 years and joined Gem Travel & Tours and is currently the General Manager in charge of overall business strategy, management and policies. Since his arrival, he has pushed the company to another level; with innovation, technology, and managing with a fresh approach; to get the company forward to the 21st century.

SHIVANTHAN K. - TICKETING MANAGER, CORPORATE

Shivananthan or Shiva, as he is affectionately known has extensive experience in corporate ticketing and corporate matters from over 25 years, working in the ticketing & travel department of Gem Travel & Tours. He contributes immensely to our corporate clients in ensuring their travel journeys are handled professionally. He has assisted many corporate clients in managing their travel portfolios in and outside of Malaysia, and these include the CEOs, MDs, CFOs, GMs and Chairman of many listed companies and major corporations. His personal touch and approachable manner is an asset to Gem Travel & Tours.

IRENE MAH - FINANCE & ADMIN MANAGER

Irene Mah started his career as an accountant with several multinational firms which includes IT and advertising. Since joining us in 1993, she has been instrumental in managing our finance and budgets; to ensure our company's balance sheets are strong, sound and secure. Her sound judgement and careful planning has largely contributed to where we are today . a strong and healthy company with plenty of reserves.

LET BOON WAAT - BUSINESS DEVELOPMENT MANAGER/ CRUISE

Mr Let started in the travel trade more than 30 years ago and has extensive experience in handling airlines, overseas operators, clients and hoteliers. He spearheads our business development including heading the Royal Caribbean cruises worldwide in Malaysia.

GOON WEI HOONG - MANAGER, INCENTIVE & M.I.C.E.

Mr Goon joined us in 1994 and had since been our product champion in our tour department. He has extensive experience in tour development and now looks after our incentive & M.I.C.E. division.

..... plus 20 support staff who are well trained and experience in the travel trade.

Together we are housed together in a 3 storey building owned by our owners, and serves in our location at Taman Tun Dr Ismail and beyond.

Our recent Projects

MATTA FAIR – PWTC SEPTEMBER 2017

The World is Open Sale

Visit us at MATTA Fair on Sep 8-10, 2017 at PWTC Hall 2 Booth 2054-2056



Choose Two Free Perks when booking Ocean view, Veranda, AquaClass and Concierge Class

- Classic Beverage Package • Prepaid Tips • Unlimited Wi-Fi
- USD 150 to spend on board

Valid for bookings made from Sep 6, 2017 – Oct 2, 2017 for selected sailings

7N Alaska Tracy Arm Fjord

Ports of Call: Vancouver, Icy Strait Point, Hubbard Glacier, Juneau, Ketchikan, Vancouver

CELEBRITY INFINITY®: departs weekly from May 27 till Aug 26, 2018

from MYR 4308

7N Alaska Hubbard Glacier

Ports of Call: Seattle, Ketchikan, Tracy Arm Fjord, Juneau, Skagway, Victoria, Seattle

CELEBRITY SOLSTICE®: departs weekly from May 18 till Sep 7, 2018

from MYR 4398

14N Vietnam & Taiwan

Ports of Call: Hong Kong, Hanoi, Hue, Ho Chi Minh, Kaohsiung, Hualien, Taipei, Hong Kong

CELEBRITY MILLENNIUM®: departs Dec 24, 2017 & Mar 04, 2018

from MYR 5058

14N Hong Kong to Singapore

Ports of Call: Hong Kong, Hanoi, Hue, Ho Chi Minh, Bangkok, Singapore

CELEBRITY MILLENNIUM®: departs Jan 07 & Feb 18, 2018 (reverse itinerary)

from MYR 5058

12N Australia & New Zealand*

Ports of Call: Auckland, Bay of Islands, Tauranga, Wellington, Akaroa, Dunedin,

Dusky Sound, Doubtful Sound, Milford Sound, Melbourne & Sydney*

CELEBRITY SOLSTICE®: departs Dec 9*, Dec 21, 2017 (Sydney return)

from MYR 5278

15N Chile & Argentina

Ports of Call: Valparaiso, Puerto Montt, Chilean Fjords, Straits of Magellan, Punta Arenas,

Ushuaia, Cape Horn, Puerto Madryn, Punta Del Este, Montevideo, Buenos Aires*

CELEBRITY INFINITY®: Dec 8 & 23*, 2017 (*reverse itinerary)

from MYR 4178

** Terms & conditions apply

GEM TRAVEL & TOURS SDN. BHD. (82917K) KKKP: 0259

Outbound & Ticketing

International Representative For Celebrity Cruises®

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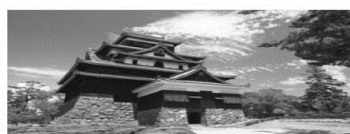
Tel: 03-7727 9276 (enquiries/reservations), 03-7727 4835 (trade enquiries)

Celebrity **X** Cruises®

SAIL BEYOND BORDERS

The Star 14cm x 8col
Insertion : Thu 7-9-2017
Material submitted to The Star: 28-8-2017

EXCITING DEALS!



6N JAPAN (Shanghai/Sakaiminato/Kanazawa/Kyoto/Shanghai)

Celebrity Millennium® departs Sept 29

Fly cruise from MYR 2348 cruise only from MYR 1048

4N JAPAN & KOREA (Shanghai/Kagoshima/Jeju Island/Shanghai)

Celebrity Millennium® departs Oct 5

Fly cruise from MYR 2868* cruise only from MYR 838

7N JAPAN & KOREA (Shanghai/Busan/Sakaiminato/Otaru/

Hakodate/Yokohama) Celebrity Millennium® departs Oct 9

Fly cruise from MYR 3168 cruise only from MYR 1468

Terms & Conditions apply. Fly cruise rates are subject to flight availability on Air Asia X / MAS*. Cruise only rate is based on the lowest interior cabin guarantee rate inclusive of port charges per person based on twin share but exclude Taxes, Fees and Gratuities. All Prices are subject to change.

Call your preferred travel agent for reservations today:

GEM TRAVEL & TOURS SDN. BHD. (82917K) KKKP: 0259

International Representative For Celebrity Cruises®

Tel: 03-7727 9276, 03-7727 4835 (trade enquiries)

Celebrity **X** Cruises®

● AIRBORNE SDN. BHD. (94046-W) KKKP: 0557 Tel: 04-263 2141 ● AIRPLUS TRAVEL SERVICES SDN. BHD. (188169-U) KKKP: 2042 Tel: 03-4142 7378 ● BEST EXPERIENCE TOURS SDN. BHD. (807622-H) KKKP: 5672 Tel: 603-6201 5177 ● FRIENDSHIP HOLIDAYS SDN. BHD. (187347-D) KKKP: 0148 Tel: 04-227 1251 ● HARPERS TRAVEL (M) SDN. BHD. (13564-K) KKKP: 0421/0422 Tel: 03-7947 1300/04-226 2555 ● HOLIDAY TOURS & TRAVEL SDN. BHD. (23070-H) KKKP: 0424 Tel: 03-62866292 ● JEBSEN TRAVEL & TOURS SERVICES SDN. BHD. (104192-D) KKKP: 0138 Tel: 03-2148 5583 ● RELIANCE SHIPPING & TRAVEL AGENCIES SDN. BHD. (9040M) KKKP: 2505 Tel: 03-2287 0822

The Star 14cm x 5 col
Insertion : Tue, 23-8-2016

We are ready to **SERVE YOU** . just call +603-77279387; 77279276



We can be quite fun too. (Pictures taken from Taiwan).

