

# Bon Voyageur

The Voyagers Travel Club Newsletter • September 2003



## What Is OSSN?

By Chris McGill, CTC, DS

One of the most attractive aspects of the travel industry is that it is very definitely not a one-size fits all business. You can design your travel career to suit your interests, your schedule, your working style and preferences.

There are many organizations that you can be involved with in the travel industry. Some organizations represent travel agents, others represent suppliers, and yet others represent business travelers who deal with travel agents and suppliers. The **Outside Sales Support Network (OSSN) Association** represents the needs of the outside sales travel counselor, the independent contractor and the host agency partners. It works to promote professionalism and recognition of the independent agent. OSSN's mission is to provide its members with the tools to help the member's business succeed in today's competitive travel environment. The organization offers its members a networking and communication platform, therefore offering its members a professional forum to further the success of their travel business.

As part of the **Center for Travel Marketing's (CENTRAM)** continuing commitment to its students pursuing a home-based travel certificate, CENTRAM has sponsored the creation of a local chapter of the OSSN - *The Walnut Creek Chapter*. The WC chapter of the OSSN gives you the opportunity to network with the best and brightest travel professionals who are independent contractors, home-based counselors or outside agents working with a host agency.

Continued on page 3...OSSN

## Imagine U In The UK!

By Helen Hughes at [visitbritain.com](http://visitbritain.com)

Today's United Kingdom is a land where long-standing traditions and trend-setting culture converge.



**The Cities**  
**The Heritage**  
**The Festivals**  
**The Pubs**  
**The Clubs**  
**The Sport**  
**The Countryside**

*Whether you want to travel, study or work abroad, the UK has it all!*

Get the low down on what's happening in London, working and studying, visas, the hottest clubs, funky shopping, hippest hot spots, cheap accommodation, a crash course in the culture, and much more. The definitive guide to living and having a great time in the UK starts with the official tourism source, **UK The Guide** at [www.uktheguide.com/usa](http://www.uktheguide.com/usa). Get online to web-chat with fun, friendly Brits, for the insiders scoop on where to go and what to do or speak to them in person at 1-800-462-2748 Mon – Fri 9am – 6pm EST.

Once in the UK, there's an endless choice of sights to see. Most visitors will be attracted by London's many attractions – a world class city in every sense. Once in the UK, there's an endless choice of opportunities to travel around.

Most visitors will be enthralled by London's many attractions— a world class city in every sense. However, once in the UK, there are many more

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exciting travel opportunities. Don't forget to stop in at *the Cavern*, the legendary Beatles venue in Liverpool. Take a trip back in time at *Stonehenge* or wander around Robin Hood's *Sherwood Forest*, then move onto Shakespeare country, *Stratford-upon-Avon* and watch a play. Visit one of the country's most happening cities, *Brighton*, on the south-east coast or head to Europe's youngest and most dynamic capital city, *Cardiff* in Wales, the land of castles, nature and legend. Travel a wee bit further north and you'll come to Bonnie Scotland! Visit *Braveheart* Country, *Edinburgh Castle* and see the legendary *Loch Ness Monster* in the Scottish Highlands (or at least it's Loch!).

And then there are the festivals: from the summer solstice festival at *Stonehenge* to the two day rock festival at *Glastonbury* and the acclaimed *Edinburgh International Festival* with hundreds of shows and performing artists to choose from, you'll be spoilt for choice.

Come to the UK and you won't have to travel far to get a unique and distinct experience, to hear a multitude of different accents or encounter diverse cultures.

You can access not just one but 4 different "countries" all in one destination. From cosmopolitan London and *Edinburgh* to the off-beat towns of coastal *Brighton* and hip *Manchester*, get the scoop on what's going on at **UK The Guide**. Stay on longer, whether working, studying or traveling in the UK, and get off the tourist trail, meet the locals and immerse yourself in local culture for a truly meaningful and educational experience —something that the average traveler often misses out on.

## Islands Off the Coast Of Britain

By Janet Robertson

While Southern England – stretching from the famous White Cliffs of Dover on the east coast to *Lands End* on the west coast – is a region rich in castles and gardens (many with royal or literary connections to Dickens & Henry VIII) the Channel Islands hold their own mystique; take a ferry across to the Channel Islands of *Guernsey* or *Jersey*. Where else but in the Channel Islands could you survey the Atlantic's from a WWII German bunker, dance around a fairy ring, and enter a Neolithic burial chamber all in one morning!

For hikers the causeway to the fascinating island of Lihau offers a unique 'tidal walk', which is connected to Guernsey at certain phases of the tide. Enjoy a tour of Hauteville House, where Victor Hugo, exiled from France, lived for 15 years and wrote "Les Miserables" – or just relax and enjoy this wonderful cosmopolitan destination loved by water-sport and beach enthusiasts.

*Jersey* is the most southern island of the British Isles and lies just 14 miles off the coast of France. This island enjoys waters warmed by the nearby Gulf Stream and has glorious summers. *Jersey* offers outstanding scenery, from sweeping sandy bays in the South to dramatic cliffs in the north. The pace of life is definitely unhurried! Apart from the great outdoors, you can enjoy award-winning museums, medieval castles, great restaurants and, of course, duty-free shopping.

The North Country region of England offers stunning countryside and coastline, 5 national parks, historic and fashionable cities and it's own magic island, the *Isle of Man*, which is probably best known for its Viking ancestry, Manx cats, kippers (smoked herring, yum! yum!) and annual TT motorcycle races held on public roads throughout the island in late May/early June.

Other attractions on the *Isle of Man* include historic homes & castles, horse drawn trams and the world's largest water wheel. Transport choices to the island are by ferry with The Isle of Man Steam Packet Company (which takes approx. 4 hours) or by air via Manx Airway, British Airways or Emerald Airways.

When heading to Scotland, why not take the Caledonian *MacBrayne* ferry from *Oban* on the west coast and discover the 22 islands lying out there. Caledonian MacBrayne offers an island "Hopscotch" ticket that lets you explore with a choice of 26 different itineraries and is valid up to a full month.

The diversity of landscape on the islands offers activities from leisurely cycling on the *Isle of Cumbrae* to windsurfing off *Tiree*. The *Island of Mull* is one of the most diverse wildlife destinations in the world and you can take full advantage of it with Land Rover excursions. Expect to see golden eagles, puffins, otters, porpoises, minke whales and basking sharks. The *Isle of Arran* has it's own creamery, brewery, cheese company and distillery – all the basics, as you can see! But if you have a sweet tooth, do visit the chocolate factory in *Tobermory*!

## What is OSSN?

OSSN was founded in 1990. Today this Association has over 60 Chapters in the US and abroad with over 5800 members. Since full service travel agencies are turning to specialization and changing their focus, and more suppliers are working directly with suppliers, the OSSN membership continues to grow. The OSSN is a symbol of change. Working from home has become the vogue, is profitable and enjoyable.

The Walnut Creek Chapter of the OSSN meets every other month to discuss issues relevant to you, the home-based travel entrepreneur. about products, vendors and resources in a your confidence and awareness. As part of opportunity to participate in site inspections



I hope you will join our chapter to learn series of meetings designed to increase our activities, you will also have the of hotels and tour companies.

Our next meeting is on September 22 at the discussing technology for the home-based with other home-based counselors and enjoy a culinary feast provided by the members - a potluck dinner. To join OSSN submit an application today to become a valued member of the OSSN family and enjoy all of its benefits.

home of Chris McGill. We will be counselor. It is your chance to network

Membership in OSSN is \$95 (a savings of \$40) if paid at your first OSSN meeting. Our meetings are free to members and non-members are required to pay \$5.00 per meeting. Call Chris McGill at (925) 516 -4883 to join.

### **Here are just a few of the Member Benefits:**

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| <ul style="list-style-type: none"><li>▪ Access to the OSSN 1500 Page members-only section on the web, plus complete access to the OSSN Bulletin Board and Live Chat Forum.</li><li>▪ Your very own <u>TRUE numeric code</u> issued by IATA to simplify your booking process with suppliers.</li><li>▪ Access to FREE Website, updated daily and rich in content to help market your business.</li><li>▪ List of travel agencies supporting Independent Contractors</li><li>▪ List of Suppliers who work with Independent Contractors</li><li>▪ Merchant Credit Card Service - Members are approved to accept and process credit cards from their clients.</li><li>▪ <u>Local Chapter Meetings</u> - with Industry and State Representatives</li><li>▪ Errors &amp; Omissions and General Liability Insurance</li><li>▪ Health Insurance Program</li><li>▪ Trip Cancellation and Interruption Insurance Benefit Program.</li><li>▪ Discounts on references - Hotel &amp; Travel Index, Hotel Guide, Travel Weekly, Official Cruise Guide*</li><li>▪ 6 Month Free Subscription to JAX FAX (Consolidators and Charter Operators</li></ul> | <ul style="list-style-type: none"><li>▪ Library of Books, Videos, Cassettes and Software for Independent Contractors</li><li>▪ National and International Conference and Trade Shows Admissions</li><li>▪ OSSN Daily Network News. Up-to-the-minute Industry Information</li><li>▪ New and Renewing Members receive the Official Member Handbook either by U.S. Mail or Online</li><li>▪ Free Subscription to World Travel News</li><li>▪ Accounting and Travel Management Software for Independent Contractors</li><li>▪ The Hotel Guide" on CD-ROM.</li><li>▪ Fam/Training Programs on Land and at Sea</li><li>▪ <u>Fam Discounts</u> for Members</li><li>▪ 24-Hour Fax Retrieval Access for OSSN Fams</li><li>▪ Routine Fax Updates on Fam/Seminar Training Opportunities</li><li>▪ E-mail Broadcasts to Keep Members Updated and Informed</li><li>▪ <u>Airborne Overnight Member Rates</u></li><li>▪ 200 Air Consolidators In The OSSN Online Database</li><li>▪ Marketing software for Independent Contractors</li><li>▪ OSSN Daily Network News. Up-to-the-minute Industry Information.</li></ul> |
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# Dreams Do Come True!

**Alumni Jeff Goettsch (DS) in the spotlight**

*When I started college a few years back at Los Medanos College (LMC), I never dreamed that I would one day have my own home-based travel business. All my life I have enjoyed every aspect of travel, whether it was a road trip, a plane ride or perhaps a trip to a local amusement park. One thing I knew for sure - I loved to travel and to help other people to do the same.*

*With encouragement from a lot of great people in my life I started travel classes at LMC. I knew that with my love of cruising I wanted to get my **Cruise Specialist Certificate**, and then start a home-based travel agency. With the help of Chris McGill and Kiran Kamath, I took Travel 76 - Travel Sales and Marketing, Travel 77 - Customized Vacation Planning, and Travel 82 - World Cruise Destinations. I successfully completed these 3 classes and their exams and reached my goal of receiving my Cruise Specialist Certificate. This was perhaps one of the proudest moments of my life, and in addition I was also awarded the **New Student Scholarship**. Another great moment! I now knew that I wanted to take all that I had learned and try to open a home-based business. With the help of Bill Rogers, my business partner, after what seemed like an eternity, we finally opened our home-based business - **Oak View Travel**.*

*The road to opening our business was a long one. There are a lot of legal formalities to overcome, from business license, to insurance, tax ID number, California Seller of Travel, bank accounts and much more. The results were well worth all the hard work. A great company for the small "independent", called **Nexion** (based in San Jose), really expanded our options! Nexion can set you up with an account that will give you a **ARC number** to use, plus the use of there GDS. Nexion charges a monthly fee to use their services, and they offer different plans for different needs and budgets. If you would like more information on Nexion, please visit them at [www.nexion.net](http://www.nexion.net).*

*I am so glad that I went back to school, not only did I learn a wealth of information, but I made a lot of friends and business contacts. If anyone is thinking about taking travel classes and opening a home-based business I would definitely recommend it. With travel knowledge, time, and patience your dreams can come true as well.*



PRODUCT OF SCOTLAND  
**Walkers**  
ESTABLISHED 1898

Walkers Shortbread has baked its award-winning, all natural shortbread in the Highlands of Scotland for over 105 years. Walkers products are sold at fine food stores across the country and contain no artificial flavors, colors or preservatives and are Kosher certified OUD.

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## A SPECIAL MENTION TO WALKERS SHORTBREAD

**A big thank you to Walkers Shortbread who have graciously donated shortbread for you to sample and an incredible gift basket as a door prize for our "Tastes of the British Isles" evening.**

*See next page for details on the event and more tidbits on Walkers!*

**NEWSFLASH! NEWSFLASH! NEWSFLASH!**

**Change of Venue for ‘Tastes from the British Isles’**

Dinner and presentation on Scotland will now be on the patio at the London style British Pub - The Crown, located at 331 Hartz Avenue in historic Danville, on Friday, September 19<sup>th</sup>, 2003.

Join us for an evening to celebrate Scotland with official Blue Badge Guide and Whiskey Taster, Sarah McQueen. Sarah will provide an interesting and entertaining presentation on traveling to and selling Scotland, culminating in a traditional Whiskey Tasting!

Plan on arriving at 6.30 p.m. giving yourself time to relax and chat, with dinner being served at 7.00 p.m. The presentation will follow and should conclude around 9:00pm. (Die-hard partiers can hang around for street music (Jazz, etc.) in front of The Crown starting around 9 p.m.

**Ticket Prices:** \$24.00 for Voyagers Member (1 guest is permitted at the same cost)  
\$27.00 for Non-Voyagers Member\* and late registration

\*) for \$7 more you can become a member and enjoy savings on other events throughout the semester

Your teachers have reservation forms. Please fill one out & return it with a check or give it to a board member asap. Alumni, please respond to the e-vite. For questions you may email Janet Robertson at [janet.robertson@usa.net](mailto:janet.robertson@usa.net)

**IMPORTANT: RESERVATION DEADLINE IS SEPTEMBER 10<sup>TH</sup>**

<p><b><u>Entree Choices:</u></b></p> <p>Fish &amp; Chips - Bass ale-battered Icelandic cod served crispy hot with French fries and our tartar sauce.....OR</p> <p>Bangers &amp; Mash - 2 Irish style sausages served with mashed potatoes, onions in a rich gravy and sauteed fresh vegetables.....OR</p> <p>Pasta Primavera - Penne pasta tossed with fresh vegetables in a robust vegetable reduction, finished with parmesan cheese and a dash of cream</p>	<p><b><u>Dessert Choices:</u></b></p> <p>Boysenberry Sherry Trifle - Layers of boysenberries, sherry infused cake, raspberry gelatin, custard &amp; cream</p> <p>OR.....Chocolate Mint Mousse - A slice of rich, chocolate-mint mousse. It melts in the mouth so they say! ..... OR</p> <p>English Toffee Cake - Layers of chocolate cake, creamy filling</p>
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**DID YOU KNOW** ... that the famous old company that bakes **Walkers Shortbread** is a family business that was founded in 1898 by Joseph Walker in the tiny highland village of Aberlour-on-Spey, Scotland. (Publisher's note: Only the Scottish, Brits or Amish would come up with names like that!) Today, 105 years later, the company is a highly respected international bakery under the guidance of the third generation of Walkers, the founder's three grandchildren: Joseph, James and Marjorie.

**Walkers Shortbread** is committed not only to enhancing Scotland's worldwide reputation, but also to maintaining traditional values and the highest of standards. It has become a flagship of Scottish foods, providing the authentic taste of Scotland in over 60 countries. In addition to its traditional shortbread, **Walkers** offers the widest range of specialty shortbread in the world in a variety of tastes. **Walkers** also produces cakes, oatcakes, meringues, cookies and a host of other Scottish delicacies. **Walkers** products are available in fine food stores across the country, use all natural ingredients and are certified Kosher OUD. For more information contact: Jackie Markham at 212-687-1765 or [jmarkham@aol.com](mailto:jmarkham@aol.com) Page 5

# Home Based Travel Business - Is It For You?

By Chris McGill, CTC, DS

Not too many years ago home-based travel counselors were thought to be somehow "less" than their storefront counterparts. Today, they are the most sought after segment of the travel industry by suppliers who recognize the dramatic changes that have occurred over the past decade. Suppliers welcome new home-based travel agents with open arms and are anxious to help them get going. There is an atmosphere in the industry today that not only smiles on home-based agents; *it actively encourages them!* This welcome mat is a wonderful entree into a new career in the travel industry and an excellent place to pursue your travel profession and passion either full time or part time. The travel industry is an excellent choice if you are looking for an exciting business, full of opportunities and challenges.

There has never been a better time than now to become a home-based travel consultant. In the last few years we have seen a tremendous change in the distribution system in the travel industry. While change begets uncertainty, it also brings tremendous opportunity. Technology has contributed greatly by providing effective tools to promote and market travel. These marvelous tools of our trade continue to evolve as primary engine of new opportunities to assist home-based travel sellers to promote and market their business. As the industry continues to change, home-based travel consultants will become a major channel of product distribution in the travel industry

## **But, wait..... Is Home-Based for everyone?**

If you feel that a home-based travel business is right for you, consider such questions as: Are there customers for my product or service? How do I know? How and where will I find them? Who are my competitors? How will I promote my product or service? What will I charge? Finding answers to questions such as these is challenging and sometimes tedious, but are important in order to determine your chances for success. This is what we help you determine in our series of home-based travel courses. Each month we offer a different home-based travel class designed to give you the support and direction you need to **get started**.

***To find out more, register for our home-based travel classes held on the first Sat. of each month.***



## **Calendar of Home-Based Travel Classes at Los Medanos College**

September 06	Home-Based Travel: Is it for You?
October 04	Establishing a Home-Based Travel Business
November 01	Marketing & Promoting a Home-Based Travel Business

## **CLUB OFFICERS FOR FALL 2003**

President: *Regina Brinker*

Secretary: *Gina Pepe*

Newsletter Editor: *Janet Robertson*

ICC Representatives & Officers-At-Large:

Vice President: *Danielle Brown*

Treasurer: *Cynthia Bauer*

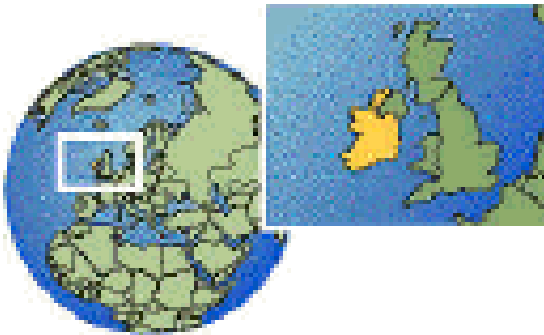
Newsletter Publisher: *Inge Yarborough*

*Sandra Holt-Smith & Tina Balesteri*

ANY QUESTIONS YOU HAVE FOR THE VOYAGER'S BOARD MAY BE ADDRESSED VIA  
EMAIL TO JANET ROBERTSON AT [janet.robertson@usa.net](mailto:janet.robertson@usa.net)

# IRELAND

By Carla Carey at [www.tourismireland.com](http://www.tourismireland.com)



Ireland is famous for its hospitality, and you'll receive a traditional Cead Mile Failte, one hundred thousand welcomes!

When planning your visit, there are a wide range of accommodation options available to you. Perhaps you're looking for a romantic hideaway where you can enjoy the last word in luxury in a sumptuous five star hotel, manor house or castle. Or enjoy a true Irish welcome in one of the many family run bed and breakfast accommodation throughout the island.

If you crave the bustling excitement of the city, you can choose from the many modern and stylish hotels in the city centers or if you are on a budget, stay in a youth hostel. However, should you prefer to be totally self-sufficient, why not rent a self-catering cottage or caravan or savor the freedom of the great Irish outdoors in a tent, in one of Ireland's many campsites.

Good food is an essential part of any holiday and the quality of the food is second to none, with restaurants using the finest of fresh local ingredients to produce dishes that will tantalize your taste buds.

There is a wide diversity of quality places to eat in Ireland, ranging from award winning sophisticated restaurants to local pubs and wine bars, which offer the very best in traditional local fare such as Irish lamb, salmon, oysters, Irish stew, and not forgetting, 'champ', a mash of potatoes, milk and spring onions, all washed down with a pint of Stout!

The island is steeped in a rich artistic heritage, spanning literature, theatre, film, music and fine art. The cities and towns abound with theatre, including the Abbey and Gaiety Theatres in Dublin and the Millennium Forum in

Londonderry. Ireland's cultural feasts include The Cathedral Quarter Arts Festival Belfast and the Dublin Theatre Festival.

Lovers of contemporary art are in for a real treat, with several galleries that are definitely worth a visit, including the Irish Museum of Modern Art in Dublin and the Ormeau Baths Gallery in Belfast.

Ireland has inspired many literary greats, with four Nobel Prize-winning writers in the last century alone: Yeats, Beckett, Shaw and, most recently, Heaney. Ulster's poets include MacNeice, Muldoon and Kavanagh.

Music is everywhere you go, from the Castleward Opera in County Down or the Wexford Opera Festival, right down to the buskers on the street corners.

Traditional Irish music is aplenty and varies from sing-along sessions with a bodhran, violin or piano accompaniment, to organized festivals such as the Fiddler's Green Folk Festival in Rostrevor or the Fleadh Cheoil na hEireann. More recently Ireland's great musical successes include, Van Morrison, James Galway and U2.

It has to be said that shopping is also a cultural experience not to be missed. No visit to Waterford or County Tyrone is complete without a tour of the Crystal works and if you are in Fermanagh, you should you should visit the Belleek Pottery works, where you can buy fine pottery.

You can pick up some of Northern Ireland's famous linen at the Irish Linen Center in Lisburn. In fact, everywhere you go, you'll find countless handmade and traditional items that will make the perfect memento of your visit to Ireland.

When you've finished your shopping, why not simply enjoy the pleasures of a pint in a real Irish pub and enjoy the conversation with the locals.

If you fancy discovering where some of the drink behind the bar comes from, you should visit the famous distilleries in Ireland such as the Bushmills Distillery in, County Antrim, which is the world's oldest whiskey distillery or the Old Jameson Distillery in Dublin.

Or visit the Guinness Storehouse in the center of Dublin, where you'll learn all about the famous black stuff! Too much in one visit? There's always next year!

## September Word Jumble

1. WREOT FO DNOOLN
2. UBGHMKCINA LPCAAE
3. NGITSA WYCAASEU
4. LYRHOOOHODSUE PAEACL
5. HSOTENGEEN
6. ETH VCNARE
7. WDOOHSRE TFESOR
8. HCOL SENS MTONSRE
9. DLONNO YEE
10. TSEMWTSINRE BYABE

*TIP:* Locations to be found on the British Isles

## Answers to August's Jumble

*And we have a Winner!*

*Winner of this month's  
jumble was Evelyn Storhill  
from Walnut Creek*

*Congratulations, Evelyn*

*We will be in touch!*

1. Paris
2. London
3. Dublin
4. Madrid
5. Brussels
6. Vienna
7. Rome
8. Berlin
9. Amsterd  
am
10. Edinburg  
h

Enter to win a \$10 gift card for Barnes and Noble Bookstore. One lucky winner will be drawn from all the correct entries. Send us your entry by September 28th, 2003. You can: (1) Mail your entry to the Voyagers Club, Los Medanos College, 2700 E. Leland Road, Pittsburg, CA 94565; (2) drop off your entry in the Jumble Box in room 228; (3) respond by e-mail to the Editor, Janet Robertson at [janet.robertson@usa.net](mailto:janet.robertson@usa.net) and include your name, phone number and complete address.

### **Publisher's Note:**



*So, what is it with all the British and Irish articles, word jumbles and events, you ask? We are trying to tie our club news and activities to the current Destination Specialist curriculum, which – you guessed it – is Western Europe. One of them, anyway! Besides, you have a Scottish Editor and a German Publisher, so what do you expect? I have a great idea for the Hawaiian & Caribbean Destination Specialist wannabee's to shift the focus to those Islands: Submit informative or funny or spellbinding articles – the sooner the better – and get heard!*

*P.S. So, want some more Scottish Trivia? Who was granted Royal Warrant of Appointment as suppliers of oatcakes to Her Majesty, the Queen? Who won the 2001 Scottish Food Excellence Award and numerous gold medals? You guessed it: The supplier of the very generous gift basket for our dinner event, **Walkers!***

## FALL 2003 CALENDAR OF EVENTS

- |              |   |
|--------------|---|
| September 19 | "Taste from the British Isles" dinner in Danville (see page 5 for details)  |
| October 17   | Oktoberfest is shaping up. Looks like we will take a field trip to – and have a "Field Day" at – the San Francisco Oktoberfest at Ft. Mason. We are negotiating discounted admission prices. Watch the Voyager's Board for Updates. |
| November 17  | General Meeting and election. Light refreshments will be served before the meeting at 5.30 p.m. in the Solarium off the cafeteria. NOTE THIS IS A DATE AND VENUE CHANGE FROM THE ORIGINAL DATE OF NOVEMBER 21 <sup>ST</sup> .       |
| December 5   | Brazilian holiday evening, guaranteed to be fun! Details to follow.   |

**Please stay tuned for details as each event draws near, Updates will be on the Voyager's Board**