

KASEMAN

"Dana McGinn personally handles the majority of the travel requests for Kaseman personnel. Often, these personnel are traveling to or transiting through dangerous areas of the world, many times on last minute notice. Her quick responses and seemingly 24/7 availability help separate Kaseman from its competitors at the Department of State.

On February 21st, Dana received a phone call from one of our employees, who was calling in a panic from Libya. She works at the Embassy in Tripoli. The situation in Libya was quickly becoming untenable, and she was searching for a way out. Her neighborhood in Tripoli was subject to heavy gunfire at night, and it was evident she was frightened. To further complicate the situation, she was trying to also evacuate her dog Zeus, a large German Sheppard that is known as the unofficial mascot of the Embassy.

Dana worked with us, through numerous late night and early morning phone calls and emails over the period of one week. Multiple itineraries were set up, all proving wasted effort as the Libyan government did not suitably protect the airport and passengers were unable to enter the terminal. Throughout all of the back and forth, changing and canceling of itineraries, bad cell phone connections and hastily written email communications, Dana was the calm in the storm. Knowing Dana was working on finding a solution in the wee hours of the night reassured our employee that someone far away cared about her and her safety and that is priceless.

Our employee ultimately made her way out of Libya via ferry chartered by the US Government, and Dana arranged for her travel home from Malta with her dog. I feel like Dana went above and beyond the call of duty in how she handled this situation. You all provide us with unmatched service, and I am truly appreciative."

"I just wanted to take a moment to let you know that during my travel back to the US from Algiers, Algeria, I was cancelled and diverted multiple times. I wound up in Chicago as I tried to make my way back to Dulles. I just wanted to advise that Dana McGinn of MacNair Travel did her usual outstanding job of assisting me throughout. She made herself completely available (even though it was on her off days) for new reservations, cancellation notifications and just sound advise. She has helped me out of numerous travel jams in the past and always does it a friendly and professional manner. Dana is a pleasure to work with and is a real value to the Kaseman team."



King Abdullah University of Science and Technology

"I wanted to thank you for Karen and Barry. The two of them have been the winning team for me after a bit of a slow start. I'm grateful to have them working with me. When I was working in the Travel Industry, we always tried to make our contacts look good. That is what they do for me."



CREATIVE ASSOCIATES

"I just wanted to tell you how much I appreciated all the hard work and help you and your team provided me during my recent trip to Nigeria and Afghanistan. On several occasions I contacted MacNair, during both official hours and off hours and you were extremely helpful either rebooking or confirming flights. Despite bad phone connections, bad weather, and just plain airport mayhem (Lagos), you and your team really made the long and often confusing trek that much easier. Your ability to provide quick responses to my queries and most importantly, quick solutions, was very comforting. Many thanks. I look forward to working with you on future travel."

"Tony.... this has been the best flight (and arrangements) I have ever had in five trips to Kabul... You pulled off a miracle especially with that overbooked flight from SFO."



CREATIVE ASSOCIATES INTERNATIONAL

ASIS International

"Thank you very much. That was the most painless reservation experience I have ever had and it took only 5 minutes. Great working with a professional."



The American Israel Public Affairs Committee

"Thanks!!! I am so glad you are always there. You make this stuff so easy."



American College of Cardiology

"Yesterday my flight home was delayed over two hours meaning I would miss my connection. The connection was also delayed because Dallas Airport was all screwed up. While in a long line I called MacNair and within minutes the agent had me transferred to a US Airways flight going through Phoenix landing at the same time as my original flight. They sent me an email confirmation, got my seat assignment and it was bang bang. It was sort of perfect!"



American Association of Blood Banks

"I just wanted to share what a great job MacNair travel did when my flight to Budapest was cancelled due to the threatened Lufthansa strike the week before last. Denise Lovell had several options already picked out for me so that the trip did not have to be cancelled. She worked tirelessly until very late on Friday evening to make sure that I had an alternative (which may have turned out to be better and less expensive than the original plan). I always find it pleasant to work with both Denise and Kim. Thought someone should know as it seems we are always so quick to criticize these days, but don't always take the time to comment on a job well done."



Advancing Transfusion and
Cellular Therapies Worldwide

ZENETEX

"Very professional and helpful. Responded back right away when you need help." Easily dealt with all the changes; they were great."

"MacNair did an awesome job, could not have done it without you. Project was a tremendous success and the customer (FBI) is very pleased. You were key to making this a huge success."

"She was answering my calls at night and on weekends, helping me with all my questions and helping me work through the reports. She was just great."



UNITED STATES CHAMBER OF COMMERCE

"Jason, your presence and professionalism were appreciated then and are appreciated now. My trip would not have worked, but for your persistence, and you exemplify the reason that we at the U.S. Chamber are pleased to do business at MacNair Travel."



SKANSKA

"I just wanted to take a moment to let you know what a great job MacNair Travel Management has done and continues to do for Skanska ID. I am typing this as I finish reading the latest email from Jo Anne Tarantino.....what a gem. She wanted to check and make sure that Karl had gotten on a flight that I was sure he would miss.....this email came from Jo Anne at 8:15 pm.....I often have to remind myself that Karl and I are not her only clients. I can't tell you the numerous times she has emailed me late into the evening and night with details about an impending flight, etc. I truly appreciate all of her assistance. Jo Anne has made our transition from our previous travel company to MacNair Travel Management flawless."

SKANSKA