

# IARE...The Travel Call Center People

*Connecting people in every corner of the world*

## **What is IARE?**

The **International Association of Reservation Executives** (IARE) is an international support group of travel industry executives which, through networking and education, enhances the awareness of operating techniques, products and services, enabling members to continually improve their expertise in the professional management of reservation centers.

IARE was founded in 1985 by a group of hotel reservation center managers and now includes more than 100 member companies from contact centers throughout the global travel and hospitality industry, including airlines, car rentals, cruise lines, hotels, transportation, and convention and visitor bureaus. Within its membership lies a vast knowledge and experience with the travel reservations industry. IARE's ability to tap and share that knowledge and experience accounts for a large measure of its value to its members.

## **Key Benefits that IARE members value the most... The IARE...**

- Provides networking opportunities through its annual international conference, its e-mail list server program and periodic regional meetings.
- Sponsors a stimulating annual conference and products exhibition with a full range of educational, informational and social activities.
- Publishes a quarterly electronic newsletter and periodic bulletins that provide timely, action-oriented information, designed to stimulate creativity, effectiveness and improved business performance.
- Serves as a central source for reservation center information.
- Supports allied organizations and the trade press in the collection and assessment of trends in global reservation management.
- Provides opportunities for personal contact with top leaders of the reservation center industry and to top experts in the field.
- Informs the general public and other audiences about the benefits of effective reservation center industry through its media relations programs.
- Recognizes persons who have contributed to the reservation center industry.
- Collects and compiles statistical data on key subjects of interest to those involved in managing travel reservation call centers.
- Offers opportunities for member companies and their staff to influence the industry through involvement in IARE committees, project teams and board of directors.
- Maintains a professional staff and headquarters office to assist the association in meeting its goals.

## **And that's not all!**

Membership can be as valuable as the individual member chooses to make it. In today's highly competitive economy, every prospective member can use all the help they can get! IARE is here to provide it.

For more information, go to [www.iare.com](http://www.iare.com)

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## Categories of Membership

The Travel Call Center industry is a diverse industry -- diverse in every way, including the size of centers and firms, and in the way centers are affiliated. Centers range from very small staff operations to mega centers with up to 1,000 employees. In addition, firms may consist of a single small center in one location, to dozens of centers of various sizes throughout the world. To accommodate this diversity, the IARE has two membership categories:

1 - A **Principal Member** is a company that provides travel/hospitality reservation services to the public through telephonic or electronic contact and whose intent for membership is to expand knowledge related to contact center operations. Each contact center location is considered a Principal Member and is entitled to vote on behalf of the contact center location. One person, who is a full-time employee of the Principal Member and who is actively engaged on a daily basis in the management or technical supervision of that organization's contact center location, shall be designated as the **Principal Representative** for that contact center location. The Principal Representative is to serve as the primary contact for the contact center location and to cast votes on its behalf.

2 - An **Allied Member** is defined as a company that provides goods or services or is otherwise related to the travel/hospitality industry or its contact centers but does not qualify for membership as a Principal Member. Each Allied Member shall designate one person, the **Allied Representative**, as the primary contact.

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## Membership Investment

**Principal Member** dues in IARE are based on the number of employees in each contact center location as follows:

Reservation Employees in Corporate Entity	Principal Center (US Dollars)
99 or fewer employees	\$200
100 or more employees	\$400

**Allied Member** dues are \$300 per year.

Dues are based on calendar year membership that runs from January through December. New members that join after October 1st receive membership through December of the following year.

**For more information about IARE, please visit our web site or contact a representative of the IARE Board, staff or Membership Committee.**

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