



## Hand in Hand

*A New York partner has all the answers*

**The challenge:** A recently divorced father wants to arrange a vacation to New York for himself, his teenage daughter and four of her friends. But he doesn't know how to plan such a trip for teenagers, so he turns to his travel agent.

**The solution:** The agent calls Manhattan-based Discover New York with Kitt Garrett, her Virtuoso on-site partner that will arrange virtually any New York special event or vacation.

**“K**itt Garrett arranged for personal shoppers, limo transfers, the best seats in the house for sold-out Broadway performances and a helicopter ride to see the city,” said Rebecca Falkenberg, an adventure and leisure travel consultant at Hill’s Travel Service in St. Petersburg, Fla. “The father and daughter came home glowing with a renewed relationship.”



All Falkenberg had to do was provide the company the names and ages of the group and a general idea of what they wanted to do while in New York. The company took over the booking from there.

Falkenberg is so comfortable with Kitt Garrett that she had no second thoughts about putting the client directly in touch with the company. “That’s a wonderful gift to be able to trust the supplier to talk directly to the client,” she said.

Julia Salem, a client services associate at Kitt Garrett who worked on the arrangements, knew the right activities for the group. She knew that teenage girls would rather check out hip clothing stores downtown than visit the traditional shopping spots like Bergdorf or Bloomingdale’s.

She also knew which personal shopper/guide to accompany the girls and which restaurants and shows to book. They dined at Ruby Foo’s and took in “Wicked,” one of Broadway’s hottest shows.

“Our job is to take away all the time an agent would spend booking the hotels, arranging transfers and planning itineraries,” she said. “Kitt Garrett is one-stop shopping. We can do it all for the agent.”