

# MYSTERY SHOPPER

WIN MY BOOKING

## BEXHILL-ON-SEA

**WANTED:** Fourteen friends – five couples and four singles – are looking for a self-catering villa holiday to somewhere sunny next summer, with flights and car hire. **BUDGET:** £750 per person

### WINNING AGENT

**KAREN SWANN**

SENIOR TRAVEL CONSULTANT



Villa enquiries are rare but it's important to listen to exactly what the customer wants as groups have lots of different requests and you have to get them into the budget.

### VERDICT

Premier Travel's greater range of options saw it pip Dreamtime Travel, despite a long wait while Tui's agent looked further afield.

### Premier Travel

8 WESTERN ROAD

The shop was clean and had bespoke window displays. The only agent acknowledged me as I walked in, despite dealing with another customer. After a lengthy wait, the friendly agent turned her attention to me. I was offered three quotes through James Villa Holidays: Villa Casa Marron, in Menorca, for £710, including four hire cars; Villa Vieira, in the Algarve, for £581, plus £200 per car; and Villa Casa Salsa, on the Costa Brava, for £654. Prices were based on September departures with flights from Gatwick, although I was also shown more expensive options in June. The agent offered a range of holidays, and knew individual properties, not just the destinations.



THIS WEEK'S WINNER

87%