

## Global Tele Sales Ltd, Dublin

- **Global Tele Sales Ltd** was founded in 1997 as an independent Irish company and part of the global Lufthansa service centre network GTS Group.
- We provide customer services in seven different languages focusing on Lufthansa's Western European markets mainly Italy, France, UK, Greece, Germany, Spain and Portugal enabling a 7 day-24 hour accessibility throughout the year within the global network.
- Our dedicated team consists of 200 colleagues; our roots from more than twenty different countries are reflected in our truly multinational working environment.
- We aim to effectively deliver reliable information and resent communication in a clear and open manner. In our internal and external communication, we consider our diversity and strive to establish a relationship of trust.
- An extract from our service portfolio:
  - Direct sales and ticketing
  - Flight reservations and customer inquiries
  - Customer Loyalty Programmes (Enrolment and Service Support)
  - Business to business customer support for travel agencies
  - Email, fax handling and web support
  - Outbound call activities

## Facts about the GTS Group network

- Eight service centers building a strong alliance: Berlin, Brno, Cape Town, Dublin, Istanbul, Melbourne, Peterborough and Shanghai.
- Hi-tech virtual service centre network.
- Strong, passionate team of more than 1.750 employees world wide.
- Customer care is conducted in all time zones for 42 markets in 27 languages. The GTS Group network counts 10 Million customers per year.
- Diverse product portfolio – in-/outbound calls, Email, business to business services, fax handling and customer query fulfilment, Global Load Control (aircraft weight and balance calculation).
- More than 30 years of service centre experience.