



EMPOWERING, EDUCATING, SUPPORTING, AND PROMOTING

*Independent Travel Agents*

# Our Core Values

**People First** – We will affirm the priceless value of people, in that we will always treat others with respect, honor and dignity.

**Loyalty** – We will abide by faithfulness to our family, team members, the company, agents and community, all while working to foster a balance between work and home life.

**Integrity** – We will speak and act from a position of honesty to honor confidentiality and build trust, thereby avoiding gossip and negative behavior.

**Prosperity** – We will work hard to achieve success and help others flourish, both economically and personally.

**Generosity** – We will generously invest our time, talents, and resources in others.

**Authenticity** – We will present ourselves in a professional, sincere, and honest way, and encourage others to do the same.

**Community** – We will acknowledge and support the people that we are tied to as a global community.

**Stewardship** – We will wisely utilize our resources for the benefit of our company, team members, independent agents, and community.

**Excellence** – We will strive to exceed the expectations of our internal and external customers, delivering an outstanding experience with every interaction.

**Teamwork** – We will value the power of combined efforts, where all team members are pulling together toward a common goal.

**Professionalism** – We will always handle ourselves according to our core values including during times of difference of opinions, obstacles, and conflicts. Organization, follow-through and follow-up shall be valued.

**Positive Attitude** – We will promote positive interactions and recognition to encourage a caring and enjoyable environment.

**Gratitude** – We will approach every day from a position of gratitude, being thankful for the opportunities that each new day provides in our professional and personal lives.

## Mission -

We will empower, educate, support, and promote independent travel agents.



**KHM TRAVEL GROUP**  
People First Since 2005™

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At KHM Travel Group, our success lies in the development of our team members and independent travel agents. We strive to share our knowledge and passion to help independent travel agents excel in the operation of their businesses. Each team member is empowered and valued to provide exceptional quality and service to each other, our travel agents, supplier partners, community members, and guests. We are committed to expressing our gratitude, helping others achieve their goals, and extending our family-based atmosphere to all.

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## *Our Adventure Begins...*

Sparked by an idea and passion to do something different, KHM Travel Group has grown into an award-winning host agency with over \$290 million in combined travel sales. Our team works daily to support the travel agents and agencies across the United States who are earning money following their dreams of selling travel.

KHM Travel Group isn't just a business. Our team is a group of 75+ passionate people who care about each other, our independent travel agents, their clients, our supplier partners, community members, and guests.

In an industry driven by automation and sales, KHM Travel Group stands out as a leader in customer service and travel agent development, making it one of the best choices for someone looking for unique education opportunities, high commission, and a community of support.

## *What is a Host Travel Agency?*

A host travel agency provides travel agents with the opportunity to take their businesses to the next level with access to marketing and technology resources, a support team, education programs, and other perks.

The combined efforts of thousands of travel agents help our host agency stand out to suppliers, allowing our agents to receive higher commission levels and exclusive offers. Although our host agency supports a large group of agents, we value building strong personal connections with each agent. From the moment you join, you'll have direct access to our team members including our leaders at the executive level.

Because of the countless advantages of partnering with a host agency, more and more people are deciding to pursue their passion for travel, while enjoying the flexibility of working from home.

# Vision –

We will be valued as an industry-leading host agency, known for our expertise and passion for helping others promote travel, experience the world, and achieve goals.





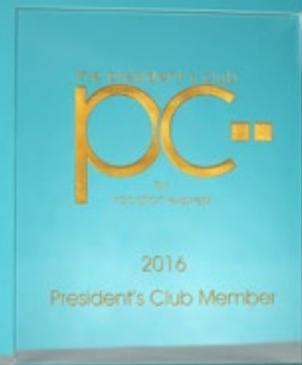
# What We Offer Our Travel Agents

- Education, Personal Support, Marketing Resources, Technology
- Learning Management System and Virtual EDU with courses for agents at all levels of experience
- Weekly commission payouts
- Online Agent Portal with resources, templates, and forms
- Exclusive supplier webinars and Facebook Lives
- Agent Support via email, phone, and live chat
- Coaching Program
- Access to a dedicated Group Team
- Supplier incentives and contests
- KHM Travel Group-hosted Live Events, FAM Trips/Seminars at Sea, Team-Ups
- 7 Regional Coordinators located throughout the United States
- Basecamp, Pinnacle, and Agency programs for top producers
- The Compass Magazine subscription
- Marketing resources including social media graphic library, monthly kits, and digital magazine
- KHM Travel Insider and Agent Access Weekly email newsletters
- TravSearch consumer marketing website
- myTravelCRM client management system
- Active Agent-Only Facebook page



*Want to learn more about our unique travel agent program?*

Visit [KHMTravel.com](http://KHMTravel.com) or call 888-611-1220 to speak with our Membership Team.



# Join our Success Story

## TRAVEL INDUSTRY AWARDS

#39 on Travel Weekly's 2021 Power List

Travel Leaders Network: Chairman's Host Award for U.S. Agency Affiliates; 2021 Member Engagement Star Award

ASTA: 2017 Host Agency of the Year

CLIA: 2021 Travel Agency Innovator Award

## BUSINESS GROWTH AWARDS

Cascade Capital Corporation Honoree for 2016-2019

Weatherhead 100 Award Winner for 2015-2019  
Inc. 5000 Fastest-Growing Private Company

## SUPPLIER RECOGNITION

Apple Vacations: National Crystal Apple Award

Carnival Cruise Line: Excellence Award for Host Agency Network

Celebrity Cruise Line: 2020 Top 50 Club

Delta Vacations: Diamond Elite Agency

Funjet Vacations: 500 Club Platinum Member

Globus family of brands: Premier Agency Partner

Norwegian Cruise Line: 2018 Home-Based Partner of the Year

Princess Cruises: 2019 Host Agency Network Excellence Award

Royal Caribbean: 2017 Central Partner of the Year

Vacation Express: President's Club – Platinum Level

Viking Cruises: Platinum Circle

The Walt Disney Travel Company: 2018 Outstanding Revenue Growth Performance, Partnership, and Support



ENCOMPASS  
THE WORLD TRAVEL

STUDIO M SALON

KFM TRAVEL GROUP  
The Comfort Right

Handicapped parking sign

# Our Brands

KHM Consulting, Inc. is the parent company of KHM Travel Group and Encompass the World Travel. While both brands are unique in what they offer, they share the same level of professionalism and commitment to excellence.



**KHM TRAVEL GROUP**  
People First Since 2005™

## Encompass the World Travel

[www.EncompassTheWorldTravel.com](http://www.EncompassTheWorldTravel.com)

The agents at Encompass the World Travel have one mission: to provide the best possible vacation and the best possible value. Our agents offer personal service and devote time to getting to know their clients' needs, desires, and budget before they book. With locations in Brunswick and Westlake, Encompass the World Travel is dedicated to helping connect clients to the perfect getaway.



# Meet the Executive Team

KHM Travel Group began as a small, family-owned business in Brunswick, Ohio. It has grown from a handful of staff members working out of a one room office suite to a team of over 75 people.

Led by a diverse and experienced group of executives, the KHM Travel Group team works daily to educate and support independent travel agents. In addition to serving as internal directors for the KHM Travel Group team, our Executive Team also uses their leadership skills to set an example for the entire travel agent community.



*Rick  
Zimmerman*

PRESIDENT AND CEO  
rzimmerman@khmtravel.com

Rick joined the travel industry fresh out of college where he worked as a travel agent for a small agency in Cleveland, Ohio. He left the travel industry to follow his brother into the residential construction industry where he spent the next 25 years. In early 2005, he began to dabble in travel again. Rick's vision for KHM Travel Group is to always act in a matter that follows our Core Values and take a People First approach to supporting our travel agents. Rick is an active advocate of the travel agent community and serves on multiple travel-related Advisory Boards.



*Anita  
Pagliasso*

VICE PRESIDENT OF  
INDUSTRY RELATIONS  
apagliasso@khmtravel.com

Anita Pagliasso joined the KHM Travel Group team in early 2020, having previously held the position as Founder and President of Ticket To Travel. After starting her own home-based travel agency in 1992, Anita's one-person business quickly evolved with agents looking to her for mentoring and guidance. By sharing her success tactics, Anita has become a renowned industry speaker, home-based travel agent advocate, author, and a mentor to thousands. In addition to her role at KHM Travel Group, she is also holds leaderships positions with The Travel Institute, PATH, ASTA, and the California Coalition of Travel Organizations.



*Bill Coyle*

VICE PRESIDENT OF AGENT  
ENGAGEMENT  
bcoyle@khmtravel.com

Bill has become an essential travel industry resource with over 30 years of experience leading his own brick and mortar travel agency, serving on several agent advisory boards including Carnival Cruise Line, Delta Vacations, Disney Travel Company, and AMResorts, and advocating for travel advisors on a national level with the American Society of Travel Advisors (ASTA). His experience empowers and educates KHM Travel Group's agents as the Vice President of Agent Engagement. Bill brings a spirited passion for travel in all his professional endeavors and continues to book travel for his longtime clients.



**Karen Siburt**  
VICE PRESIDENT OF FINANCE  
& ADMINISTRATION  
ksiburt@khmtravel.com

Karen brings a diverse background in regulatory, corporate, and employment law to the KHM Travel Group team. She received her bachelor's degree in paralegal studies from Myers University in Cleveland, Ohio. After receiving her degree, she spent several years building her business experience with several Northeast Ohio companies. Throughout her career, Karen has increased her knowledge in a variety of areas including corporate law, franchise work, and trademarking. Since she joined KHM Travel Group in 2010, her role has expanded to fit the growing needs of the company. In addition to being a member of the Executive Team, Karen currently oversees the Commissions, Compliance and Resolution, Human Resources, Membership, and Environmental Services teams. She is also dedicated to ensuring that the host agency remains compliant with the dynamic travel industry and all regulatory laws.



**Lisa Findura**  
SENIOR VICE PRESIDENT OF  
OPERATIONS  
lfindura@khmtravel.com

Lisa began her travel career over 25 years ago after attending Southeastern Travel Academy in Florida. She has worked as a travel agent, a travel and tourism instructor at a business college, and as a member of the Royal Caribbean International team. Eventually Lisa took to the skies as a flight attendant, traveling to places across the globe before returning to Ohio to be with her family. Since joining KHM Travel Group in 2009, Lisa has been an integral part of many of the agency's new programs and initiatives. As a leader to several of the company's major departments, Lisa works closely with the rest of the Executive Team to ensure their vision is implemented from an operational standpoint.



**Geoff Cox**  
VICE PRESIDENT OF SALES  
gcox@khmtravel.com

Geoff's exceptional leadership skills and commitment to growing KHM Travel Group's sales volume make him an excellent asset to the company's Executive Team. As Supplier Relations Director, Geoff played a significant role in increasing the host agency's production with several key Preferred Suppliers including Apple Leisure Group, Delta Vacations, and Carnival Cruise Line. When Geoff joined KHM Travel Group in 2011, he was no stranger to the travel industry. From 1993-2002, he worked as Business Development Manager and Key Account Manager at Royal Caribbean International. After his time with Royal Caribbean International, Geoff served as a Business Development Manager with Carnival Cruise Line for 8 years.

# Industry Partners

Having trusted partners that can help you work toward achieving your goals is an important part of owning a business. Just as our team is here to support our travel agents, we also have several supplier and industry partners. These suppliers and travel associations provide our agents with access to educational opportunities, FAM trips, exclusive incentives, marketing programs, and more.

Through our team's leadership positions in industry organizations like the American Society of Travel Advisors (ASTA), Cruise Lines International Association (CLIA), and The Travel Institute we're able to serve as advocates for the travel community and learn of industry trends. We also encourage our agents to become involved in these organizations.

In addition to upholding our own Core Values, we're also a proud member of the Professional Association of Travel Hosts (PATH). Our involvement as a PATH member means we uphold their strict Code of Ethics and standards for the benefit of our agents and their clients.

## Associations & Partnerships:





“Carnival Cruise Line is proud to call KHM Travel Group a true partner. Their dedication to the travel industry and Carnival Cruise Line is appreciated and valued. We are honored to have Rick Zimmerman, President of KHM Travel Group, sit on our Executive Partner Advisory Board, as his passion and dedication to the KHM Travel Group network is premier.”  
- **Mike Julius, CTC, Carnival Cruise Line, Vice President – Field Sales, North America**



“What impresses me most about KHM Travel Group is the authenticity and sincerity of the organization at every level. The people of KHM Travel are a family and they make everyone—agents, suppliers and industry representatives alike—feel part of that family. I believe this is the leading contributor to KHM Travel Group’s tremendous success.”  
- **Charles Sylvia, ECC, Vice President – Membership and Trade Relations, Cruise Lines International Association**



“Delta Vacations values our relationship with KHM Travel Group and their members. They have shown strong growth, and we appreciate KHM Travel Group, their agents and their partnership.”  
- **Jennie Ho, President, Delta Vacations**



“KHM Travel Group is a professional, well-managed, and dynamic group that truly cares about the success of their travel advisors. They’ve been longtime members of ASTA, are invested at Premium level and recently joined our Corporate Advisors. They understand the value of their national trade association and their independent advisors are some of the best in the industry.”  
- **Ann Chamberlin, Senior Vice President, Membership, Marketing & Strategic Partnerships, American Society of Travel Advisors**



# Learn More & Connect with Us

Visit our website for a more in-depth  
look at our travel agent program:

**KHMTravel.com**



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Camera to Sign  
Up to Watch  
KHM Today



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Today