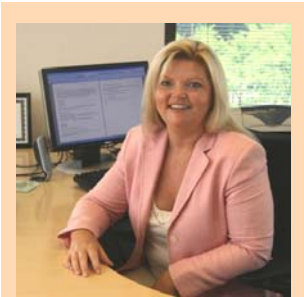


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COLUMBUS BUSINESS FIRST

A Conversation With Tammy Troilo-Krings
CEO | Travel Solutions Inc.

Business First of Columbus - July 13, 2007



Tammy Troilo-Krings is working to eliminate some of the government taxes imposed on air travelers.

Tammy Troilo-Krings, 46, founded Travel Solutions Inc. (<http://ts24.com>) in Columbus in 1995 as an extension of her travel consulting firm, Troilo & Associates. In addition to being CEO she coaches the leadership team on how to manage and grow the business. Previous positions include vice president of account management for Wagonlit Travel USA and industrial engineer on the B1 bomber and space shuttle projects for Rockwell International-NAAO. A native of Groveport, Troilo-Krings holds a Bachelor of Science degree in engineering from Ohio State University.

How did you transition from working on the B1 bomber and space shuttle to founding a travel agency?

Quite by accident. I was laid off from Rockwell when the B1 bomber and space shuttle projects were winding down. I knew that I wanted to make a career change and responded to an ad in the paper for an account manager with a local agency. At that time, I thought I would never use the knowledge I had acquired from my industrial engineering experience at Rockwell.

Entering the agency world, I felt like a kid in a candy store. Everything appeared to be broken - broken process design, patchwork technology, dysfunctional teams. No one was using conventional process engineering practices in the travel agency industry because it was considered a service

industry. I began applying these concepts at my new employer and things went very well from there. I was quickly promoted throughout my career and found I really enjoyed the travel industry.

What's your biggest challenge in designing corporate travel packages?

We spend a lot of time in developing the implementation plan. You don't get a second chance to make a good impression with travelers so we have to get it right from day one. The internal resources of our customer and our staff become part of one team during implementation and throughout the relationship. We consider ourselves an extension of our customer's staff in supporting their travel needs. Perhaps the greatest challenge is making sure we understand our customer's business and culture as well or even better than they do.

In what ways is the travel industry adapting to increased fuel costs?

The airlines are charging higher prices due to fuel costs, however, the larger concern for the general public should be the taxes that are imposed through the airline, hotel and car rental industries. In many cases, these taxes often add up to more than the actual price you are paying for the service received. I am lobbying to discontinue the use of the travel industry for taxation when it does not serve the purpose to improve travel-related causes or initiatives. The traveling public needs to be aware of this issue and be vocal about their dissatisfaction of excessive taxation in the travel arena.

Have concerns about national security influenced where people travel for leisure as well as corporate purposes?

Generally, I think most Americans have come to accept that our world has changed since 9/11. They are cautious and smart but not timid about their travel destinations. Many companies in Columbus are expanding into at-risk countries, but are being smart and vigilant about it. One of the services we have offered is a security program that educates travelers on how to be smart on the road, as well as providing alerts to travelers who are traveling to at-risk destinations, consulting with them on what to do and what not to do in specific areas of the world.