

**The Manpower Award for Employee of the Year
Finalist – Tina Kileen, General Manager,
Spencer Travel**

www.spencertravel.com.au

Travel consultant Tina is described as “one in a million young people who is truly committed and determined to excel in her chosen field.”

Working with demanding clients in a high pressure business over five years, she has developed product knowledge and a vast range of industry contacts. Managing Director Penny Spencer says Tina does “whatever it takes to get the job done... [and more] she exceeds customers and management’s expectations daily.” Penny has promoted Tina from her role as a receptionist to senior international consultant and general manager.

Tina is also described as showing ambition and determination to be the best in the field, traits which has been recognised in two awards presented by the Australian Federation of Travel Agents.

Her proactive approach in working with management to develop new systems and technology (such as intranet) has boosted Spencer Travel’s productivity and profits.

Tina’s diplomacy, communication and interpersonal management skills are being further enhanced through a training course.

