



Company profile

About Lufthansa Global Tele Sales Melbourne:

- Wholly owned subsidiary of the Deutsche Lufthansa AG Group of companies. It is situated in the heart of the Melbourne CBD, in 600 Collins Street.
- Founded in 1998, inaugural opening in October 19, 1998.
- Number of employees: 84 (Dec. 2007)
- Markets served:

Home markets:	Australia Japan New Zealand Singapore
Other markets:	Germany US Other selected European markets
- Languages: English
German
Japanese
- Operating hours: 07:00 – 21:00 March to October
08:00 – 22:00 October to March (Daylight Savings Time)
- Services we offer: General reservation
Product and service enquiries
Internet support
Outbound marketing campaigns
Customer feedback management
Payment acceptance
Sales
Loyalty programs
Cross selling



About the Global Tele Sales Network:

- 9 service centres across the globe:
 - Berlin, Germany
 - Brno, Czech Republic
 - Cape Town, South Africa
 - Dublin, Ireland
 - Istanbul, Turkey
 - Kassel, Germany
 - Melbourne, Australia
 - Peterborough, Canada
 - Shanghai, China
- More than 1.400 employees world-wide
- Customer care is conducted in 16 languages for 24 countries
- Website: www.globaltelesales.com

Global Tele Sales Melbourne

Level 2

600 Collins Street

Melbourne VIC 3000

Australia

Tel: +61 38623 6051

Fax: +61 38623 6169

Email: info@globaltelesales.com.au

Web: www.globaltelesales.com.au

Visit our website: www.globaltelesales.com.au