

POPULAR EXPRESS TRAVEL SDN. BHD.
大眾旅行社有限公司

KKKP 1293
Co. 121052-W



Accredited
Agent





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A Brief Company Background

Popular Express Travel (PET) started as a ticketing agent for major regional as well as international airlines since 1984.

In 1988, PET was subsequently restructured to become a Tour and Travel Company in anticipation of the Visit Malaysia Year in 1990 and the tourist influx into Sabah in particular.

Today, PET has well over 50 staff strength and a fleet of 12 vehicles to serve our customers and run the daily operational needs under three major well-structured departments comprising of:-

1. Outbound Department

- Ticketing
- Airlines seat reservations
- Hotel reservations
- Outbound tours

2. Inbound Department

- Operations
- Transport
- Japan market
- M. I. C. E. market

3. Accounts Department

MISSION

Our mission is to be one of the leading operators in generating tourist arrivals into Sabah and Malaysia in general, as well as a top outbound tours and travel agency in Sabah.

GOAL

Our goal is to serve the customers professionally and efficiently by fulfilling their needs and requirement satisfactory both before and throughout their tour and journey.



Summary of Company Profile

Registered name	: POPULAR EXPRESS TRAVEL SDN BHD
Year established	: 1984
Company no.	: 121052-W
IATA no.	: 20 - 302192
Tourism Licence no.	: KPL 1293
Approved Tourism Licences	: 1. Ticketing 2. Outbound Tours 3. Inbound Tours
Registered office	: 33 Jalan Tugu, Kampung Air, Kota Kinabalu 88000, Sabah, Malaysia.
Postal address	: Locked Bag 16, Kota Kinabalu 88991, Sabah, Malaysia.
Telephone no.	: <u>Outbound & Ticketing</u> – (60 88) 214 692 / 221 313 <u>Inbound Operation</u> – (60 88) 225 291 / 236 982
Fax no.	: <u>Outbound Department</u> – (60 88) 213 036 <u>Inbound Department</u> – (60 88) 225 140
E-mail address	: <u>Outbound & Ticketing</u> – outbound@popularexpress.com : <u>Inbound Operation</u> – main@popularexpress.com
Contact persons	: <u>Outbound & Ticketing</u> Mr Anders Chung - Outbound Manager - anders@popularexpress.com <u>Inbound Department</u> Mr Christopher Chung - Operation Manager - operation@popularexpress.com <u>Management</u> Ms Dewi Chen - Managing Director - dewi@popularexpress.com Ms Candy Chung - General Manager - candy@popularexpress.com - H/P: +60 019 8815851 Mr Chiang Wei Chia - Executive Director - outbound@popularexpress.com
Website	: http://www.popularexpress.com



Summary of Company Information

- A member of IATA / BSP, MATTA (Malaysian Association of Tour & Travel Agents) and SATTA (Sabah Association of Tour & Travel Agents).
- On-line ABACUS Reservations system and hence accessible to all airlines.
- Appointed agent by *online carriers to Sabah* – Malaysia Airlines, Hong Kong Dragon Air, Royal Brunei, Silk Air, Asiana Airlines, Korean Air, Cebu Pacific Air & Air Asia.
- Agency for Star Cruises, Princess Cruises; and Resort World Sentosa of Singapore.
- Past official ground handler for MAS Golden Holidays.
- Selling both group (GIT) and individual (FIT) worldwide tour packages.
- Organizing specialised tour packages and corporate incentive group's oversea travel.
- Experience outbound tour leaders to serve the market and clientele needs.
- Worldwide Hotel Reservation and Visa arrangements with consultancy services.
- Ground handler for leading travel tour agencies from Hong Kong, Japan, Taiwan and Singapore.
- Provide daily Excursion Tours and Special Interest Tour for all tourists from around the world.
- A team of young, energetic and licensed in-house multi lingual (especially English, Cantonese, Mandarin, Korean & Japanese) Tour Guides and Freelance Guides.
- Special arrangement of team building activities, personalised souvenirs and room drops, meeting or conference logistics & co-ordination, event production, spouse program and special theme management for all sizes of M.I.C.E groups.





Summary of Company Information

A fleet of vehicles comprising of:-

- 40-seater tourist coach / bus
- 25-seater tourist coach
- 6 to 8-seater tourist van

40-seater coach / bus



25-seater coach



6 to 8-seater vans





Services

OUTBOUND DEPARTMENT



Outbound Tour Team



Ticketing



Outbound Tour Section

Ticketing

- Airline seat reservations
- Domestic air tickets
- International air tickets
- Budget airline tickets

Outbound Tours

- Incentive tour planning
- Incentive tour packages
- F.I.T. tours planning
- F.I.T. tours packages
- F.I.T. free & easy packages
- Group tours planning
- Group tour packages
- Fly & Cruise tour packages
- Hotel accommodation arrangement
- Hotel accommodation bookings
- Visa application

General Services

- Travel Insurance
- Courier services
- Health screening package booking
- Ticket delivery



OUTBOUND DEPARTMENT

Appointed agent and providing ticketing and booking services for:

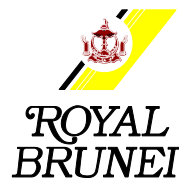
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|------|------------------------------|------|---------------------------------|
| → AA | American Airlines | → PG | Bangkok Airways |
| → AC | Air Canada | → PK | Pakistan International Airlines |
| → AK | Air Asia | → PR | Philippines Airlines |
| → AZ | Alitalia | → PS | Ukraine International Airlines |
| → BA | British Airways | → PX | Air Niugini |
| → BI | Royal Brunei Airlines | → QF | Qantas Airways |
| → CI | China Airlines | → QR | Qatar Airways |
| → CO | Continental Airlines | → QZ | Indonesia Air Asia |
| → CX | Cathay Pacific Airways | → RG | Varig Airlines |
| → CZ | China Southern Airlines | → RX | Regent Airways |
| → DL | Delta Airlines | → SA | South African Airways |
| → EK | Emirates Airlines | → SQ | Singapore Airlines |
| → ET | Ethiopian Airlines | → SU | Aeroflot Airlines |
| → EY | Ethihad Airways | → S7 | Siberia Airlines |
| → GA | Garuda Airlines | → TG | Thai Airways International |
| → HX | Hong Kong Airlines | → TK | Turkish Airlines |
| → IY | Yemenia Yemen Airways | → TP | Tap Portugal |
| → JJ | Tam Linhas Aereas | → UA | United Airlines |
| → KA | Hong Kong Dragon Air | → UL | Sri Lanka Airlines |
| → KC | Air Astana | → UO | Hong Kong Express Airways |
| → KE | Korean Air | → VN | Vietnam Airlines |
| → KL | Royal Dutch Airlines | → VV | Aerosvit Airlines |
| → KQ | Kenya Airways | → WY | Oman Air |
| → LX | Swiss International Airlines | → YO | Heli Air Monaco |
| → MD | Air Madagascar | → Z5 | GMG Airlines |
| → MF | Xiamen Airlines | → ZH | Shenzhen Airlines |
| → MH | Malaysia Airlines | → 5J | Cebu Pacific Air |
| → MI | Silk Air | → 9B | Accessrail Inc. |
| → MU | China Eastern Airlines | → 9W | Jet Airways |
| → NH | All Nippon Airways | → | Star Cruises & Princess Cruises |
| → NW | North West Airlines | → | Resort World Sentosa, Singapore |
| → NZ | Air New Zealand | | |
| → OD | Malindo Air | | |
| → OM | Miat Mongolian Airlines | | |
| → OZ | Asiana Airlines | | |



Services

OUTBOUND DEPARTMENT

Authorised agent and providing ticketing and booking services for online carriers to Kota Kinabalu (BKI):





Services

OUTBOUND DEPARTMENT

We offer tour packages to all popular destinations around the world:

- Australia
- Europe
- United Kingdom
- USA
- South America
- South Africa
- Japan
- Hong Kong
- China
- Korea
- Taiwan
- New Zealand
- Russia
- India
- Egypt
- Turkey
- Thailand
- Singapore
- Philippines
- Brunei

And more, please call us or visit www.popularexpress.com for more details.





Services

INBOUND DEPARTMENT



Inbound Tours

- F.I.T. guided local tour packages
- Group guided local tour packages
- Free & easy local tour packages
- Golf packages
- Japanese speaking tour packages
- Four-wheel drive adventure packages
- Mountain climbing packages
- Diving packages & diving courses
- Airline's tour packages handling
- Special interest tours
- Tailored made programmes

Hotel accommodation

- Local hotel bookings for F.I.T.
- Local hotel bookings for groups

Transportation

- Airport & hotel transfers
- Airline crew transfers
- Tourist coach & van charters
- Car rental / rent-a-car bookings

M.I.C.E.

- Meeting & conference logistics & co-ordination
- Team building activities
- Event production
- Programmes for spouses & family members
- Personalised souvenirs & room drops

And more, please call us or visit www.popularexpress.com for more details.



ACHIEVEMENT & TOP AWARDS

1. Dragon Air & Cathay Pacific - 'Top Agent' : 2007, 2008, 2009, 2010, 2011, 2012

2. Dragon Air – 'Top Agent' : 1994/95 to 2004/2005
Dragon Air – 'Top Agent' (Sabah Region) : 2006
Dragon Air – 'Top Agent' (SE Asia) : 2006

3. Cathay Pacific - 'High Standard Service' : 2007

4. Silk Air – 'Top Agent' : 2007/08, 2008/09
– 'Top Passenger Sales Agent' : 2012/2013
– 'Certificate of Excellence' : 2012/2013

5. Royal Brunei Airlines – 'Top Agent' : 1992/93 to 2006/2007
– 'Top Supporting Agent' : 2012/2013

6. Malaysia Airlines - 'High Achievement Agent' : 1986/87 to 2004/2005
Malaysia Airlines - 'The Champion Agent' : 2000/01 to 2004/2005
Malaysia Airlines - 'Gold Award' : 2010

7. ABACUS – 'Top Booking Performance' (First - Sabah Region) : 2004 and 2005
ABACUS – 'Top Non Air Booking Performance' (Sabah Region) : 2005
ABACUS – 'Top Booking Performance, Pearl Award' : 2006

8. Hong Thai Travel (Hong Kong) – 'Best Land Agent' : 2006/2007

9. Sabah Tourism Board Award - "BEST TOUR OPERATOR" : 1999/2000 and 2001/2002

10. Malaysia Tourism Board Award - "BEST TOUR PROGRAMME" : 2003
(Sports & Health)



ACHIEVEMENT & TOP AWARDS

Dragon Air & Cathay Pacific



**Dragon Air
& Cathay Pacific
"Top Agent"
2012**



**Dragon Air
& Cathay Pacific
"Top Agent"
2011**



**Dragon Air
& Cathay Pacific
"Top Agent"
2010**



**Dragon Air
& Cathay Pacific
Top Agent
2009**



**Dragon Air
& Cathay Pacific
"Top Agent"
2008**



**Dragon Air
& Cathay Pacific
"Top Agent"
2007**



**Dragon Air
"Top Agent "
2006**



**Cathay Pacific
"High Standard Service"
2007**



**Dragon Air
"SE Asia Top Agent"
2006"**



ACHIEVEMENT & TOP AWARDS

Silk Air & Royal Brunei Airlines



Silk Air
**"Top Passenger
Sales Agency"**
2012/2013



Silk Air
"Certificate of Excellence"
2012/2013



Silk Air
"Top Agent"
2008/2009



Brunei Airlines
"Top Supporting Agent"
2012/2013



Royal Brunei Airlines
"Achievement Award"
2006/2007



ACHIEVEMENT & TOP AWARDS

Malaysia Airlines, Royal Brunei Airlines & Silk Air



Malaysia Airlines
"Gold Award"
2010



Malaysia Airlines
"Gold Award"
2004 / 2005



Malaysia Airlines
"The Champion"
2003 / 2004



Malaysia Airlines
"Gold Award"
2000 / 2001



ACHIEVEMENT & TOP AWARDS

Malaysia Tourism Board & Sabah Tourism Board



Malaysia Tourism Board
"Best Tour Programme"
(Sports & Health)
2003



Sabah Tourism Board
"Best Sabah Tour Operator"
2001/2002



Sabah Tourism Board
"Best Sabah Tour Operator"
1999/2000

Abacus & Hong Thai Travel



Hong Thai Travel
(Hong Kong)
"Best Land Agent"
2006/2007



Abacus
"Top Booking Performance
Sabah Region "
2005/2006



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