

From: Lesley Groff <[REDACTED]>
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: [REDACTED] ticket... [Email Ref: 160120-000006]
Date: Tue, 19 Jan 2016 17:34:49 +0000

sorry to drive you bananas!
I'm glad you caught that!

On Jan 19, 2016, at 12:33 PM, Natalia Molotkova <[REDACTED]> wrote:

<===== TO ENSURE YOUR MESSAGE IS DELIVERED IN ITS ENTIRETY, PLEASE DO NOT REPLY BELOW THIS LINE
=====>

 Centurion Banner

Response (Natalia Molotkova) 01/19/2016 12:33 PM

I was just desperately manually checking all the possible rates and was not getting anything, that is when I noticed that yours was round trip!!!! Let me know when you ready to book.

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Customer ([REDACTED]) 01/19/2016 11:39 AM
You are right. Sorry about that! Sent from my iPhone

Response (Natalia Molotkova) 01/19/2016 11:33 AM

Lesley, you priced regular round trip Rome-NY-Rome, not back to London. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED]

[REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

Customer ([REDACTED]) 01/19/2016 11:30 AM
Kayak and then Orbitz website..

Response (Natalia Molotkova) 01/19/2016 11:25 AM

Lesley, you are pricing return to Rome, not London, that is why. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED]

[REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

Response (Natalia Molotkova) 01/19/2016 11:24 AM

Where did you find it? May I have a screen shot? I tried even manually - still getting same higher fare. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED]

[REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

Response (Natalia Molotkova) 01/19/2016 11:21 AM

Does it give you class of service - like letter H or K or something else? Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Customer ([REDACTED]) 01/19/2016 11:18 AM

I found...I guess not in your system?:

Depart on Jan. 28th via Alitalia #608. Return Feb. 4th via Delta#1041 (operated by Alitalia). Total \$540.00

Delta

10:35a FCO 2:45p JFK 10h 10m nonstop

10:20p JFK 12:35p FCO 8h 15m nonstop

Show details

Economy

Response (Natalia Molotkova) 01/19/2016 10:34 AM

Lowest fare on the market - just to compare: 1 IB 3239 28JAN FCO MAD 0750A 1020A 1 IB 6251 28JAN MAD JFK 1245P 0320P 2 IB 4620 04FEB JFK LHR 1110P 1100A OPERATED BY BRITISH AIRWAYS P.L.C. TOTAL FARE - USD 471.16 Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

Response (Natalia Molotkova) 01/19/2016 10:33 AM

No. same. Regards, Natalia Molotkova Centurion Relationship

[REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

Customer ([REDACTED]) 01/19/2016 10:12 AM

There is a delta flight at 10:20pm Costs less? Sent from my iPhone

Response (Natalia Molotkova) 01/19/2016 10:03 AM

We can do the following on Delta stock - restricted coach

1 DL 1044 28JAN FCO JFK 1035A 0245P

OPERATED BY ALITALIA-COMPAGNIA AEREA ITALIANA S.P.A

2 DL 4407 04FEB Q EWR LHR 0910P 0900A

OPERATED BY VIRGIN ATLANTIC AIRWAYS LIMITED

TOTAL FARE - USD 1879.26

Regards,

Natalia Molotkova

Centurion Relationship Manager [REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Customer ([REDACTED]) 01/19/2016 09:33 AM

Thx! Sent from my iPhone

Response (Natalia Molotkova) 01/19/2016 09:29 AM

Morning, Lesley!!! Working on it. Regards, Natalia Molotkova Centurion Relationship

[REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

Customer ([REDACTED]) 01/19/2016 08:12 AM

Morning Natasha...can you please investigate a ticket now for [REDACTED] from Rome to NY on morning of Jan. 28th and return from NY back LONDON after 8pm on Feb. 4th...Direct best (let me know pricing) thanks, Lesley

Response (Administrator) 01/19/2016 08:12 AM

I am currently out of the office with no access to voicemail or email. My normal office hours are 9am to 5:30pm EST Monday through Friday. If you need immediate assistance please call the number on the back of your card and press 0 (zero) for the next available Centurion Support Associate or email centurionsupport@centurion.com. Have a wonderful day! Best regards, Natalia Molotkova

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