

Agentâ??s stories

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AGENT STORIES

Real People.
Real Journeys.
Real Success.

Every travel professional's journey is unique, but they all have one thing in common – the support, tools and partnership they've found at Travel Masters.

Read their stories and discover what's possible when you have the right team behind you.

A supportive community.

A team that knows you.

A partner in your growth.

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RUBEN GRUBNER | TRAVEL ADVISOR

A Simple Transition and a Supportive Community

“In January 2017, after 39 years of running a Bricks and Mortars Travel Agency, I began to search for an appropriate Exit Strategy. I found Travel Masters. Simple, Simple, and Simple! that’s how I can describe the transition. The staff at Travel Masters welcomed me and assisted in all that needed to be done to simply continue to service my clients. I am so grateful I made my decision. I love the Support, Culture, Friendships, Education, and opportunities that I have gotten by joining this happy family.

I can always count on head Office to assist when I run into issues or when I don’t know something or anything else for that matter. It’s just a great culture. If you are considering joining or transitioning to TM, you have found the right place.”

AMBER TAYLOR | SENIOR TRAVEL ADVISOR

The Support to go Further

“I love the support I receive from Travel Masters’ head office. It allows me to take my business further than I thought possible. The ability to work from home keeps the overhead low but does not impact my ability to train in new programs. The support team is incredibly helpful and I never feel stranded or alone when working on issues either technically or situational. Best move I have ever made.”





FILOMENA PUNZO | DESTINATION WEDDING & HONEYMOON TRAVEL SPECIALIST

The Freedom Iâ??ve Always Wanted

Travel was my first job right out of high school and as I progressed to be the top producing agent where I worked I realized I could never reach my full potential there. I made the leap from employee to independent agent and have never looked back. Now I have the freedom I've always wanted. I am rewarded and celebrated for the work I put in and can take the time to enjoy football and travelling.

DAVID LYONS-BLACK | ACCESSIBLE TRAVEL SPECIALIST

A True Travel Family

As an agent in the industry for 25 years I moved over to Travel Masters, the company is one giant family. From support from the Admins to fellow agents I feel welcomed and well respected.

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ROBYN MCCORQUODALE | TRAVEL CONSULTANT

A Rewarding Experience

“Working as a Travel Consultant with Travel Masters has been an incredibly rewarding experience. I am valued, supported, and truly part of a community. The leadership team genuinely cares about our professional growth and provides us with a robust support network and multiple opportunities and incentives to elevate our business. Thanks to their strong supplier relationships and marketing resources, I can deliver unparalleled service and exclusive value to my Canadian clients and beyond. I am proud to represent a company that operates with such high integrity and dedication to both its clients and its consultants.”

JASON ROUDETTE | AGENCY OWNER AT WESTSHORE TRAVEL CENTRE

Switching to Travel Masters has been one of the better business decisions I’ve made.

“It’s allowed me to focus on what truly drives success, growing our customer base year over year, developing niche community marketing initiatives, hosting in-store events, and coaching and growing my team to reach their full potential. With Travel Masters handling critical back-end support like statement reconciliation and facilitating regular product training, I can concentrate on building my brand, meaningful client relationships and delivering exceptional service.

Their structure also gave us the ability to open a storefront location, something that many host agencies don’t easily allow, which has significantly elevated our presence and credibility in the community.

What sets Travel Masters apart is the personal touch. It feels like working with a family-run business rather than a large corporation. You’re never treated like a number. They genuinely care about your success, not just because it benefits the bottom line, but because they value you as a person. You can share ideas freely, and if something makes sense, they’re quick to support and implement it. It’s an environment where independence and collaboration truly coexist.”



YOUR STORY COULD BE NEXT

Letâ??s build whatâ??s next, together

Join a host agency that's invested in your success. Discover the support, tools and community that make Travel Masters different.

[See if we are a fit](#)



Western Canada's leading host agency, supporting independent travel agents since 1994.

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