

30 UNDER 30

TravelAgent

TRAVEL AGENT MAGAZINE
RECOGNIZES 30 RISING
STARS FOR 2009

STEPHANIE LEE, 29

Travel Quest
Albertville, MN
www.TQagents.com



Lee says that she grew up in the travel industry, since she works in a family-run agency. “I graduated from the College of St. Benedict with a Liberal/Environmental Studies degree,” she recalls. “I worked in the environmental education/social service fields for the next five years. Fate happened, I was in between jobs when my family needed help in the business and the rest is history.” The company is a host agency, and Lee works with its independent contractor agents. “I organize and build our agent program. I don’t sell travel directly to clients; I train our agents on how to sell travel and assist them with bookings.” Since joining the family business, she has shot up through the ranks, earning ASTA’s Young Professional of the Year award in 2008. Her favorite thing about the travel industry, she says, is that it is never static. “There’s so much room for creativity!” “Steph is a great asset to Travel Quest since she joined in 2006,” says Bonnie Lee, owner of Travel Quest. “At that time we had around 30 agents and no formal host-agency support or programs. She had decided to revamp the program. Since then, we have grown to over 200 agents and tripled our revenue to \$40 million-plus. We now have a comprehensive program for agents that includes a dedicated support staff, training, marketing and website programs. Our host agency program has grown tremendously and Steph has done a great job of bringing her passion for the environment to our office and integrating social media.”