

THE GROUP SALES SUCCESS SUMMIT²

Extended Bio for Debra Kerper - CATA, ACC
Accessible Travel Specialist
Easy Access Travel - Cruise Planners | easyaccesstravel@gmail.com

Debra Kerper's desire to pursue a career in Travel for the Disabled came from her personal experience as a physically challenged traveler. Debra has been living with Lupus since the age of 20 and became a below knee amputee at the age of 29.

She has undergone over 30 surgeries and has spent much time using a wheelchair as well as enjoying long periods of good health and short distance walking. She has a very keen understanding of medical ailments and disabling conditions resulting from excessive time spent in hospitals and outpatient rehab facilities.

In February, 2016 Debra had serious vascular problems resulting in the amputation of her left leg. Adjusting to life as a bilateral amputee has not been easy. Debra did not allow this new life changing event to get in her way....she continued to work full time and travel. Since surgery, she has escorted groups to Alaska, the Mediterranean, the Baltic, Ireland, South Africa and Hawaii. Her mantra is "**Just Doing It Differently**".

Debra travels extensively with a wheelchair and/or a scooter and has learned how to MINIMIZE THE FRUSTRATIONS while MAXIMIZING THE ENJOYMENT of visiting new and exciting destinations. She has visited more than 30 countries and has been on over 100 cruises. She is able to share her knowledge and expertise with other disabled persons as well as those who simply want to travel at a more leisurely pace. She possesses very strong interpersonal skills and a love of helping people.

Debra travels extensively with a wheelchair and/or a scooter and has learned how to MINIMIZE THE FRUSTRATIONS while MAXIMIZING THE ENJOYMENT of visiting new and exciting destinations. She has visited more than 30 countries and has been on over 100 cruises. She is able to share her knowledge and expertise with other disabled persons as well as those who simply want to travel at a more leisurely pace. She possesses very strong interpersonal skills and a love of helping people.

1. Teachable moment: I have worked with so many clients who are taking their first cruise/trip as a disabled person. Respect their fear and apprehensions and acknowledge them. I don't meet many of my clients and I can hear in their voice when they all of a sudden relax and start believing that this is doable for them. Illness and disability knows no boundaries. It doesn't care if you are rich or poor, educated or not, upper class or middle class.

“Disability is often the great equalizer and all of a sudden we are the same.”
- Debra

2. Goal: Always be honest and straightforward. Be sure and have integrity. Generally speaking, disabled clients do not price shop or compare. If they can sense your compassion and understanding (knowledge of their situation) they will be more than satisfied. This is done by “super qualifying your clients”. I never make promises I can't deliver on. I would rather lower their expectations and deliver more than have them disappointed. Over the years, I have always been willing to refer a client if I know he or she can do a better job.

“Build trust because once you do, you will have a client for life.”
- Debra