

The Boring Bits	
Full Name	Kerry Townsend
Age	30
Status	Married for 5 years
Eyes	2 of (brown)
Work Bits	
Job title	Sales Team Leader
How long have you been at Serenity	10 years
What does your job involve	Taking calls, holding team meetings, call coaching, staff reviews, staff training, arranging fam trips – quite varied really
Destinations visited	Cape Verde x 1, Corsica x 3, Sardinia x 1, Gambia x 14, Senegal x 1, & some of our Great Escapes destinations (Bruges, Ypres, Calais, Disneyland Paris, Lille, Paris)
One word to describe Serenity Holidays:	Reliable
Funniest call	When a colleague was spelling a word phonetically & said 'w for whisky, y for wanky' (instead of yanky). Or another colleague who's not English was speaking to a Mr Boner & didn't understand why we kept laughing when she said his name. Too rude? Ok, when another colleague signed off the call & said 'love you' by mistake, as if it were a personal call – even the male caller was laughing, as were we all!
Funniest email (work related)	
Best part of your job	Planning fam trips for the staff & when it's busy on the phones
Worst part of your Job	When it's quiet it's difficult to keep the staff motivated & upbeat. The day drags & I have to try & find jobs for the staff to do
Getting to Know you	
Nickname/s:	None
One word to describe yourself:	Loyal
What are your hobbies?	Don't have time for any - have a full time job, a husband to look after, a house to run, a baby on the way & a busy social life! I do enjoy going to concerts, theme parks, musicals, trips to London etc, I hate having no events to look forward to!

What's the last film you went to see at the cinema?	It was a while ago, think it was the new Indiana Jones film – I loved it
Most famous person you've ever meet:	None, I saw Tom Cruise once shopping in London but didn't actually meet him
What's your perfect holiday?	Anything in America – hire a big villa in Florida with all the family & spend our time running around theme parks, shopping, eating, drinking, packing as much in as possible!
Furthest you've ever travelled?	San Fransisco
Best holiday experience?	My husband taking me to Gracelands in Memphis on our honeymoon (I'm a big Elvis fan)
Best life experience:	My parents taking me down the front at a Michael Jackson concert at Wembley Stadium when I was 14 (I'm also a big MJ fan). Was exciting, hot, fun, crazy, & was the first time I'd experienced adrenalin!
What did you have for lunch?	Cheese & salad cream sandwiches
Biggest accomplishment so far	Too personal to mention, but I am proud of it
Life ambition	
What is your best & worst trait	Best – loyal, patient & generous. Worst – can be critical of other people & don't forgive easily
This or that	
Flowers or chocolates	Mmm, would usually say flowers but am pregnant so chocolates at the moment!
Watch x-factor or hit the town?	Hit the town definitely!
Phone, email or Text?	Email
Home cooking or out to dinner?	Home cooking if it's my mums!
Football or Rugby	Neither, I hate all sports
Wine, Red white or rose?	White – mmm, love a glass of Asti
Beach or cruise?	Beach
Tea or Coffee?	Tea definitely
Pepsi or coke	Gotta be coke
Dogs or Cats	Neither, I hate all animals, weird I know...
Hotel holiday or backpack adventure?	Hotel holiday, I couldn't live out of a backpack!
Would you rather sit and chat on facebook or at the pub?	At the pub!

Favourites	
Favourite Film	It's a wonderful life – every year I can't wait till 1st December so I can watch it!
Favourite beverage?	Vodka, lime & lemonade
Favourite colour	Pink
Favourite Comedian	Don't have one, but can watch the old Carry On films over & over & find them hilarious!
Favourite Celerity Chef	Nigel Slater
Favourite Actor/actress	Doris Day & James Stewart
Favourite TV show	The West Wing – it's finished now but I have all 7 series on DVD & it's the best show I've ever seen
Favourite music artist – group and/or solo	This is hard as I love music & have really varied taste! Michael Jackson, Elvis, Queen, the Fratellis & Frank Sinatra.