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#### VACATIONROOST SETS BAR IN CUSTOMER SERVICE WITH AGENT CERTIFICATION

Salt Lake City, UT—September 30, 2009. VacationRoost announced today a continued commitment to customer service with agent certification standards to ensure each guest is able to book their ideal vacation.

Expanding on a training system that has been in place since the company's inception, VacationRoost has raised its standards with an agent certification program to ensure each agent is qualified to answer guests' questions about ski and beach destinations. Agents review detailed presentations on each destination then must pass written tests featuring questions on anything from local attractions to childcare options. VacationRoost also directs calls about a particular destination to agents who have lived in the area or have visited often so they can get the most in-depth knowledge from a real expert.

VacationRoost offers further support behind the scenes with an expert market manager for each destination, who works with property management companies to ensure the site has the lowest rates, best promotions and greatest resources.

Chief Marketing Officer Michelle Hagen says these programs have set VacationRoost apart from other vacation rental companies by constantly ensuring that guests receive the best offerings from the most knowledgeable agents in the industry.

"When guests call VacationRoost, they know they're going to get real answers to the questions they have about the places they're visiting," Hagen said. "They also know they're getting the best deal, which is what we strive for with each guest."

With more than 100,000 vacation rental units in 84 destinations across North America and in the Caribbean, VacationRoost.com offers the largest selection of professionally managed vacation rentals available on the Web. Travelers can search, compare and book their vacation rental online, or work with an experienced travel specialist to find the perfect spot for their vacation. Based in Salt Lake City, UT, VacationRoost's staff of experienced travel executives is committed to making booking a vacation rental just as easy and competitively priced as booking a hotel room online.



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