


Booking Travel Guide



A decorative border of various green tropical leaves, including monstera and palm fronds, surrounds the central text area.

**BOOKING A HOLIDAY
FOR A CUSTOMER CAN
FEEL OVERWHELMING! SO
HERE IS A STEP BY STEP
GUIDE TO GIVE YOU THE
CONFIDENCE TO BOOK
TRAVEL FOR ANYONE!**

**PRINT OFF OR
DOWNLOAD THIS GUIDE
AND YOU CAN REFER TO
THIS DOCUMENT WHEN
YOU NEED TO!**

LET'S GET YOU STARTED!



STEP ONE

WHAT TO DO WHEN YOU RECEIVE A QUOTE

Before you start working on any quotes, please make sure you have all the relevant information from your customer to help you work efficiently. The last thing you want to do is spend hours and hours of researching for the 'perfect' holiday but it's the complete opposite to what your customer wanted!

The below is the **MINIMUM** requirement you need to get from your customer before finding the best deal.

- **LOCATION:** If your customer has not defined where they want to go, probe them with questions so that you can get a better idea of where they really want to go. *E.g. Where are you thinking of going? Do you want to be by the city? Do you want a beach holiday? Do they want to travel nearby or are you happy to do a long-distance destination?*
- **NUMBER OF PEOPLE:** Confirm how many people are travelling. Are there any children? How old are they? If there are babies, would they require a cot/highchair?
- **DATES:** Confirm the dates of their travel. Ask them are they flexible with dates so that if you find something cheaper, they will be open to change their dates.
- **OUTBOUND LOCATION:** Confirm where they live so, you know which airport they will be travelling from
- **BUDGET:** Confirm how much are they looking to spend. If you know that their budget is not realistic, mention that you will do your best to meet their expectation however, prices are usually XYZ during the month they are looking to go etc. (be upfront with them)
- **TYPE OF ACCOMMODATION:** Confirm what type of accommodation they would like to stay hotel/apartment, luxury, all inclusive, breakfast or room only, 3*/4*5* hotel?
- **TYPE OF HOLIDAY:** Confirm what type of holiday are they looking for. Relaxing – nice resort with pools massages etc; lots of sightseeing – location to be near things; activities – add in suggestions of things they can do
- **HOTEL SUGGESTIONS:** Is there any hotel that you have been looking at already?
- **INSURANCE:** Do you have any travel insurance

To give the extra personal service, set up a 5-10min call with clients to find out more information. Get to know them. Building a relationship is important especially if you want them to keep coming back to you to book more holidays! This is how you retain customers.

Top Tip: Before you hang up

- Ask what is the best way to contact your customer
- Don't forget to reassure/ create confidence. *E.g: "I'm so excited to book this for you as I already have in mind how pull this quote together and making sure you get the best experience."*
- Timing is everything! Make sure you set realistic expectations on when to get back to your customer. On average travel agents will tell their customers to give up to 72 hours to hear back from them. However, if you have more time on your hands and you believe you can provide a quote to your customer in 48 hours then go for it! But don't set unrealistic times and create a bad impression. *E.g.: "Please allow XXX hours for me to get back to you with a few quotes."*



STEP TWO

WHERE TO FIND DEALS

As a qualified travel agent, there are 3 ways to book your travel, where this step will go into more detail about how to navigate each method of booking travel for yourself, family, friends and your network:

- 1) Using our IntelTravel back office
- 2) Reaching out to the hotels directly
- 3) Using our Preferred Partners/Suppliers

1) INTELETRAVEL BOOKING SYSTEM

Refer back to your Travel Training Facebook page, where you can find the training within the units on how to book using IntelTravel Back office.

2) DIRECT BOOKING

Refer back to your Travel Training Facebook page, where you can find the training within the units on how to book directly with the hotels.

When contacting hotels directly, **always ask for the reservation department** and book through them. This is amazing, because it means we can EMAIL or PHONE any hotel across the globe, and make the booking directly.

HOWEVER...

1. You must always identify yourself on the phone or register on supplier websites as an IntelTravel Travel Agent.
2. You must give the supplier our **IATA number: 10548020**
At the end of your reservation always confirm that the supplier has correctly recorded this number on the booking, and confirm the commission rate or amount they will pay IntelTravel. You will find that sometimes the hotel will offer a net rate (a rate without commission attached.) We cannot accept this as we will not get paid commission. **WE MUST BE OFFERED A COMMISSIONABLE RATE ONLY**

You can always ask also on how payments can be made, *“how would you except payment, is it possible to pay a deposit or pay on arrival, what options are available for my guests.”*

If you miss one of these steps the supplier will not pay commission.

YOU CAN EMAIL A HOTEL DIRECT: (See example below)

Hi Hilton Hotel Milan,

My name is James and I am an independent travel agent with IntelTravel our IATA number is 10548020. Please could you provide me with the commissionable rate, for 2 adults arriving on 6th January for 1 week all-inclusive and what percent commission is this attached? Thank you

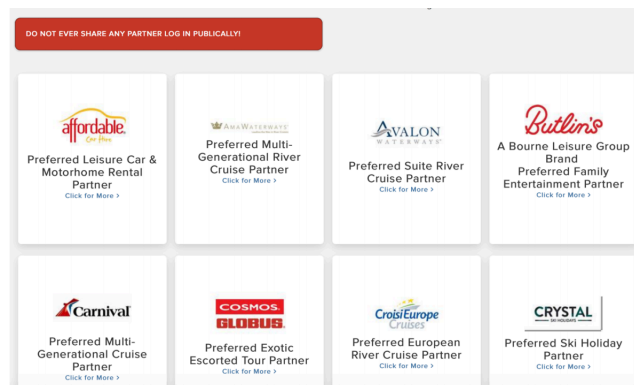
James Wright

IntelTravel Agent

3) USING OUR PREFERRED PARTNERS/SUPPLIERS

You may have heard the term 'Preferred Partners' or 'Suppliers'. Our Preferred Partners are the travel suppliers who have a partnership with IntelTravel.

Not only do we have our IntelTravel back office to book but we have many partners who have joined us, so that we can use their booking portal and book through them! This allows us to have more options for our client and book package holidays. To find all the suppliers we work with, log on to IntelTravel > Book Travel > Preferred Partners.



Once you have selected Preferred Partners, and you scroll down, you will see as above, all the supplier's logo. If you click on each logo, there are instructions on how to register with this supplier, how much commission you can earn and what the supplier has to offer. If you check IntelTravel library there's a list of training for every supplier. It is worth spending time and watching these tutorials before using that supplier as it should answer all your questions.

You can also head over to your Travel Training Facebook group, and where there are a number of videos which explains how to use our most popular preferred partners booking system.

WHAT DO I DO IF I HAVE A LARGE BOOKING?

If you have a big booking which you cannot do through the suppliers or back office, call/email the hotel/supplier directly who will be able to help you with this. Remember to ask for commissionable rate and get them to send you an email of this as evidence.

MY CUSTOMER HAS FOUND A BETTER QUOTE ELSE WHERE....WHAT CAN I DO?

1. If you find that the prices are well above the customer's budget, search on booking.com and Skyscanner to ensure that the customers budget is actually realistic. If not, then go back to your customer and explain that their budget is not realistic. Remember flights on Skyscanner are cheap because it is literally the basic package! No luggage, extra frees, meals, seats are included. It is better to advise your customer to go directly to the airline website which will include these items and usually work out cheaper.

2. Remember, we never guarantee that we are the cheapest travel agency. Do not get disheartened if the customer finds something better! Sometimes, if the agency that the customer has found a cheaper quote through, it is worth checking if they are ABTA/ATOL protected. If they are not, mention to your customers that if anything goes wrong with their holiday, their money are not financially protected.
3. If the budget is realistic, and we as an ITA are finding that our prices are expensive compared to another website, contact the hotel directly:

Hi (Hotel's Name),

My name is XXX and I am an independent travel agent with InteleTravel. Our IATA number is 10548020.

I am looking to book a room at your hotel for my client. Please could you provide me with a commissionable rate for:

- *2 adults*
- *Check in 18th September*
- *Check out 22nd September*
- *Standard double room*
- *Breakfast included*

I have seen on [booking.com](https://www.booking.com) this room is available during these dates for £120.00 total. Are you able to match or even beat this price?

Can you also please confirm what percentage of commission is attached to this price.

Thanks,

XXXX

Independent InteleTravel Agent

I NEED SOME EXTRA HELP/ADVISE ON MY QUOTE, WHERE CAN I GO?

1. Google is your best friend. This is your first point of contact. Imagine if you were booking this for yourself, you will google everything first, from hotel reviews, to top activities to do in a particular location etc.
2. Refer to our Travel Guide Document (found on Airtable) which will give you ideas on different locations, what to do and what hotels to stay. – *please note that not every destination is covered in the travel document.*
3. We have a Travel Agent Support FB page, where you can search using keywords as its very likely someone else has asked something similar.
4. Use the Travel Agent Support FB page to post a question. Please allow the admin 48 hours before approving.
5. Your final resort should be your Travel team's WhatsApp/Telegram chat

HOW MANY QUOTES DO I PROVIDE MY CUSTOMER WITH?

To provide the best possible service, produce 3 quotes.

1. Low End: this quote will be below your customers budget
2. Medium: this quote will match your customers budget
3. Top End: this quote will be slightly above your customers budget which may offer more that your customers could be interested in.

HOW LONG SHOULD I SPEND FINDING QUOTES FOR MY CUSTOMER?

Being open and honest with your customer is so important! Make sure you set realistic expectations on when to get back to your customer. The amount of time that you spend on a quote should be linked to the amount of money they are spending. If a customer is asking for a £100 hotel for 1 night - then spent less

time on this. If they are however looking to spend £10k - that alone is a £1k commission and you obviously want to spend more time on this.

Presentation is important but do not spend all your time making something look pretty if you aren't providing them with the right information for them.

Be smart about how you use your time. Create a template that you can reuse each time and update.



STEP THREE

STAYING ORGANISED WITH YOUR QUOTE(S)

It is so important that you stay on top of your quotes and be organised. Here is a template on how you can keep organised but remember this is only an example. You can completely change this to suit your needs:

Columns: -

- Customer's Name
- Date requested
- Hotel/Flight/Package
- Booking dates
- PAX
- Destination
- Duration
- Budget
- Notes
- Email
- Supplier
- Quote sent
- Followed up
- Booked on

[illegible]



STEP FOUR

SENDING CUSTOMERS QUOTE

There are many ways of presenting a quote to your customer but do not spend too much time making it look 'pretty' for them as it's not a guarantee that your customer will book through you. Have one set standard template you can use for all your customers. Once you have a thumbs up from them that they would like to book with you, you can spend some time to make the quote look presentable. Here are a few ideas which you can use to produce a template:

- Email
- Word (then export to PDF)
- PowerPoint (then export to PDF)
- Canva (Free app)
- Unfold (Free app)

The things you must include when sending the quote to your customers on a budget, midrange and top end range are:

- FLIGHTS – Dates, Airport & Times
- HOTEL – Name of the hotel, Hotel rating & Address of the hotel (even include some pictures)
- TRANSFERS – (if that is included)
- ROOM TYPE – single/double bed, one suite etc (even include some pictures)
- ACTIVITIES – (if that is included)
- ADDED VALUE EXPERIENCES IN THE PACKAGE I.E MEALS
- PACKAGE COST
- Any legal disclosures or notes from providers (Terms & Conditions)
- Any extra fees that they may need to pay at the hotel
- If its book now pay now, book now pay later, deposit now and pay later etc

TRAVEL INSURANCE – do they have travel insurance? Recommend it if they do!

Let them know that prices are LIVE and subject to change so they should book as soon as possible.

REMEMBER:

When you send a quote to your customer, you need to let them know that the prices are live, and there is a possibility that prices can fluctuate.

- When using the back office - you are not able to freeze the price.
- When using suppliers - you are sometimes able to hold the booking for 3 days. You will need to contact the suppliers to check if they provide this service.

EXAMPLES OF CUSTOMER QUOTES

SUMMARY OF QUOTES			
Destination: Marrakech Dates: 7 th April – 12 th April (5 nights) Number of people: 2 adults			
	QUOTE 1	QUOTE 2	QUOTE 3
Flights	Outbound: Ryanair Departs: 7th April 2020 06.15 STN – 10.40 TFS Journey: 4h 25 Inbound: Ryanair Departs: 12th April 2020 19.05 TFS – STN 23.30 Journey: 4h25	Outbound: Ryanair Departs: 7th April 2020 06.15 STN – 10.40 TFS Journey: 4h 25 Inbound: Ryanair Departs: 12th April 2020 19.05 TFS – STN 23.30 Journey: 4h25	Outbound: Ryanair Departs: 7th April 2020 06.15 STN – 10.40 TFS Journey: 4h 25 Inbound: Ryanair Departs: 12th April 2020 19.05 TFS – STN 23.30 Journey: 4h25
Hotels + transfers	HC Hotel Magec Standard Room Bed and Breakfast Non-refundable Shuttle to and back	Parque San Antonio Deluxe Double Room Breakfast included Refundable Private Car to and back	La Mer Resort Deluxe Double Room All inclusive Refundable Private Car to and back
Total	£2500	£3500	£3800

Travel Agency

Quotation

Departure:
Operator:
No. Of Passengers:

Quotation No.:
Quotation Date:

[Company Name]
[Address]
[Phone Number]
[Email]

To: [Name]
[Address]
[Phone Number]
[Email]

Description	No. Of Persons	Price	Total
City Tour	4	1000	\$4,000.00
Flight Booking	4	5000	\$20,000.00
Taxi Booking	4	2000	\$8,000.00
Lodging & Boarding	4	3000	\$12,000.00
Inter State Travel	4	2000	\$8,000.00
			\$0.00
			\$0.00
			\$0.00
		Subtotal	\$52,000.00
		Tax @ 5 %:	\$260
		Grand Total	\$52260.00

Terms & Conditions:
 Payment Due in 30 Days.

Payment Method:
 PayPal, Master Card, Visa Card.

To accept this quotation please sign and return here:

Thank You For Your Business!

TRAVEL AGENT QUOTATION

[Travel Agency Name]
[Street Address]
[City, State, ZIP Code]
[Phone]
[Website Address]

Quotation No. IN_7862436
Prepared For Andrews Miller
Address 102 2nd street eve enclave,
California 90548.
Email Andrews@email.com
Phone 15489654866

Destination Los Angeles
Travel Date 22nd December 2029
No. of travelers 4

QUOTATION DATE
22-12-23

SERVICE TYPE	DESCRIPTION	AMOUNT PER PASSENGER	TOTAL AMOUNT
Road Transportation	Taxi and bus for Sight Seeing and pickup and drop to airport.	\$450.00	\$1,800.00
Air Transportation	Two-way trip	\$3,000.00	\$12,000.00
Lodging	Family Room in a 3- star hotel	\$5,000.00	\$20,000.00
Tours	3 day city tour(museum, Zoo, other Famous places)	\$6,000.00	\$24,000.00
Exploring	Exploring places in the city	\$4,000.00	\$16,000.00

TERMS AND CONDITIONS:
 For all the services contracted, Certain advance Payment should be made to hold the booking.

Subtotal \$57,800.00
Tax @ 5 % \$2890.00
Grand Total \$60,690.00

ACCEPTED:
 Customer Signature:
 Customer Name:

DATE:

Designed by
TEMPLATE KIT

Summary of request**Destination:** Marrakech**Dates:** 7th April – 12th April (5 nights)**Number of people:** 2 adults**SUMMARY OF OPTIONS**

Flight option	Outbound: Ryanair Departs: 7th April 2020 06.15 STN – 10.40 TFS Journey: 4h 25 Inbound: Ryanair Departs: 12th April 2020 19.05 TFS – STN 23.30 Journey: 4h25
	£500pp Total: £1000

<u>Accommodation option 1</u>	<u>Accommodation option 2</u>	<u>Accommodation option 3</u>
HC Hotel Magesc Standard Room Bed and Breakfast Non-refundable Facilities - Parking - 2 outdoor swimming pools - Free wi-fi + Shuttle bus to and from hotel	Parque San Antonio Deluxe Double Room Breakfast included Refundable Facilities - Parking - 2 outdoor swimming pools - Gym - Free wi-fi - 3 restuarants + Private car to and from hotel	La Mer Resort Deluxe Double Room All inclusive Refundable Facilities - Parking - 2 outdoor swimming pools - 1 indoor swimming pool - Gym & wellness centre - Free wi-fi - 15 restaurants - + Private car to and from hotel
£1500 Total with Flights: £2500	£2500 Total with Flights: £3500	£2800 Total with Flights: £3800

Summary of request**Destination:** Marrakech**Dates:** 7th April – 12th April (5 nights)**Number of people:** 2 adults**SUMMARY OF OPTIONS**

Flight option	Outbound: Ryanair Departs: 7th April 2020 06.15 STN – 10.40 TFS Journey: 4h 25 Inbound: Ryanair Departs: 12th April 2020 19.05 TFS – STN 23.30 Journey: 4h25
	£500pp Total: £1000

<u>Accommodation option 1</u>	<u>Accommodation option 2</u>	<u>Accommodation option 3</u>
HC Hotel Magesc Standard Room Bed and Breakfast Non-refundable Facilities - Parking - 2 outdoor swimming pools - Free wi-fi + Shuttle bus to and from hotel	Parque San Antonio Deluxe Double Room Breakfast included Refundable Facilities - Parking - 2 outdoor swimming pools - Gym - Free wi-fi - 3 restuarants + Private car to and from hotel	La Mer Resort Deluxe Double Room All inclusive Refundable Facilities - Parking - 2 outdoor swimming pools - 1 indoor swimming pool - Gym & wellness centre - Free wi-fi - 15 restaurants - + Private car to and from hotel
£1500 Total with Flights: £2500	£2500 Total with Flights: £3500	£2800 Total with Flights: £3800

STEP FIVE

BOOKING & CONFIRMING THE HOLIDAY FOR YOUR CUSTOMER

Once a customer has confirmed that they are ready to book, you need to send them the Credit card authorization form. If they have said they do not have travel insurance and do not intend on getting it – send them the insurance waiver form (also closing tool to counter objections). Both these can be found on the **LEFT-HAND SIDE** when you log into your back office.

The screenshot displays the IntelTravel back office interface. On the left sidebar, under 'QUICK LINKS', the 'Credit Card Authorization (PDF)' link is highlighted with a yellow box. The main content area is titled 'HOTELS' and features a search form with fields for 'Airport, Landmark, City, Address or Zip Code', 'Check-In Date', 'Check-Out Date', 'Number of Rooms', 'Radius', 'Room #1', 'Adults (18+ years)', and 'How Many Children?'. A 'SEARCH NOW!' button is at the bottom of the form. A 'TOP AGENT CHALLENGE!' section is visible on the left sidebar, listing top agents and their earnings.

IntelTravel have now got a new process in place where you do not need to send your customer the credit card authorisation form to book their hotels from the back office! You can now send them a link where they will be able to make the payment directly themselves!!!! 🥳
Here is the link to the guide on the new automated payment link! Please take the time to read this guide so you know exactly how to get the payment link sent over to your customer:

http://www.inteletravel.com/IntelBytes/emails/UK Auto Payment Link/Automated Payment Link.pdf?utm_content=&utm_source=VerticalResponse&utm_medium=Email&utm_term=View%20Guide&utm_campaign=NEW%20UK%20Resource%3A%20Automated%20Payment%20Link

HOW DO I GET MY CUSTOMER TO SIGN THE REQUIRED DOCUMENTS?

- Ask them to print it off, sign it and either take a picture and send it back to you or to scan and send it as an attachment on email
- Download the PDF document and export it as a word document. Save it onto your desktop and your mobile device so you can have this template ready to send out to your customers who can put their initials as their signature

- Send the PDF document via WhatsApp and they can forward the picture back to you by signing it on the screen
- If the customer is reluctant to give card details and you are booking using the back office you can always send them your personalised website with instructions of how to use it to secure their booking.

HOW DOES MY CUSTOMER MAKE THE PAYMENT?

- IntelTravel has a new process in place where you client can make the payment directly yourself. Please see link above which explains how to do so.
- You can even have the customer provide you their card details over the phone whilst you fill out the credit card authorisation form
- Some suppliers such as Major Travel will provide a link where your customer can fill out the payment details themselves

WHERE DO YOU STORE YOUR AUTHORISATION FORM?

It's really important to keep customer information safe. In general, avoid printing this information. All customer information on paper must be kept locked away and shredded when no longer needed.

It is fine to keep this information stored in a folder on my emails. Ensure if you do this that your account is always secured. Log out of your account, lock your devices, and ensure your laptops have security blockers.

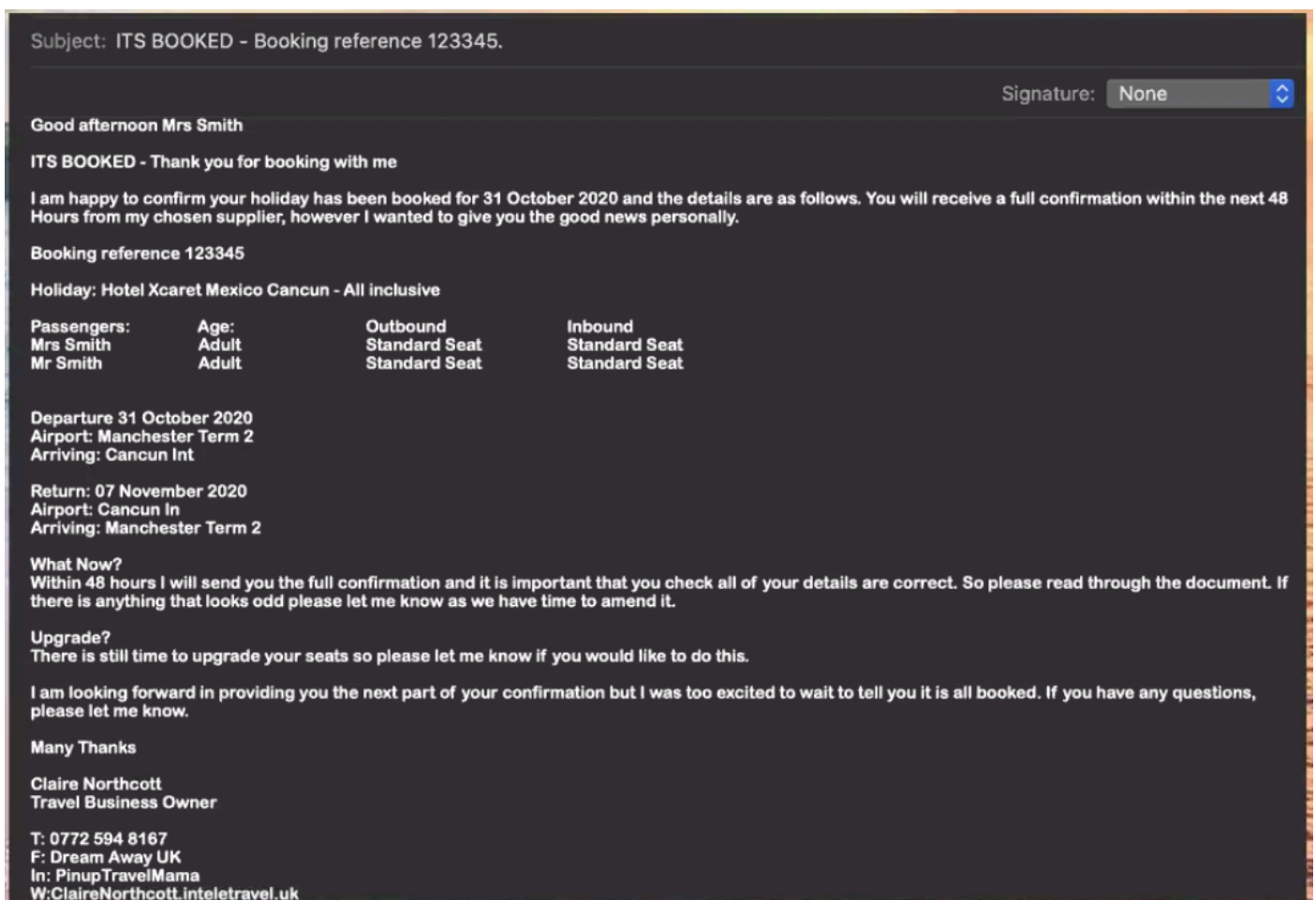
HOW LONG SHOULD YOU KEEP THEIR INFO?

Sometimes we need to keep hold of customer information but this must not exceed any longer than 3 months after their travel is completed.

STEP SIX

SENDING THE CONFIRMATION OF THE HOLIDAY TO YOUR CUSTOMER

- 1) Once you booked it, before you come out of the page take down the booking reference and all the details of that holiday
- 2) It usually takes up to 72 hours for the confirmation to come through to your email. So instead of making your customers wait or allow them to become worried, send them an email with all the details whilst you are waiting for the main confirmation.
- 3) Check out the example below of how to structure your email



- 4) Once you have received the confirmation from the supplier/hotel, forward this on to your customers ASAP.
- 5) After a week of receiving the confirmation, reach out to the hotel/supplier and confirm that they can actually see the customer's details in their system. **BE PROACTIVE & PROFESSIONAL**

Keep a note of the date they are travelling so that you can follow up with them before they fly and check they have checked in and are happy. Good service is what will get you retention customers and recommendations!

STEP SEVEN

REGISTER YOUR BOOKING IN THE BACK OFFICE!

If you did not use the back office to make the booking you **MUST** register it in the back-office within the 24 hours of making that booking!

Log onto IntelTravel > Book Travel > Register Outside Bookings

instead of through a single supplier.

If multiple components have been booked through a single supplier (such as booking air through the cruise line; or booking a hotel, car and/or air package through a tour operator or vacation package company), resulting in a single confirmation number for the whole booking, enter them as a single booking under the one confirmation number and select "Vacation/Tour" for the Booking Type.

"Only bookings made or traveled after your IntelTravel Advisor Join date can be registered."

REGISTER A BOOKING

Booking/Confirmation #: *	<input type="text"/>
Booking Type:	<input type="text" value="Activities"/>
Primary Traveler Name: * (Or Group Name)	<input type="text"/>
Departure City Or Airport:	<input type="text"/>
Destination City Or Airport:	<input type="text"/>
Number Of Travellers:	<input type="text"/>
Supplier: * (Cruise Line, Car Company, Vacation/Tour Operator, Etc.)	<input type="text"/>
Date Booked: * (Date You Made This Reservation)	<input type="text" value="DD/MM/YYYY"/>
Travel Start Date: *	<input type="text" value="DD/MM/YYYY"/>
Travel End Date: *	<input type="text" value="DD/MM/YYYY"/>

Live Chat

Your booking will be cancelled if you do not do this and you will not get paid! If you have booked through one of our suppliers or directly with the hotel you must this in the back office so that you get paid (with any evidence attached to the booking such as email chain from the hotel, booking confirmation etc).

PLEASE NOTE: Do not just book with any random hotel and then try and register it via back office, the hotel must have agreed to pay IntelTravel the commissions via our IATA number, and IntelTravel will then pay us. You will not get commission otherwise, and IntelTravel would not be responsible for the booking. For an example you cannot book something on Skyscanner and then register it for commission as Skyscanner is not our preferred partners.

IF YOU HAVE BOOKED A HOTEL DIRECTLY WITH THEM, PLEASE SEE THE FOLLOWING STEPS (IF NOT, GO STRAIGHT TO STEP 8)

Once you have registered your booking in the back office, please provide the necessary details listed below and send the completed form to commissioninquiries@inteletravel.com with the subject line '**Invoice Request (Agent PIN)**'

****All fields are required for request to be processed****

Agent/Booking Information:

Agent PIN:

Booking Reference Number:

Travel Dates:

Please be advised: the reservation must be registered through your IntelTravel back office for an invoice to be sent. If an ID is not registered before the invoice request is made, the request will be denied

Vendor Information:

Property Name:

Contact Name:

Contact Email:

Total Revenue:

Commission Percentage Approved:

Total Commission Amount:



STEP EIGHT

PRE – CUSTOMER'S HOLIDAY IS DUE

Put a reminder in your calendar to do the following 3 weeks before your customer is about to travel:

- 1) Reach out to the hotel that the customer is staying at, and confirm that they can see the customer details in their system. The last thing you want, is the customer to turn up to the hotel to find that the hotel hasn't received any confirmation from InteleTravel. **LET'S AVOID THIS AND BE PROACTIVE & PROFESSIONAL**
- 2) The best way to retain customers is to go above and beyond with your service. When you call up the hotel your customer is staying at, mention if customers are there for an anniversary, a birthday, a celebration etc and ask them for an upgrade. Even if the hotel is not able to upgrade, ask them if they can leave a hand-written note for your customer from you. Most will be happy to do this and it will be just a nice little touch. With customers who have spent a lot of money - I like to also order them a box of chocolates, wine etc to their rooms as a 'thank you for booking with me'.
- 3) Reach out to the customer and remind them that their holiday is in 3 weeks and if they needed any documents or booking confirmation sent over to them (just in case they have misplaced it).
- 4) If they have booked flights, remind them when is the earliest day/time to check in.

DURING CUSTOMER'S HOLIDAY

Text your customer and see how they are getting on. Is the small gestures that count and what makes your customer want to come back to you to book holidays! Customer service goes a long way! You can even ask them to send a picture of them on their holiday (and with their permission) or screenshot the conversation and share on your social media of a happy customer!

POST CUSTOMER'S HOLIDAY

- Have a quick catch up call with your customer and see what went well. This isn't a requirement but it gives you an idea what went well, what to avoid etc (so that you can use it for another customer)
- Send them a thank you note – hand written
- ASK for Referrals! (Reward them)
- Within 30 days of return, when most likely to commit, ask for next trip. (book onboard cruise for discount; protect your commission)
- Keep history file and calendar of birthdays, anniversaries, next trip)



STEP NINE

FAQs

HOW MUCH COMMISSION DO WE GET?

This information can be found in the Back Office in the FAQs on your commissions report and is the most up to date information. Commission rates for individual suppliers are always mentioned on the BO under the Preferred Partners section. Please check here to see the latest.

WHY IS MY COMMISSIONS SHOWING AS £0.00 ON MY REPORT?

Until the commissions are being process by IntelTravel this will say £0.00. This is not to say you will not receive commission on this booking.

Understand more about your commission:

http://www.inteltravel.com/IntelBytes/emails/UK_Understand_Commission/index.html?utm_content=Maru&utm_source=VerticalResponse&utm_medium=Email&utm_term=here.&utm_campaign=Everything%20You%20Need%20to%20Know%20About%20Commissions!&fbclid=IwAR0QSyJMGKVRgWP7t0fRXYP0mDCR8tVI70ltgkc2jT9wpNIXnu7Wk_Vew-Y

WHEN ARE COMMISSIONS PAID?

Commissions are paid to agents after a customer had completed their travel as this is when IntelTravel are paid themselves. It can take up to 90 days to be paid your commissions. This is normal in the travel industry as sometimes if a customer gets an upgrade, this will then get reflected on your commissions. Additionally, hotels sometimes do not charge the customer until they have completed their stay and payment process between the hotel & IntelTravel can take some time.

WHAT TO DO IF AFTER 90 DAYS YOU ARE NOT PAID?

If it's been longer than 90 days please contact IntelTravel either by phone, email or live chat to let them know. You will need to tell them which booking you are referring to and the date of travel.

IntelTravel will then chase up the payment with suppliers and get back to you.

HOW TO ESCALATE IF YOU DO NOT HEAR ANYTHING BACK?



If IntelTravel does not get back to you and it's been more than 5 working days please contact your director up line in order to escalate if you have not heard anything back from IntelTravel.


HOW ARE YOU PAID COMMISSIONS?


Commissions will be paid through HyperWallet (this is similar to PayPal). You will get a link to activate your account when you receive your first commission. From here you are able to bank transfer to your own account at any point.


CAN WE EARN COMMISSIONS FROM THE FOLLOWING SUPPLIERS DIRECTLY?


Unless it is stated in the preferred partners section on IntelTravel, then we cannot earn commission from suppliers such as:

-  Jet2 Holidays
-  Love Holidays

 Booking.com

 Expedia.com

 Eurostar/Eurotunnel

 Any cruise companies that do not appear in our back office under preferred suppliers.

This is not an exhaustive list but the common one's we get questions about

WHERE CAN I BOOK EUROSTAR TICKETS?


These can be booked in the back office and appear under flights.

MY CUSTOMER HAS ALREADY BOOKED A HOLIDAY WITH ME BUT WANTS TO MAKE CHANGES (E.G DATES) WHO DO I CONTACT?

- If you have booked a hotel using the Back Office, and the room is refundable then reach out to IntelTravel directly and explain the situation. IntelTravel may ask you to reach out to the hotel directly, but confirm with IntelTravel first.
- If you have booked it through suppliers and the room is refundable, then reach out to the supplier directly. Its not always a guarantee that changes can be made as it's subject to the hotel being available.
- If it's non-refundable they have the right to refuse and you will have to rebook.

I NEED SOME EXTRA HELP/ADVISE ON MY QUOTE, WHERE CAN I GO?

1. Google is your best friend. This is your first point of contact. Imagine if you were booking this for yourself, you will google everything first, from hotel reviews, to top activities to do in a particular location etc.
2. Refer to our Travel Guide Document (found on Airtable) which will give you ideas on different locations, what to do and what hotels to stay. – *please note that not every destination is covered in the travel document.*
3. We have a Travel Agent Support FB page, where you can search using keywords as its very likely someone else has asked something similar.
4. Use the Travel Agent Support FB page to post a question. Please allow the admin 48 hours before approving.
5. Your final resort should be your Travel team's WhatsApp chat

A decorative border of various green tropical leaves, including monstera and palm fronds, surrounds the central text area.

**REMEMBER YOU DO NOT
NEED TO KNOW
EVERYTHING ABOUT
TRAVEL. BUT WE HAVE ALL
THE TOOLS AND
RESOURCES TO GIVE
YOUR CUSTOMER THE
BEST BESPOKE SERVICE.**

**BE CONFIDENT AND
REMAIN CALM!**