



TRAVEL PLANNING WEBINAR

2016



PRE-TRIP

Trip planning, approving, booking, calendaring



IN-TRIP

Communications/Support, Re-bookings, Alerts, Tracking



POST-TRIP

Expense reporting, trip review, compliance reports

“I NEED TO MEET WITH BOB IN NEW YORK AND JANE IN LONDON.”

SIMPLE ENOUGH?



“I NEED TO MEET WITH BOB IN NEW YORK AND JANE IN LONDON”

MAKE SURE I GET IN TO NEW YORK TUESDAY EVENING AND LEAVE ON WEDNESDAY AFTER DINNER WITH MY PARENTS. CAN YOU ALSO MAKE SURE I FLY VIRGIN, BRITISH, OR AMERICAN AND STAY AT A HILTON OR HYATT HOTEL WITHIN 1 MILE OF MY MEETING. CAN YOU ALSO LOOK INTO TRAFFIC AROUND THESE TIMES SO I KNOW WHEN I NEED TO LEAVE FROM ONE MEETING TO THE NEXT? IN FACT, YOU SHOULD TELL ME EVERYTHING I NEED TO DO FROM THE MOMENT I LEAVE THE OFFICE UNTIL I GET BACK HOME. BTW, WHAT'S THE WEATHER GOING TO BE LIKE?”



KEY IS TO WALK THROUGH THE TRIP END TO END

STEPS OF TRAVEL PLANNING FOR OTHERS

1. TRAVEL PREFERENCES
2. DEVELOPING A COMPLETE ITINERARY
3. COMMUNICATING AND APPROVALS
4. BOOKING
5. LAST MINUTE CHANGES AND CANCELLATIONS





TRAVEL PREFERENCE FRUSTRATIONS VOICED BY YOU:

“There sometimes isn’t enough input from my executive.”

“When you’re told ‘you decide, I trust you. You know my schedule.’”

“Getting all the necessary information together to create a trip is impossible especially when dealing with larger teams.”



UNDERSTAND TRAVEL PREFERENCES

Rewards – Frequent flier points, hotel loyalty points, car rentals who share loyalty point programs matter.

Seating / Rooms – Aisle, window, king bed, high floor, low floor. (Seatguru.com)

Hotel quality – star ratings, user ratings

Location - Hotel specific based on location (“in NYC, the Hilton Time Square is best”)

Ground Transportation – black car, uber vs. taxi, public transit

Timing - # of minutes to arrive before a meeting, a flight. Same day vs. multi-day arrival times

International vs. Domestic

Price sensitivity

TRAVO AS A SOLUTION

(See handout slides 5-6)



ITINERARY BUILDING FRUSTRATIONS VOICED BY YOU:

“Multi-city destination planning is always challenging.”

“Lack of knowledge of out-of-state venues, hotels, etc.”

“Accounting for differences in time zones takes effort.”

“Developing a decent looking itinerary for my boss take time.”

“Difficult to find flights for the timeline you want.”

“Not being able to find hotel locations close to the conference.”



BUILD AN ITINERARY AND WALK THROUGH IT

Flights that get in on time for an event – Get a traveler on time to his/her first commitment. Consider every segment of the trip, traffic conditions, more time for rental car pickup, etc.

Hotel relative to events – The distance of where your manager needs to be and the location of the hotel is extremely important. Consider Hotel density as well.

Different ride options = different timing – rentals take time to pick up, uber has surge pricing, taxi's availability is high but uncomfortable, black car is comfortable but expensive.

Multi-meeting order management – recommending the fastest order of meetings based on ease and traffic is impressive.

Consider driving issues – direction of traffic depending on time.

TRAVO AS A SOLUTION

(See handout slides 7-16)



TRAVEL COMMUNICATION FRUSTRATIONS VOICED BY YOU:

“Getting approval of costs and adjustments to schedules.”

“Getting travelers to make decisions.”

“Traveler not really knowing what they want until they see it.”



COMMUNICATE EFFECTIVELY

Get approval – Send a proposal itinerary with hotel, flight, ground details and a timeline of how the executive’s trip looks like.

Make changes easy – “I trust you, do what you need to do” turns into “do you have anything in the morning” turns into “I like the Marriott in Dallas, can you check the price?”

Follow up frequently to get approved – prices and availability changes very rapidly. Sometimes every 30 minutes. Fast approval is key.

Sometimes reserve without approval – many hotel and rental car reservations are very flexible of cancellations. Reserve and put a reminder on the calendar to cancel or confirm later.

Replicate trips that work – Survey your manager, and if he/she is traveling to the same place, replicate what works.

TRAVO AS A SOLUTION

(See handout slides 17-19)



BOOKING FRUSTRATIONS VOICED BY YOU:

“Finding the best prices for different flight options.”

“Finding the best deals.”

“Too many fees when changing or cancelling bookings.”



BOOK EFFICIENTLY AND SAFELY

Comfort First, Price Second – Cheapest is rarely better in business travel. Consider all options and place the comfort of your executive first.

Extra Fees – Watch out for baggage fees, seat fees, room fees, resort fees, etc.

Book from a trusted source – If purchasing publicly available rates, use a reputable site or book directly with the airline or hotel. If purchasing exclusive corporate rates, ensure that customer service is great.

Flexible bookings – flights should be cancellable within 24 hours of booking. Hotels cancellable within 24 hours of stay. Car rentals no commitment necessary. Don't pay up front if you don't have to.

TRAVO AS A SOLUTION

TRAVO Preferred COMING SOON

5% - 20% off published rates – exclusive pre-negotiated rates for hotels, flights, and ground.

Flexible bookings – all flights cancellable within 24 hours of booking. Hotels cancellable 24 hours before stay.

24/7 on call service – emergency services available

Receipts, credit cards, loyalty numbers, profiles, all in one place!

100% FREE, [Join the Waitlist](#)

Survey Time!

<https://www.surveymonkey.com/r/T6G2SWZ>



LAST MINUTE CHANGES FRUSTRATIONS VOICED BY YOU:

“Constant schedule changes ruin an itinerary.”

“Last minute booking arrangements is hectic.”

“Many changes happen during the trip or day of.”



ALWAYS PLAN FOR LAST MINUTE CHANGES

Recalculate with every change – Smallest changes in a meeting time and location can cause a hotel or flight change.

Value flexible fares – last minute changes depends on your manager, industry, type of work. Calculate the % of times changes occur and book with flexibility in mind even if it's a higher rate.

Confirm hotel room on day of check-in – between 10am and 1pm local, call the hotel and confirm preferences with the hotel.

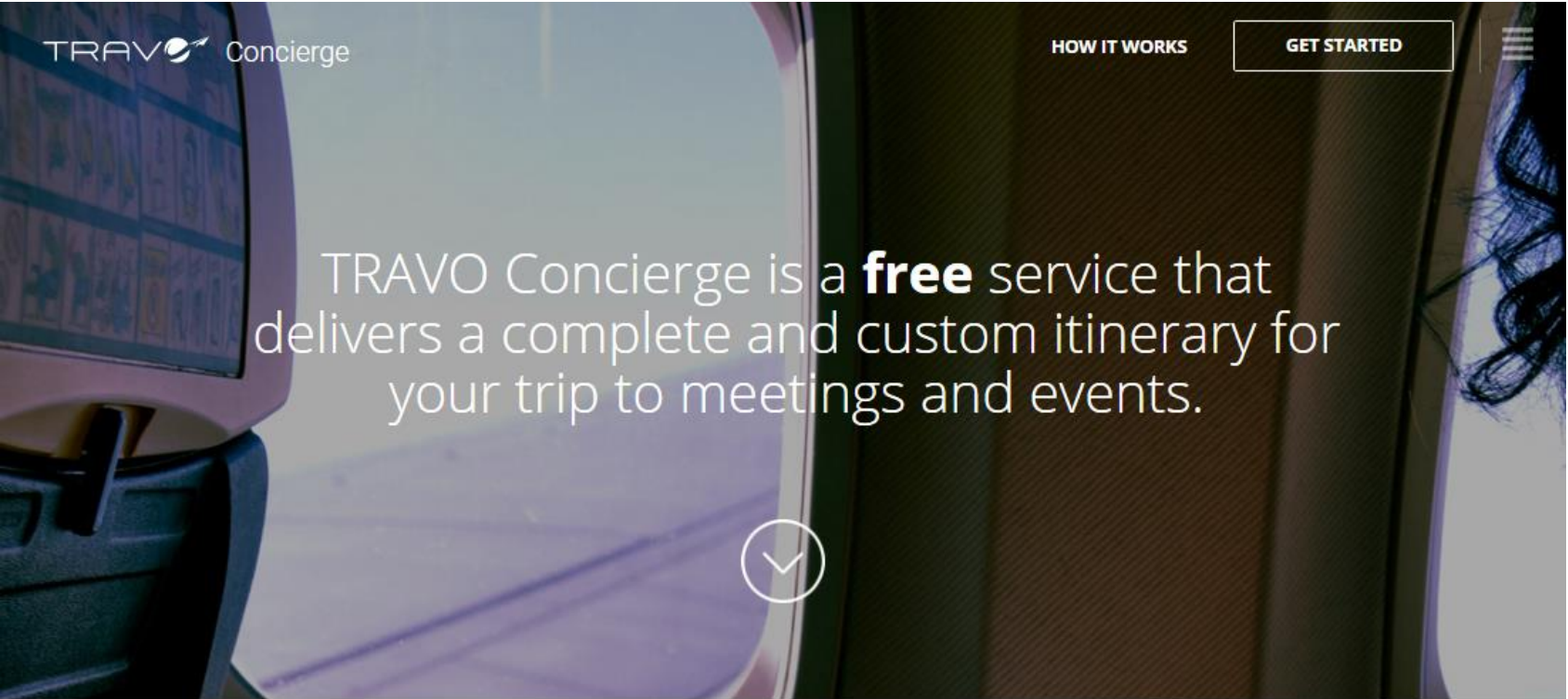
Be on alert during the trip – look out for emails and text msgs for airline cancellations. Always be on standby when your executive travels.

TRAVO AS A SOLUTION

(See handout slides 20)

TRAVO Concierge

(concierge@travo.com) (<https://www.travo.com/concierge>)



How It Works

- STEP 1

Submit a form with your trip details (location, date/time, preferences, etc).
- TRAVO Concierge will personally create the perfect itinerary based on all your trip details.
- You will receive an email with a link to your entire trip including a full calendar of events, flights, hotels, and ground transit information.

TRAVO Concierge

Everything we need to plan your perfect trip. Answer the questions below or simply upload a doc with all the necessary information.

Contact information

Name (Optional)

First Name

Last Name

E-mail

ex: myname@example.com

Lets get started...

Where are you leaving from?

What events or meetings will you be attending?

Please include location, date, beginning and end time

Preferred arrival date?

Month

Day

Year

Please include airline preferences here

Please include hotel preferences here

Thanks.

Want a personal demo or more
information?

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