

HOTEL, FLIGHT & TOUR BOOKINGS IN EUROPE

A CASE STUDY

The Client

Funbini, Curacao-Actief.com & Mcco Eactive are some of the largest Tour Operators in Netherland Antilles. In Addition to their own tour operations, they also act as consolidators for some other major Tour & Travel Operators.

The Job

The Clients provide Tourism & travel services like

- Organize Tours like Island tours, Beach Tour, Theme Tour, Island Hoppings
- Organize Holiday Packages.
- Activities like Party of sunset cruises, Diving & Snorkelling, Kayak & Hike Tour, CAT Sailing etc
- Travel Services like
 - ▶ Accommodation at Hotels
 - ▶ Flight Bookings
 - ▶ Hostess Service
 - ▶ Emergency Assistance, 24 hours a day availability,
 - ▶ Intermediary between accommodation, guest & wholesaler
 - ▶ VIP Services
 - ▶ Rental Cars.
- Transportation Solutions like Crew Transportation, Luxury Touring Cars, VIP Cars/Vans, etc.

Bookings for all these services/packages are done through Web-based Software specially developed for the clients.

The client-bookings arrive through emails, form submissions, front desk, Tour consolidators or Travel Agents.

The Clients

1. Funbini

Hans & Chantal de Kruij,
Majoorsweg 2
(Queens Gebouw),
Curacao,
Netherland Antilles

2. Curacao Actief

Perseusweg 5,
Curacao,
Netherland Antilles

3. Mcco Eactive

Heelsumstraat/Dr.
Hugenholtzweg,
Ecommerce Park, Unit
A04,
Wijk, Vrdenberg,
Curacao,
Netherland Antilles

Bookings Done For

- Travelocity
- Neckermann
- OAD
- Hotelplan
- Meirs
- Der Tour
- Mark Travel
- Expedia
- Apple Travel
- Executive Golf Travel
- Costco Travel

Based on the information available, our trained team analyses each booking. Depending on the services required, the team has to decide and update the corresponding units in the software. For each booking; starting from the date of arrival of the client to their departure date, all the necessary information to provide services like hotel accommodation, flight pickups and arrivals, tour itineraries etc has to be carefully extracted and fed into the System.

Accuracy of Values being fed in and the clause interpretations have to be proper and concise, or it could lead to considerable financial losses and/or client discomfiture at the time of Client Arrivals.

Products have to be loaded within defined timeframes.

The Solution

A Dedicated Team of Experienced professionals have been employed exclusively for the clients. In addition to the team being IATA-certified, they have been adequately trained based on client specifications. To ensure that the team is in-line to client requirements and interpretations, training sessions are held frequently.

2-Level Quality Check ensures that the information updated is error-free and precise in Clause-interpretations.

The Team maintains flexible time-shifts to attain maximum availability-time and better response times.

The Benefits

Having outsourced their booking jobs to us, the Clients are now able to focus on their core expertise while maintaining quality & reliability of services. They are not only able to grow their own businesses, but have been able to share our facilities with hordes of other Tour operators in Europe.

- Cheap Carribean
- Pleasant Holidays
- TNT Caccations
- Book IT
- MLT Vacations
- Press Tours

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