

Travel agency process

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1.Booking Requests Management

1.1.Collecting Booking Requests

This task allows for collection of both online and office booking requests.

1.1.1.Collecting Online Bookings Requests

Manager	Booking Officer
Estimate Task Duration per Unit	3 minutes

- Log into booking site with administration password.
- Input customer's name and ID.

Tip !

Input order: Surname, given names.

- Input selected package.

- Input selected dates.
- Validate.

✦ *The next booking request will display, if any.*

- If no more booking requests available, logout.

1.1.2. Collecting Office Booking Requests

Manager	Booking Officer
Estimate Task Duration per Unit	5 minutes

- Input customer's name and ID.

Tip !
Input order: Surname, given names.

- Input selected package.
- Input selected dates.

1.2. Assigning Customers to Tours

Manager	Booking Officer
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Estimate Task Duration per Unit

7 minutes

*Be careful !**To perform this task, the list of received booking requests must be completed and displayed.*

Only if there are at least as many places available on the selected tour as defined by the current customer in his booking request.

- Log into Tour management page.
- Select the tour specified by the current customer.
- Check availability for requested dates.
- If the number of available places is greater or equal to the customer's request, affect the customer to the tour.
- If the number of available places is smaller than the customer's request, issue alert for customer's information.
- If no more booking requests available, log out.

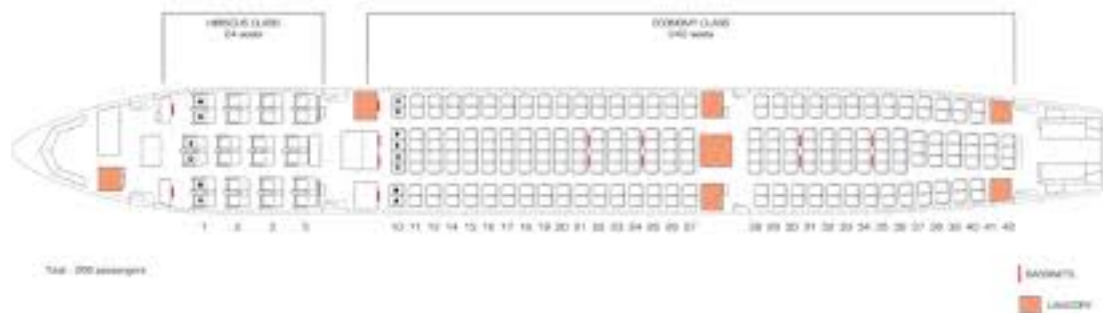
2.Tour Planning

Manager	Operating Manager
Estimate Task Duration per Unit	20 minutes per guest / Transportation & Hotel

2.1.Booking Transportation

2.1.1. Choice 1 : Booking Flights

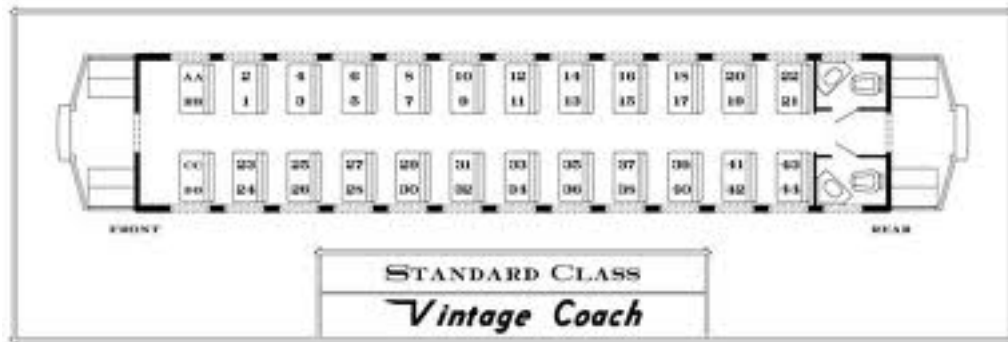
- Collect daily booking requests that include flights.
- Find best fare and schedule for each return flight to destination on the in-house flight booking system.
- Book seats.



- Transfer booking costs to the Financial Department.

2.1.2. Choice 2 : Booking Bus Seats

- Collect daily booking requests that do not include flights.
- Find best fare and schedule for each return service to destination by calling partner bus companies..
- Book seats.



- Transfer booking costs to the Financial Department.

2.2.Appointing Guides



After final number of guests is known (the day before the beginning of the tour).

If no foreign guests

- Appoint 1 guide per 10 guests.

OR

If foreign guests

- Appoint 1 English-speaking guide to groups of 7 foreign speaking guests maximum.
- Appoint 1 guide per 10 guests for the remaining guests

2.3.Booking Hotels

Partners

Destination	Hotel Name	Number of stars	Number of rooms
Nha Trang	Beach Hotel	4	70
Nha Trang	Green Resort	3	96
Hanoi	Capital Hotel	4	84

3 star room

4 star room





- Collect daily booking requests.
- Calculate number of rooms per destination.

Note

Calculate separately the number of 3 star and 4 star rooms if destination is Nha Trang.

- Confirm room availability with partner hotels.