

us a format of list to upload on their portal and issue tickets ourselves and other times Airlines issues it at their end and send us the final tickets.

- Once the Tickets are issued, we shall send these (hub wise) to client and ask them if any mistakes are there to inform us within 24 hours, so that there is no problem later on at the time of flight departures .
- Atleast 7 days before the group, we shall ask the client to give us the Rooming lists, so that there is no problem of room combinations at the time of Check-in as this is where a lot of time generally get wasted. This rooming list will be given to hotel at least 5 days prior to group arrival, so that hotel front office can plan for Check-in .
- Now for Airport Arrivals, we will need to give the hubwise arrival lists to the local transporter and the same lists shall also be made available with the Tour Managers.
- There will be some VIPs arriving and their list must be separate from the arrival lists of group (even though they are arriving on the same flight in which the other travellers are arriving)
- 5 days before the group departure, we must create the Placards, Standies, baggage tags, Bus/car stickeres (with numberings)
- 2 Days before the departures, we need to review everything from start to endand look for loopholes (if any). This shall be done along with all operation team members as well as all Tour Managers. Here we shall define, who does what and at what time. All the tour managers will need to keep their respective Hub wise PNR lists and will fly to their hubs a day before or in early morning.They must have all required stuff like placards, itineraries, Naming lists, Rooming lists, arrangement for water bottles to be given at departure hubs, a small packet of small munchings can also be given (depending of the budget). All tour managers must be issued similar T Shirts alsong with proper ID cards sothat travellers can recognise them easily.

Our communication to the client will go like this:

- Itinerary – all finer points
- Details of all Tour managers and on /off ground operations team;
- Do's & Dont's with Travel Notes must be given to all travelers for hassle free Travel

Now the most importatnt day– **The departure day**. Every group is unique , its like being a father or mother to a child again and again, that is why each group departure is an important day.

We have 3 major touch points:

1. all Hubs from where travellers are taking flights
2. Arrival city :where all travellers are arriving
3. Hotel Check-in counter

We must ensure to give seamless coordination to client and travellers as these 3 major points. Remember 'First impression is the last Impression'. Here we can make turn things in our favour with the help of tour managers; they must be of pleasing and helping personality. **Tour Managers** or **Tour Directors** are the face of the organisation and are responsible for making sure that travel arrangements for the group run as smoothly and enjoyably as possible.

So now everything is ready and we have given time of meeting at all hubs Airport atleast 3 hours before (generally a departure gate number is given to all travellers in the Hub wise Itineraries).

Tour Managers must keep in mind below points at Airports:

1. They shall be in their T-Shirts & ID Cards & shall show the PLA Cards in each directions , sothat travellers can recognise him/her.
2. They shall keep their lists ready for marking attendance /arrival of the gusts (an Alphebetical list is good to workk on sothat a passenger name can be identified easily in big list) , there must be colored pens to mark the attandance .
3. If a travel kit has to be giben to each traveller, it must be kept with alphabetical name tags , sothat it can be easily recognised & handed over to the traveller
4. Once a travellers approaches the tour manager, He/She must greet the traveller & then mark the attandance & handover the travel kit , Named Baggage tags toput on their luggage, snacks box etc.. & tell them about checkin counter of that particular airlines & request them to check in .
5. Once this process is over /or 2 hours have passed , tour manager must now go for his/her check in at Airline counter (1 hour before of the flight ,all checkins must be finished) , the onsite/offsite support staff shall be informed for any late arrivals /no shows of the guests .
6. Now the most Important thing >> Tour manager shall request the supervisor of the check in counter to tell him/her (after checking from the group PNR) that how many Group passengers have checked in & how many have not yet checked in . These non checked in passengers must be paged /called to know their status , whether they are on the way/ or they are not coming at all) , if they are coming , tour manager shall request the airline to kindly wait for few more minutes if possible , to take all passengers . However if there are any no

shows at the closing of Checkin counter, these must be informed not only to Airlines but also to our office staff controlling all movement , sothat transporter & hotel can be informed on time , so reduce the chances of confusion.

7. Once all checkins have been done & travellers are now ready to board the flight , Tour Manager shall board the flight in last generally , sothat He/she can check with Airline superwiser again whether all members of PNRs have boarded the flight or not , as sometimes a traveller may be sleeping in boarding gate seating areaor somebody is in washroom or somebody is just listening music or busy in mobile ,, whatever, a Tour Manager has to ensure that all checked in Guests have boarded the flight on time.
8. On Arrival : Tour manager must be the first person of the group to come out of Aircraft with PLA CARD showing , Why? Because , he/she can be recognised by all travellers easily & they shall come together at baggage area , sothat nobody is missing & here we can control /check any missing passenger of our group or somebody has not got the baggage or, it is missing or some guests is not feeling well somehow ; we can cross check these easily & handle the situation accordingly.
9. Once People have started picking up their luggage, Tour Manager shall quickly call the Arrival Host Transporter/destination Tour Manager about the group arrival & shall inform that actual number of guests he/she has carried in that particular group. As this will ease the arrival airport transfers as transporter now be knowing about hoe many have come & how many havent come , sothat they don't hv to wait for missing persons.
10. Once the Guests starts coming out from Arrival area with their baggage (Tour manager had already ensured at departure airport to tell the guests to put on the Baggage tags on their luggages) , they shall be meet & greet by Host Transport Manager / superwiser & be given water bottle/snacks box etc & direct them towards their designated vehicle (Coach/Car)
11. Once the vehicle is departed the tour manger shall accompany & give headcount to host transporter as well as the to operations team handing Checkins & shall brief the Group in coach about the tour Itinerary & tell them to be ready to give their ID proofs at checkin , as it be need to be shown at Checkin Time.

Operations Team must keep in mind below points at Hotel for check-ins

- Atleast 2 hours before or a previous day , hotelcheckin staff shall be re-informed on all VIP's travel timings along with other hubs arrivals, sothat hotel can mark/block their inventories accordingly to manage the Checkins , as sometimes we too have early arrivals , the hotel (as per their inhouse guest , decides on which rooms to be given earliar than usual

checkin time of 2 pm , here its very tricky as we have to balance with hotel here to ensure seam less checkin once the guests arrives , there may be a situation in which a guest is arriving at 8 am & hotel doesn't have any rooms available to offer the room to guest.

- Hotel shall be given the Alphabetical list of all hub wise arrivals sothat once a guest approaches for room checkin , they can easily findout name from the list.
- There must be dedicated counters for checkins & our operation team member must be be hotel checkin staff for better coordination.
- Our operations team will also have to ensure corrdinating with baggage handling team of the hotel to check how the baggage will be reaching to the guests rooms.
- Once a hub group arrives at hotel, they shall be warmly welcomed at hotel by hotel staff & our operations team member & shall be directed towards the dedicated checkin counter & be told to takeout their ID proofs .Guests shall also be informed about the Agenda of the day here about timings of Lunch venue , Tea venue , conference venue, dinner venues etc & they shall be handed over a brief agenda sheet.
- Once Guests checkin at the hotel, he /she shall recognise the luggage (which has arrved from the coach) & communicate the room number to the baggage handling team . Now baggage handling team will send the luggage to his/her room.
- Sometimes Clients gets made a travel kit(may have Tshirts/ Diaries/ Pens/ID Card lanyard / for the guests , this shall be distributed now from a separate counter to these arriving guests .
- All of above points hall be repeated for all hubs arrivals at the hotel.

General Points for our operations team after Check-ins

- As now checkins have been done , depending upon the time of arrivals, guests can be told to rest in their rooms or be directed towards the Lunch venue , Guests must be informed about the timings of the Lunch(generally Between 12 pm-3pm depeidng upon the hotel in case) or about evening Tea times & venue , same for Dinner Time & venue.
- There may be some guests , whose flight has arrived late , they may not be able to have lunch (we know it already fromtheir booked flights), in this case, we shall request hotel to give HIGH TEA to these guests , sometimes hotel can oblige by giving it free of cost & sometimes hotel change for this . This shall be negotiated with hotel in earliar time of negotiations with hotel ,before confirming the contract to Hotel)
- We shall inform hotel to give wake up calls to all rooms before each activity like Lunch, Evening tea, Dinner etc.

- We must Pre-assign the Tour Manager's Duties after arrival , as this is their duty also to inform their group members about various activities /timings to ensure full participation.
- Atleast one of our operations team must visiting the Lunch/meal area before each meal starts & shall taste the food , whether its okay or it is as per the pre-decided buffet menu(as per the client's choice).
- All Tour Managers & the Operations team must ensure that each guest is happy & shall help eachother to attain that, here teamwork plays a very importatnt role.
- Generally in these types of big groups , the agenda starts with Welcome Dinner , we have to ensure that the ground /hall is ready to be handed over to EVENTS team , we have to see 1 hour before the event starts , the venue is properly cleaned & sanitized , the BAR & snacks counters are ready along with meal buffet
- There is no rest , you have to work 20 hours a day & remember – You have to smile. Handling a group is not easy , but once you listen good feedback from the client or your boss, you pain is gone & you feel satisfied .

14.7 LET US SUM UP

The focus of this Unit is to demonstrate through a Case study, the application of concepts you have acquired in the previous Units. In this Unit, you have seen the detailed sequential description of the actual work done by a MICE company as soon as a query (Request for Proposal) for an incentive group tour package is received from a prospective client. Several aspects are touched upon right from planning; the pre-sales operations; costing; to the actual operation; proposal making and also the on-ground execution process. A checklist for successful hosting of events is also given.

There will be clients who will make crazy demands, expect you to perform miracles with no budget, or turn things around in unrealistic time frames. In the **MICE tourism** industry, managing clients can take up a lot of your time, and will often be a test of your patience, diplomacy, and people skills.

Disclaimer

All the hotel names /destination have been given as example only –to describe the process