

Home Suite Home



INITIAL INTERVIEW

(or better...an informal first analysis)

A) How much is important the hotel in the Product you sell to your costumers?

1. **Very important.**
2. **Important:** hotels are important, especially the first and the last one but our proposal is not too focused on hotels since we have a strong cultural /sportive /archeological /other.. connotation.
3. **Subordinate** to the itinerary: the best choice available in the city we need.

B) How do you present hotels in your catalogues/online presentations?

C) How do you select hotels in Italy/Europe?

D) How much do you spend per year for inspecting sites' travel?

E) Analysis of contracts existing with partner hotels

For the yet partner hotels do you have a negotiation scheme analysing last 3 or 5 years rates?
How many rooms did you reserve in the same hotel in last years?

F) Process of hotels booking: from option date to rooming list

We all know this is a quite demanding task: lot of emails and calls to know from hotels if they have availability and the need to schedule option dates to cancel or confirm on time. To save money and time this is not an item to take care of during free moments between a job and another. Time differences don't help in easy communication and fast responses. Language can also be a critical point.

G) Hotels Payments: how and when?

Who checks hotels invoices? Do you pay at check out? Or prepay with a discount?

H) Post tour analysis: do you have a voice for hotels?

The importance of post tour analysis both from Guides than from Clients perspective.
Hotels comments have to be analysed and tour organisers have to feedback to the hotels.
Furthermore those comments are useful to decide if the hotel has to be changed or confirmed.
