

TRIP WAVE 1

PROSPECTING YOUR CUSTOMER

Everyone dreams of travelling for free. But what if you can also get incentives doing what you love? Learn the tricks of the trade, and collect experiences that most can only dream of.

There must be many questions running in your inquiring mind related to this internship. Reading further will surely give you all the answers.

Services that The Royal Escape offer:

Group Tours without escorting (More than 10+ pax and less than 35)	Group Tours with free escorting (More than 35+ pax)	Trips for FIT (Free Independent Traveler) (No of pax less than 10)
International Trips (Groups and FIT)	Honeymoon Packages	Educational Tours (for schools & Colleges)

I am shortlisted for this internship, is there a fixed monthly stipend?

No, There is no fixed monthly stipend, as mentioned in the previous documents that it will be volume based commissions, which could be as high as you want (even up to 1 lac per month) based upon the converted queries that you will bring to us. Along with it you can get a free trip with us (T&C as mentioned in Profile and Structure Doc). **SKY IS THE LIMIT**

As an intern what am I supposed to do? (A BIG Question)

You will be responsible for promoting and booking tour packages for clients (individuals, families or groups- school/corporate/college). The goal is to sell our ECO offbeat and lesser travelled itineraries mainly focused on adventure and nature appreciation and thus enhancing your travel sales skills and benefitting clients with competitively priced tours.

Prospecting your customer *(Very Important)*

1. Get a decent list of prospects.

Ideally, you want to be prospecting for customers who are already likely to buy. To do that, draw your list of prospects from the following sources in this order:

- **Referrals.** People whom your existing customers have contacted and suggested that they get in touch with you.
- **Networks.** People whom you've connected with personally (Friends, Friend's of Friends, Colleague, Relatives) or online via social networking.
- **Drawing through website:** If you think that you can write good blogs for travel, Write few blogs and publish on website subtle with promotion of tour packages.
- **Cold Calling:** If you are unfamiliar with the term, cold calling is the process of approaching people (or in some cases companies) with whom you have no prior contact or relationship, with the goal of identifying them as prospects. Prospects then enter your "sales funnel" to be qualified and moved toward a purchasing decision.
- **Focus on finding the right profile:** . The key is spending time determining exactly who fits the profile of what you want to sell and then building a prospect profile. Analyze your top customers, develop appropriate profiles and search for prospects that fit those profiles. The profiles will help you focus your prospecting activities on profitable, potential customers.
- **Cultivate continuously.** A major weakness is making prospecting an event, rather than a process. Prospecting is not an impulsive quick fix. It involves more than making a call and, if there's a negative response, crossing the name off the list. The purpose of continuous cultivation is to build a relationship with a prospect, something some salespeople find difficult when the initial contact is negative.

2. Create a qualifying script.

Based upon your experience, define a conversational way to ask, during an initial conversation, whether or not the suspect has a budget, authority to spend the budget, and a need for your offering. Note down all the details like Date & duration of traveling, number of pax, Type of Vacation (Family, leisure, budget trip, adventure, honeymoon etc), possible destinations, Mode of travel (Bus, Car ,Flight, Train) etc.

3. Recognize resistance to change.

Some prospects have a natural resistance to change. They follow the “if it ain’t broke don’t fix it philosophy,” which makes it difficult to open new accounts. When prospects raise objections, listen carefully and ask for clarification. By asking the prospect to go into more detail about the objection, you’ll be in a better position to overcome it.

4. Take a close look at the competition.

Are your competitors failing in areas that may be your strengths? Have there been any changes in your competitors’ staff or product line that may give you an opportunity? Unique Selling Point of The Royal Escape is Offbeat Destinations which gives clients enjoyable travelling experiences in a way that is respectful of local community, their culture, local economies and the environment. Above that we are a 17 years travel outfit, experience is all that matters. Please go through “Who we are” & “Why Us” section of our website (www.theroyalescape.in) to know more about the company.

IMPORTANT! Follow our **Facebook** (/theroyalescape) and **Instagram** (/theroyalescape) page where you can get more details about our upcoming and past travel programs, which will help you in explaining and discussing with clients clearly.

4. Set reasonable prospecting goals.

Set a target for how many prospects you will need in your pipeline order to generate the number of sales that you need. For example, if you must generate five sales a week and on average close one out of fifty prospects, you will need to make 250 calls a week.

Based upon how many of your prospecting calls "go through," estimate the amount of time it will take to make those calls, including the time that will be required to have a meaningful conversation once you've gotten into one. Call does not only mean a telephonic conversation it includes meeting as well.

5. Get into a positive mental state.

Find a place where you won't be interrupted or distracted. Take a few minutes to focus yourself and your thoughts:

Be positive. Believe you will succeed. If you fail try again.

Be optimistic. Look for the best in people and expect good things to happen.

Visualize success. Imagine ALL the emotions you'll feel when you achieve your goal.

Can I work from Home?

Definitely yes, we want you to get sales from the place you belong and from the People/ institutes/ corporate who are in your network. We're big proponents of the digital nomad revolution and believe that we should have the freedom to work wherever we are. We'd be working on the go while travelling, out of cafes, home and co-working spaces.

When can I start working?

Just after you finish reading this document. Right Now!

What will be my Incentive/ Commission/ Rewards?

1. Fixed Departure Tours (As posted on website):

INCENTIVE SLABS	Per package sold	15 packages sold (subject to same fixed departure tour)	Bumper Incentive (on 30 packages; subject to 15 in same departure tour)
YOUR INCENTIVE	INR 500.00	INR 7500.00 + Get a free TRIP for yourself (as per tour plan)	INR 18000.00 + 02 TRIPS for you or your friend (as per tour plan)

2. For Domestic FIT Tour packages, Group Tours and Honeymoon Packages (less than 30 pax):

YOUR COMISSION	5% of total package cost (This includes Hotel booking and Transportation only. Excluding Air Fares, Train Fare and public bus bookings)
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3. For Domestic Group Tour Package (above 30+ pax):

YOUR COMISSION	5% of total package cost + Get a free TRIP for yourself (This includes Hotel booking and Transportation only. Excluding Air Fares, Train Fare and public bus bookings)
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4. For International Tours: (FIT and Group)

YOUR COMISSION	3% of total package cost (This includes Hotel booking and Transportation only. Excluding Air Fares, Train Fare and public bus bookings)
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To help you understand better here are the following examples:

Example 1: Suppose you bring a domestic query of 5 pax to us and it got converted. If the package sold to client is of Rs 1,30,000 (Hotel Booking and Transportation cost Rs.1,00,000 + Train/Air Tickets cost 30,000).

Then you will earn 5% of Rs.1,00,000 i.e **Rs. 5000.**

Example 2: Suppose you bring a Domestic Group Tour of (30+ pax) and it got converted. If the package sold to client is of Rs. 6,00,000 (Hotel Booking and Transportation cost **Rs.5,00,000** + Train/Air Tickets cost 1,00,000).

Then you will earn 5% of Rs.5,00,000 i.e **Rs. 25,000 AND a Free Trip** with the same group

(T&C Applied throughout.)

How will I contact The Royal Escape if I get a lead/query from a client?

(a) You have to send us a mail in a below format (strictly).

Subject: TRETRIP - <Your Subject>

(Keyword **TRETRIP** must be present in subject)

Body:

No. of Pax:

Name of Client:

Phone Number of Client:

Type of Query: Group/ FIT/ International/ Honeymoon Package/ Fixed Departure/ School/ College/
Corporate

Expected Date of Travel: <From> - <To>

Departure from: <City Name>

Budget (if any): <per pax basis>

Proffered mode of transport: Bus/Train/Flight

Destinations (if any)

Client's Special interests:

Optional message if any:

(b) If it is an urgent query, then you can directly contact us on below numbers.

+91-8800347590 Harshil Bhatnagar

+91-9829085811 Sanjiv Mohan Bhatnagar

Do I need to report and give status of my work every day?

The internship is task orientated rather than time orientated. We don't believe in pretending to be busy if you're done with whatever needs to be done for the day. We will judge you on the basis of actual converted queries. There is no need to give status every day.

How long is this Internship ?

This internship will end on 30th June 2017.

Will there be any other internship in future ?

Highly likely . The more traction this internship gets, the more opportunities there will be in the future. There are big plans for The Travel Intern and we're even looking at giving out travel grants for your own epic trips in the future.

Will I get Internship Certificate after this internship gets over?

Internship Certificate will be given to interns for their smart work and hard earned efforts. We will keep floating TRIP Waves towards you and will keep judging your efforts. The one who is actually passionate and enthusiastic will get the internship certificates at the end.

If I perform well during this internship, can it be turned into a full time paid job?

Most Likely, We are looking for the right interns who has passion for travel, intensive sales and marketing skills and who is an achiever. Someone who thinks positive, and can turn thoughts into implementation. We at The Royal Escape would be happy to bring you onboard.

You are always welcome to share and discuss any idea with us. We will appreciate it

If you still have any doubts/questions you can ask us on mail

Let's Start