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**CONCAB TRAVEL SERVICES PVT LTD**

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## **Company Profile**

*Looking after you all the way.....*

**Proprietary & Confidential**

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### **Company Introduction**

Concab Travels is a travel management company established by a group of professionals, each having over twenty years of experience in the trade. The thrust of our business is

- ✓ to provide corporate client, comprehensive and resourceful solutions to travel and expense management
- ✓ to be an integral component of our clients' business process and
- ✓ to retain our position as the leading supplier of travel related services by harnessing key differentiators in technology and management information service.

We have been in operation for over twenty years now and handle a number of small and medium sized accounts and are one among the leading travel companies in Bangalore. We operate with appropriately qualified personnel, are fully automated with eight reservation terminals to handle all reservations with ease and speed. Customers have a 24 hr access to us and we can render prompt attention to any emergent situation.

We offer cost effective travel management packages to include a gamut of services. We have a full fledged branch office at Chennai and full time representatives at Mumbai and New Delhi to assist in handling of visas and other travel needs of our clients stationed outside the state.

Our directors, Counter and Customer Service Executives have formal IATA prescribed qualifications. Our skill sets in key areas like resource management and customer response are constantly updated through training sessions, both in-house and external. It is a matter of great pride for us that with our firm commitment and sharp focus, we have, since our accreditation in 1994 bagged performance awards every single year.



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### **Capability Statement**

As a consolidator of contents we have an advantage and can quickly decipher the best possible combination of flights, hotels, insurance, car hire etc that perfectly suits the traveler schedules, convenience, requirements & budget. Using a combination of vast knowledge, experience and access to content via the GDS, we would be in an undoubtedly much better position to get the best possible. The internet technology has also developed channel to increase the scope and change the travel distribution landscape. The booking modules, application interfaces and other internet solutions have enabled us to enlarge the geographical spread. We are no more confined to the limited radius around the periphery of our physical location. We now offer online booking, ticketing and other services to customers across a virtually unlimited area transcending state, regional and national borders. We are also equipped to open a facility at clients' premises generally known as implant travel desk. This would be manned by a travel counselor (IATA qualified, managerial level personnel) who would install an online Reservation Terminal. Customer profiles can be created with no manual intervention to enable a streamlined sales process and synchronized profiles.

Our travel consultants and ticket experts guarantee quality of reservation and can provide flexible solutions which allow efficient management of business rules & practices. All predefined criteria are checked before generating the ticket. Each reservation itinerary is suitably formatted for mid & back office use. An automated capture of low fare recommendations are made available to the personnel which provides the flexibility to show all available options and provide accurate estimates to the corporates. Itineraries, PNRS<sup>2</sup>, ticket number, departure terminal information, can also be sent to mobile phones, through SMS. Corporates can also receive automated notification of time and schedule change on the mobile phones. Some of the additional features are last seat availability, interactive advance seat reservation, seat map, etc. The access sell functionality of GDS provides a dynamic availability display due to the real time link to the airline inventory system.

We have in place an efficient hierarchy enabling the corporates to escalate complaints, suggestions and feedbacks. Front line operations are under supervisors who are monitored by the account Managers in turn, further escalated to the Manager corporate services and then to the COO. Bench marks, targets, turnaround time and quality are maintained at all levels and service review meetings are conducted in house regularly to ensure smooth functioning. Cost benefits, revenue potentials are tapped by client specific negotiations with the Airlines and other vendors after identifying travel and usage patterns. Meet and greet assistance are provided within the parameters of the airline airport regulations. VIP lounges, pre-check in assistance, baggage check in, reconfirmation, help in lost/misplaced baggage, by and large a 24/7 support is what we are capable of.



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### **Range of Deliverables:**

#### **Air Reservations: Domestic & International**

We operate with appropriately qualified personnel and ten fully automated reservation terminals to handle air travel requirements with ease and speed. In tune with the focus on service we have invested heavily in our communication infrastructure and staff training programmes. The domestic and international reservation executives have been specifically programmed to deliver in terms of finding alternatives, saving valuable time, providing consultancy to plan and construct elaborate travel itineraries, and getting lowest ticket prices. We would therefore provide you with 3 minimum options for every booking to include your preferred carrier and the best fare available supported by the GDS, for you to choose from.

Our principal Central Reservation system / Global distribution services (CRS/GDS) is AMADEUS who are agile & flexible in providing solutions and functionality by better distribution and would help us cut cost by their superior next generation IT platforms. Their cutting edge technology solutions provide the necessary support framework for a complete customer management and online needs including reservations online booking and inventory controls. With 100% E tickets a reality everywhere customers can now look forward to easier travel in an electronic world which eliminated lost tickets and can be easily changed & reissued online.

We also promote low cost carriers (LCCs) like Spice Jet, Indigo & Go Air on the domestic front and also scores of other foreign carriers like the Air Lingus, Easy Jet, Ryan Air to name only a few who follow the LCC model globally. Our self booking tool offers us a fully integrated web fare booking service and allows us to shop for web fares on more than 50 airlines without actually going in to the web sites of these airlines individually. The process of fare search and ticket issuance thus becomes speedier.

#### Quality check process followed for Air Reservations

- Name as per passport
- Meal preference
- Seat preference
- Frequent flier number
- POE details
- Passport details on the PNR
- Itinerary matching visa requirement
- Class of travel for fare quotation
- Medical insurance covering period of stay
- First time travelers are provided with information regarding check-in immigration formalities, currency regulations, distance from airport to hotel at each point, weather conditions etc.,



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### **Hotel Reservations: Domestic & International**

With more than 2 billion people checking in to hotels each year more than the airline industry the hotel industry is one of the biggest in terms of transactions processed but the industry's IT processes remain too fragmented and unready to cope with the enormous increase in the transactions. We have a complete reliable and user friendly and intuitive booking application integrated in the selling platform. We can browse through maps access dynamic filter criteria, view hotel ratings and sort custom amenities. Customers benefit from speed, reliability and from efficient professional & spontaneous service. The hospitality offers 255 hotel chains representing over 80,000 properties world wide.

We are also registered agent of the IRCTC and apart from making rail reservations online we also make hotel bookings which have been recently launched. The new facility enables us to sell online inventory of more than 3500 budget hotels across all destinations in India. The USP of the concept is the dynamically managed availability and services. With this we can check availability on specific dates, check amenities, location, room types, pictures of the property, book the rooms online and cancel bookings online.

We have connectivity over a large network of Service apartments & Hotel properties, through out the world. We have negotiated rates available to us through a consortium of providers. These are generally reviewed for the services provided and rates offered. We can further deal and revise the rates and make it client specific if there is a consensus on the hotels to be exclusively used by the corporates and make a list of such preferred hotels. Service apartment options also can be provided similarly at competitive rates. We handle annual dealers' conferences and events for our corporates and have global tie-ups with various destination management companies.

### **Car Rentals: Domestic & International**

Our car rental operations exclusively caters to the corporate requirement at Bangalore for local and outstation use. We have over 20 years of experience in surpassing customers' expectations and creating astonishing new services. We specialize in competitive pricing and have a wide range of economy type of vehicles to superior premium vehicles that are all chauffeur driven. We can plan your travel requirements be it an early morning airport transfer / pickup or a late night drop / pickup with equal ease. Our concept of deploying owner driven cars, considerably eases the process of checking on the antecedents of the drivers and consequently addressing the security concerns. These are dedicatedly attached to us for over 15 years now and have been placed at conveniently strategic locations across the city as a major time & distance saving exercise. Also we have tie-ups with Car Rental operator nation wide and can provide vehicles from a comprehensive airport to airport service, luxury cars to mini buses and 4WDs & 24hrs service. At all stations we have identically in our fleet Indica, Tavera, Innova, Ikon, Lancer, Carolla and Tempo Travellers and can handle any specific requirement that you may have. Apart from metros Delhi, Mumbai, Kollkatta and Chennai the other stations that we cover are Ahamedabad, Aurangabad, Bhopal, Bhubaneshwar, Cochin, Coimbatore, Gwalior, Guwahati, Goa, Hyderabad, Indore, Jaipur, Khajuraho, Madurai, Mangalore, Nagpur, Nashik, Raipur, Varansi and Vadodara. The Airport transfer rates and Car hire tariffs at various stations can be made available on request.



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We have connectivity over a large network of car rental companies, across borders. We have access to the best prepaid and fully inclusive rates GDS is designed to compare and indent best offers with a single point solution, combine offers from leading Car rental companies and brokers. As a result we are allowed to select the best rate for the customer. Benefits accrued are that the rates are guaranteed directly by the provider, best car rental alternative to each customer by comparing all the options are offered, increased efficiency with faster booking process is assured, improved service with E voucher E mail confirmation is obtained and avoid time spent on calls & searching the web.

### **Rail Reservations: Domestic & International**

We are an authorized Rail Travelers' Service Agents and cater to the corporate rail and bus ticket requirements. Our field and reservation staff is equipped with motor cycles and mobile phones to enable speedy and efficient purchases and deliveries of rail tickets. We also have one online reservation terminal to cater to OTC requirements through IRCTC.

We have tie ups with 'Rail Europe' to enable our customers to experience the most picturesque rail road advantages through Europe. We can offer a range of passes for travelers visiting multiple countries in Europe from the 20 country eurail global pass to the 3 to 5 county eurail select passes and specific validity youth passes and regional passes. The rail and drive passes combine the best of European train travel with the freedom of exploring Europe by car also.

### **Visa / Passport facilitation services**

We have a fully equipped branch at Chennai which is also an IATA location and have full time representatives at Mumbai and Delhi to assist in handling of visas and other travel needs of our clients. The counter and customer service executives here also have prescribed qualifications to provide consummate services on matters relating to visa consultation and facilitation, attestation and authentication of the documents like education certificates, marriage certificates, business contracts, or any other specific requirements. We also represent individual cases at the protector of emigrant's office for emigration check requirements apart from representing them at the ministries and embassies to process relevant travel documents. We also undertake to handle queries relating to validity extension and change of visa categories for foreigners at the FRRO. We are also equipped with online tracking module and updates on daily basis and have complete visa information online with facility to download visa forms. We are also authorized to submit passport applications on behalf of the corporates and provide assistance in the documentation process



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#### Quality check process followed for Visas

- Passport validity
- If visa required or available on arrival
- Emigration check clearance
- Visa form spell- check of name as per the passport
- Verification of passenger signature on the form
- Visa dates match as per itinerary
- Requirement of medical insurance, tickets, foreign exchange, IT papers,
- Scrutiny of documents as per check list of the consulate
- Submission date, processing time, no of days required
- Collection date and customer update
- Tracking of holidays
- Rush in the embassy, special pre alerts if any
- Contingency plan

#### **Online travel insurance**

We are fully aware of the health risk and the prohibitive nature of expenses involved in seeking medical advice and facilities overseas. We provide online overseas travel insurance policies from various Insurance companies at competitive rates for the customers who travel abroad. Some of the benefits would include accident & sickness medical expenses, emergency evacuation, repatriation of remains, baggage loss/delay, loss of passport, personal liability, worldwide assistance services, medical services provider referral, arrangement of hospital admissions, monitoring of medical condition during hospitalization, medical evacuation/repatriation at a cost which is almost negligible.

We have a familiar system as it follows the same reservation procedure as for booking a flight, Car rental or Hotel which allows printing of a confirmation insurance certificate online, integrating passenger name record information, back and mid office functionalities, reduced reliance on phone calls, multi provider search



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### **Wider spectrum:**

#### **Package tours, Cruises-inbound and outbound**

Through our, various service providers in the hotel sector, ground sector and car rentals, we have put our sales and product development efforts together and managed to get all the land arrangement services that a customer may need in order to make an unforgettable experience filled holiday. Through products sourced from over 30,000 travel suppliers, we are able to use their inventory, global reach and local on the ground teams to create and operate various group tours across the globe. Themed holidays like great journeys – family friendly indulgence - escorted costal and island – multi shop - off the beach track - indigenous culture - ideal holiday destinations - family holidays - holidays for couples - holidays with friends - spa resorts - Mountain / Hill resort. Our expertise lies in identifying vendors in organizing experiences inline with the varying moods of different target groups like the aforementioned, throughout the year.

We have tie ups with various authorised destination management companies, tour operators and programmes service companies like the club 7 holidays who also own restaurant and private venues. We can offer an entire range of different holiday resorts for a variety of activities all year around. We can provide accommodation with quality supplementary programmes, car hires under the same roof. Our hotel chain tie ups enable us to offer precisely the holidays you would like to have. Choose from resorts full of activity, a tranquil wilderness environment or plain bustling towns, or stay in quality holiday apartments. We can, for cruises, offer the very best products & services and the brands customers have heard about like star cruises, costa, princes cruises, carnival cruise line, globally. We also undertake bookings for ship cruises to the Lakshadweep and boat cruises to the backwaters of Kerala

We also book the world famous Trafalgar tours, Insight vacations, Evans and Evans and Star Cruises. Our tie ups with GTA, Kuoni, Qantas Holidays, Club Med, and others also enable us choose from regular programmes to USA, Mexico, The Caribbean, The South Americas, European circuits, Africa, The Middle East, China, Japan, Australia and The New Zealand. Prices are generally straight jacketed; the itinerary and inclusions are clearly spelt out with distances and driving times. They are not optional heavy and without the optional, vacations would seem incomplete.

#### Offerings at a glance

- Hotels & Resorts
- Conducted Tours
- Package Tours
  - ✓ Weekend getaways
  - ✓ Adventure sports
  - ✓ Wild life tours
  - ✓ Pilgrimages packages
  - ✓ Honeymoon packages
  - ✓ Heritage tours
  - ✓ Medical tourism
  - ✓ Corporate tours



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- Cruises
  - ✓ Ship Cruises
  - ✓ Backwater Cruises
  - ✓ Island tours

### **Meetings, Incentive events, Conventions& Exhibitions (MICE)**

We host corporate meetings incentive events, conventions and exhibitions and have dedicated personnel at the back office involved in related services which include

- Identifying Destinations and venues as per requirements
- Pre conferencing solutions
- Hotel / Banquet arrangement
- Travel / Logistics
- Exclusive arrangements at the venue for service facilitations
- In conference arrangements
- Post conference arrangements like theme nights, gala dinner, entertainment and sight seeing trips
- Services of experienced professionals through out the program

We have enlisted supports from various tourism bodies like the Thailand convention and exhibition bureau, Singapore tourism board and scores of others. In order to create a new experience for the MICE travelers we provide great range of value additions where in the basic criteria would be the group size (minimum of 40 guest), duration of stay (minimum of 3 nights 4 days) and hotels used (4/5 star).

- Souvenirs and specials
- Cultural dance shows
- Cultural theatre show
- Shopping vouchers for women
- One stop MICE information centre
- Advocating quality and service excellence



### **Total quality management**

We are committed to quality concepts in our delivery of products and services. We have in place guide lines on the systems to be adopted by each one of us. We maintain high service standard and have customer relationship management tool in place. We adhere to the travel policy of the corporates and ensure strict compliance. Our executives are oriented to accord top priority to emergency services and groomed for crisis management. Service response times / recovery are on par with industry standards.

#### **Procedure**

1. Questions would be asked from our side when receiving reservation request on:
  - Date and Timing into and out of destination
  - Preference of carriers
  - Driving in factor: timings or pricing (leaving the preference to the passenger)
  - Visa requirements for specific destinations
  - Overseas medical Insurance
  - Requirement of International Driving license
  - Requirement of emigration suspension depending on the itinerary
  - Requirement of transit visa. If yes, to keep the customer informed that the transit visa is also to be obtained.
2. The docket will be prepared while we are speaking to the customer giving details about the customer and the billing formalities
3. Printout of the options will be attached to the docket without fail for future review
4. All fresh bookings to be queued to the fresh booking queue. First time travelers to be handled with out most care.
5. All reservations by standard rule will have the following mandatory requests in it
  - Meal request
  - Seat request
  - Tele check in reminders
  - Frequent flier numbers of airlines or alliance airlines to put in segment wise.

For all passengers traveling to US the passport details shall be fed in the PNR in the format specified by the airlines.

6. Response to Customer
  - Minimum of 3 options to be given to customers, which will be according to their preference in time and cost factor
  - Itinerary and cost of ticket, to the customer to be on the same mail or fax, Response time 30 minutes with routing and fares.
  - Once the customer has approved the itinerary and the cost, a detailed itinerary to follow with confirmation of acceptance / authorization.



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7. Documentation check

Once passport is in hand the following checks are mandatory

- Customer profile to filled and stored
  - Expiry of the validity of the passport / visa to be recorded
  - Emigration clearance check, if required to be noted and acted upon
  - Marking of pages with valid visas.
8. As per terms with Client, provide Airport Assistance.
9. Travel requisitions (TR forms) must be obtained before issuing tickets and a copy of the same must be sent to the company along with Invoices.
10. For Insurance to check type of plan (Platinum, Gold or Silver), period of stay, Date of birth, nominee name, address etc.

**Responsibility**

- Understand clients' hierarchy
- Understand clients' needs
- Build customer relationship
- Allocate trained staff
- Train on clients' expectations
- Review & audit clients' policies and profiles periodically
- Confirm reporting requirements
- Stick to service agreements

**Complaint Resolution**

Our disputes resolution process naturally prioritizes swift and mutually agreeable resolution. Our consultants and Account Managers are empowered to take charge of issues and provide immediate solutions if possible as and when problems arise. The initial priority is to identify the root cause of the issue and implement corrective action measures to mend the situation and minimize the chance of repeat occurrence. If issue remains unresolved after 24 hrs senior management intervenes. For more serious issues intervention would occur sooner.



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**Financial proposal – Value Proposition**

**Our Schedule of Charges:**

- Air Reservations: Domestic (Legacy Carriers)
- Air Reservations: Domestic (Low cost Carriers)
- Air Reservations: International (Commissionable Carriers)
- Air Reservations: International (Non-Commissionable Carriers)
- Hotel Reservations:
- Car Rentals
- Rail / Bus Reservations:
- Visa / Passport facilitation services
- Online travel insurance