



Hong Kong Association of Travel Agents

5/F., Skyway House, North Block, 3 Sham Mong Road, Tai Kok Tsui, Kowloon, Hong Kong.

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29 May 2017

Dear Members,

One-Day Training Seminar Disciplinary delivery of corporate travel service ~ 6 Jul 2017

Corporate travel has over the years gone into a globalized and sophisticated practice, not just limited to bringing your customer on board, but to deliver quality service to your valued customers.

Once again, the HATA Training Committee is organizing a one day training seminar on above topic, in an effort to benefit those members who are interested in learning to strengthen their dynamics and spectrum of business travel, risk management, cost saving, updated technology and back-up system.

The course details are:

Date:	6 Jul 2017 (Thursday)
Time:	9:30 am – 5:30 pm
Venue:	Travel Industry Council of Hong Kong (TIC) Room 1809, Fortress Tower, 250 King's Road, North Point, HK.
Course fee:	HK\$250 per person (HATA members only)
Language:	Cantonese (supplemented with English)
Deadline:	15 Jun 2017 (Thursday)
Course contents including:	1. Customer Contract and form of payment 2. Service level agreement 3. GDS partners recommendation
Speakers:	Senior management executives from ACTE (Association of Corporate Travel Executives), three leading TMCs, and three GDS companies in Hong Kong. Participants should have at least 2 years full time
Admission:	experience in travel industry HATA will award a Certificate of Attendance to each
Remarks:	participant after completing the full seminar.

If you wish to attend this seminar, please complete and return the reply slip together with a crossed cheque made payable to "Hong Kong Association of Travel Agents Ltd." to the Secretariat on or before (Thursday) 15 Jun 2017. Seats are limited. First come first served.



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致各會員:

二零一七年五月二十九日

優質商旅管理服務 一天培訓講座

商旅管理近年已經進入了一個全球化和複雜的管理模式，在新趨勢下，旅行社不僅要吸引潛在客戶，更要展現給客戶專業的職業形象，為您的客戶提供更優質的服務。

HATA培訓委員會將舉辦一天的培訓課程，探討以上主題，以加強會員對旅遊業務，風險管理，成本節約，系統更新和備份技術的知識。

培訓講座詳情如下：

日期：2017年 7月 6日（星期四）
時間：上午9時半正至下午5時半
地點：香港旅遊業議會
香港北角英皇道250號，北角城中心1809室
費用：250元正（只限會員）
語言：粵語（輔以英語詞彙）
截止日期：2017年6月15日（星期四）
課程內容包括：
1) 和客戶制定合同和付款方式
2) 服務水平的承諾
3) 香港GDS合作夥伴分析及推薦
主講者：來自美國商旅管理人員總會(ACTE)、本港專業商旅管理旅行社及三間香港GDS公司的高層管理人員
參加者：需有2年以上全職旅遊行業經驗
備註：HATA將頒發出席證書給每位完成整個培訓課程的參加者

名額有限，先到先得，報名從速。請於2017年6月15日(星期四) 前報名及將回條連同劃線支票抬頭「香港旅行社協會有限公司」，寄回香港九龍大角嘴深旺道3號嘉運大廈北座5樓。如有查詢，請致電本會秘書處 2869 8624 傳真號碼：2525 0986 電郵：manager@hata.org.hk

Reply Slip回條

I/We wish to attend the One-Day training seminar on Disciplinary delivery of corporate travel service on 6 July 2017
我 / 我們 將會出席香港旅行社協會在 7月 6日所舉辦之「優質商旅管理服務一天培訓講座」

公司名稱 Company Name: _____

聯絡人 Contact person : _____ 電話 Tel : _____

Email 電郵 : _____

(1) Participant Name 參加者姓名: _____ Title 職銜: _____

(2) Participant Name 參加者姓名: _____ Title 職銜: _____

Fee 費用 : HK\$250 x _____ 位 seat(s) = 港幣 \$ _____