

# 2020 Training contents

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Company Training Notes for December 17, 2020  
Company Feud!

Thanks for playing Company Feud!!!

The logo for 'Company Feud' features the words 'COMPANY' and 'FEUD' in a bold, yellow, 3D-style font. The text is set against a blue oval background with a red border.

**Tips & Company Business**

**Debbie:** Princess isn't allowing Back to back cruises right now. Clients can't go on a cruise longer than 7 days at the moment.

**Brent:** Brian's Eye surgery went well yesterday. He is recovering for a couple days.

MERRY CHRISTMAS EVERYONE!

We won't meet again until January 7<sup>th</sup>.  
Enjoy the Holidays!

*Congratulations to team  
'The Force'*

Team **'The Force'** had 'The Force' with them as they took out team 'Dreaming' for the win and won the money round by 1 point!  
Congratulations! 😊

The Force team members:

Cindy Kirby

Dani Edmunds

Dave Peaden

Elaine Beckstrom

Julie Best

Susan Hatch

Sylvia Thomas



*Merry Christmas everyone!*

Next meeting Jan 7<sup>th</sup>

## Company Training Notes for December 10, 2020

Gratitude for 2020 thanks to all that shared!

Thanks to all that shared today. Although 2020 has been a time of Troubles, there is much to be grateful for. It give us all a little time to slow down, be a little more kind to each other, and reconsider what is truly important.

There were many great comments, I will just share a few here. I'm grateful for all of you, for Brian that has worked hard to keep us employed and provide a safe place for us to work. We are truly lucky to be here and work together.

Claudia: Grateful for this company, for Brian and the leaders. It has been a year of suffering, but also a year off overcoming!

Cindy K: Enjoyed this year and hated it at the same time. 😊 it's been great to slow down and enjoy the little things. Like playing with the grandkids at the park & listening to their giggles.

Sylvia: Loved that it gave balance between personal and work life. Every Saturday she and her sister explored Utah. It was fun and gave them something to look forward to every week as they planned their next outing.

Lara: With Teenage kids, every night felt like Friday night! Lara enjoyed putting together an Ireland trip for herself. She Studied and planned her perfect trip. It helped her learn more about the destination and have something to look forward to someday!

Cindy K: In our backyard Pergola We hang signs we usually get from traveling. This year we hung a sign for 2020 that says: 'Tuesday is the new Friday'. 😊 because everyday feels like a weekend day!

Kathy: Used a lot of time to research and learn. She enjoyed listening to podcasts, etc. about new destinations. She is excited to share her new knowledge with clients and maybe visit herself one day.

Lara: Loved that it has forced us to 'Think outside the box' we have came up with creative ways to do funerals, weddings, etc. We have learned that the 'Normal' way of doing things isn't always the most practical or efficient way. Hopefully going forward we will continue looking outside the box.

**Murielle: We need to be our best selves, in order to be the best for we can be for others.** On 2 occasions this summer Murielle went camping all by herself. She took time to reflect and ask questions. It helped clear my mind and refresh myself and energy. Most importantly, we need to take care of ourselves.

Kari: Had a client that had many trips planned over the last year and year to come. Now they are looking at doing 1 big around the world trip to make up for it, which is fantastic!

Annette: I have loved walking! Fin (her dog) and I walk between 40 and 50 miles each month. I set goals which helps me keep going and Fin also helps me keep going! Annette's daughter (Mandy) works with 2 year olds. They have been doing Yoga and the little ones love it!

## Tips & Company Business

**Brian:** Figuring out the next step is like a big puzzle. The next piece of the puzzle will come on Dec 18<sup>th</sup> as the Govt makes decision on Stimulus money. When the new president takes over in January, we will see what he does. Please know we will have take care of our employees going into next year no matter what the Govt does. Stay tuned.

**Brian:** You may have heard about the RCCL cruise that went out and turned back because of 1 positive Covid case on board. You can see why the Cruise lines are being overly cautious about returning.

**Brent:** 'Shop Utah' money is gone! Obviously people want to travel! Thanks everyone!

## Fun Jokes!

What does a Gingerbread man put on his bed? 'Cookie Sheets' LOL

What does a baby Unicorn call his daddy? "popcorn" 😊

How much does Santa pay for his Sleigh? 'Nothing, it's on the house' 😊

Doni: I hope much of what we learned carries over and we don't forget. Peoples attitudes are different. We are kinder and more forgiving. Clients call me to see how I'm doing. They aren't as mean or worried about money or bad news.

Brian: Sometimes I start feeling sorry for myself and have to remind me that this is just an inconvenience. We have food on the table and a roof over our head. We are very blessed! As Murielle stated, we need to re-evaluate. Stop and do something to relieve the stress and worry. Driving my side-by-side around the neighborhood with the grandkids helps. 😊

**Merry Christmas everyone!**



# Company Training Notes for December 3, 2020

Entrée Destinations by Marc Telio (President)

**ENTRÉE DESTINATIONS**  
D 778.372.5050 | F 604.736.2242  
T 604.408.1099 | TF 888.999.6556 | [entreedestinations.com](http://entreedestinations.com)  
7th Floor – 134 Abbott Street, Vancouver, BC V6B 2K4

Customized  
vacations in  
Canada & Alaska

Where  
we  
operate  
in  
Canada



100% commitment to operating Green. Unique & historical Hotels & Lodges, focus on Wildlife & Nature, activities, Helicopter trips, Private yacht, private guides, can accommodate Large private groups to couples. Everything is customized.



Fogo Island Inn, Newfoundland



Lake Louise



Alaska By Region  
5 Distinct Regions!

Alaska  
Focus on back country  
Wilderness Lodges



## Tips & Company Business

**Brian:** We know unemployment Benefits are running out the end of the month. We will be ready to step in if there isn't any help from the Government by then. Good news on the Vaccine front... hopefully most at risk folks will start getting it within 30 days.

**Gary:** The Lease on the Orem office is up the end of December. We will be closing the office temporarily until we can find a new place and business picks up. In the Meantime, Julie and Debbie are still taking calls and working from home.

**Mark/Brent:** About \$10k 'Shop Utah' money is left. Check out the email mark sent and make sure your clients are on the list that used some of this money. We can use this money for any travel now... call Brent if you have a unique situation you want to use some of this money for approval.

**Murielle:** New info from Travel Guard regarding Costa Rica. Because of Strict Covid Rules, you can purchase a new bundled package that will pay for 14 day of Lodging and extra Medical in the event of getting Covid and having to Quarantine.

**Kathy:** Attending ILT virtual conference. Has learned about some great new DMC's, Villa's, etc especially in Greece, Italy and Ireland. If you have clients going there, Kathy may have helpful information for you.

Beliefs: Give our clients what they never dreamed possible. Share and finesse unique, safe and luxurious experiences that create memories, stores & Legends...



## Company Training Notes for Nov 19, 2020

Travel Reports – Brent (Disney), Lara & Linda (PVR) , Kathy (Cancun)

### Disney World by Brent

Disney is doing a great job of Social Distancing guests and keeping things clean. If you have clients going, they will need to be aware that many things have to be done on the 'mydisneyexperience' App. Restaurant orders, some ride reservations, etc must be done on the app. You even have to schedule your Day in the park...after you purchase your tickets. Be aware there could be a problem getting the day you want.



### Mexico by Lara & Linda (PVR), Kathy (CUN)

Getting away to Mexico was great! Less crowds made it even better, but... Traveling international right now isn't for everyone! In Mexico, Most wear a mask and try to Social Distance, but it doesn't always work. There are times you will find yourself in a crowd that is impossible to control. Hotels are doing a pretty good job of cleaning, providing hand sanitizer, etc. Most of the big attractions were open with limited guests. Some restaurants are closed, Buffets are out and nightly entertainment is almost non existent. Puerto Vallarta beaches were closed at 3:30p and Bars/Restaurants closed at 8:30. overall the trips were fun, but be careful who you send.



### Cancun



### Puerto Vallarta



### Tips & Company Business

**Brent:** We are doing great with Shop in Utah money! We have about 40k left to spend by the end of year. Please offer to all clients going on Cruise, or DLV. Call Brent if you need it for something else.

**Kathy:** Celebrity is going All-inclusive! If you have a client that has purchased a Drink package or something else now included, call them. Most likely you will save them money. n and stay safe!

**Brian:** It has been a week of highs and lows. The Cruise lines are now delaying US departures through January. Most likely, there will be no cruising 1<sup>st</sup> quarter of 2021. The good news... Vaccines are close! There are 2 USA companies and one in Europe with great testing results. The general public probably won't get vaccinated until Summer... but at least there is a light at the end of the tunnel! Hooray!

**Brian:** As unemployment money runs you need to reapply for Federal money. This will go through Dec 26<sup>th</sup>. After you get the extension, you will need to call in and ask them to defer your job search.

## Company Training Notes for Nov 12, 2020

Advisor Reports – Julie Best & ValRee

### Personal Touch by Julie best

One of Julies favorite movies is “You've got mail with Meg Ryan and Tom Hanks. In that movie Tom Hanks character states to meg Ryan “ It isn’t personal, it’s just business”. We know better. In our industry everything is personal! Julie gave us a couple examples in her own life about Personal touch. Once a Doctor, who was very intelligent & Professional left her feeling unsettled. There was no personal touch. Her 2<sup>nd</sup> example was a 5<sup>th</sup> grade teacher for one of her kids. This teacher understood personal touch. Not only during the school year, but sent a card at their High school graduation and still keeps in touch with Students through social media. She is beloved by all her students. Our jobs as advisors require us to get to know our clients. We know how tall, how skinny, what their interests are, family details, etc. Not many jobs required they know clients as well as ours does. We get excited for a upcoming trip with our clients, we celebrate with them when they return. We stay in touch in between trips, we send cards, emails , call them...we become friends. It’s all in the little details . In the beginning of Covid, it was easy to be in touch as we fought through refunds, rebooking's, FCC's, etc. Although we may not be in touch so much right now, now is the time to let them know we are still here and will be when they are ready to travel. Remember they are going through hard things and need us as much as we need them! Thanks Julie!

### Tips & Company Business

**Brian:** Your unemployment Job search requirement should be waived. If not, you should call the unemployment line. Let Debbe Bartow know as well.

If your unemployment money is running out, reapply for the Federal money the week the state money runs out. We should all be OK through the end of the year.

**Brian:** There is good news on the Covid Vaccination Horizon! Hopefully within a month those that need it most will get it. Please take extra precautions during the Holiday season and stay safe!

#### **Brian Jokes:**

What is the internal temperature of a TaunTaun (Star Wars)

- Luke warm 😊

How do you make Egg rolls?

- You push them down a hill. 😊

### Dealing with Problems by ValRee Lowe

This year has been so difficult for all of us. It has been so hard watching hours and hours of hard work fall apart. Working with Vendors has been difficult with long wait times, hard working from home and not having co-workers nearby for support, hard not knowing when it will all end... everything has been hard. We are exhausted and emotionally drained! **We can't change the world, but we can control our reactions.**

**REMEMBER:** many clients have saved for years for this trip. They are scared and confused.

**STAY IN TOUCH:** We do need to let our clients know they are not alone. We are here and will work hard for them! Sending Newsletters, notes, etc. can let them know we are still here.

**SETTING the RIGHT EXPECTAION:** we don't have all the answers. Things change Daily. We can't promise anything, but we can assure them they are not alone. Answers will come.

**BE CALM and REASSURING:** sometimes they just need to talk and have reassurance we are doing all we can.

**CAN'T FIX WHAT IS OUT OF OUR CONTROL:** don't take blame or apologize for things out of our control. Sympathize with them, but don't take blame for the situation. Remind yourself of this daily.

**GLASS HALF FULL** – sometimes you have to laugh!

ValRee shared: One day was emotionally exhausted and Frustrated. She got a card in the mail. It was a thank you From 3 of her clients with \$150 in it. She just started crying And remembered why she was working so hard for her clients. Many of us have received thank you's from Clients. They do understand how hard this is for us. We have great clients!

**Thank you for sharing this message with us ValRee!**

We watched 2 Nolan Burriss videos. Look them up in SigNet. Find them under Training -> Nolan Burriss Training -> scroll down and find 'Tips for Today and Future'.

The 2 we watched today were:

July 27th - Flexibility

June 22th – Feeling Exhausted



# Company Training Notes for Nov 5, 2020

## Classic Vacations - by Paul Giannini

**Thank You**

I'm here (still) - please Lean on Me...  
303-260-9947

[Pgianini@ClassicVacations.com](mailto:Pgianini@ClassicVacations.com)

FaceBook - Paul's Advisor Club Level Group  
<https://www.facebook.com/groups/743862925976461>



### Where can you go?

**Where can we go?**

- Caribbean:**
  - Antigua
  - Aruba
  - Bahamas
  - Bermuda
  - Dominican Republic
  - Grenada,
  - Jamaica
  - Puerto Rico
  - St Barts
  - St. Lucia
  - St Martin
  - St. Vincent
- Mexico – all destinations
- Costa Rica
- Hawaii
- Tahiti
- Domestic USA.
- Turks and Caicos

**New**

## USA & Canada Destinations



Map of USA showing various destinations across the United States.

Check out what's new? [Check out what's new?](#)

### What You Need to Know

- Travel Advisors can now search and book Vacation Rentals on ClassicVacations.com. Sign in to your ClassicVacations account and click "Vacation Rentals" to get started. This inventory is ONLINE ONLY and will not be available in our Reservations Call Center.
- After a Vacation Rental is booked through ClassicVacations.com or our website, you will send a confirmation email from your property owner contact information will be available to you through your My Trips account. You will be the main point of contact for both your client and the property owner.
- My Trips is also where you'll find help for changes or cancellations, booking details, property policies and check-in instructions. Our customer care representatives are available to help with any questions or concerns.

### Featured Locations

- NAPA VALLEY, CALIFORNIA
- ENNIS, MONTANA
- NASHVILLE, TENNESSEE

[ClassicVacations.com/vrbo/search](http://ClassicVacations.com/vrbo/search)

**VRBO**  
home rentals  
(5% commission)

### Escape to Tahiti

Our Tahiti Escapes program has been extended! Receive up to 250 Euros Resort Credit at participating properties when you stay a minimum of three nights or more at one of our Preferred Properties below. Use your Resort Credit for food and beverages or spa services onsite. The islands of Tahiti invite you to reconnect, rediscover, and refresh your spirit for travel.

|  |   |   |
|--|---|---|
| Stay 3 nights or more and receive<br><b>75 Euros Resort Credit</b> | Stay 5 nights or more and receive<br><b>150 Euros Resort Credit</b> | Stay 7 nights or more and receive<br><b>250 Euros Resort Credit</b> |
|--|---|---|

Book through 1/31/21 for travel through 3/31/22.

#### PARTICIPATING PROPERTIES

|   |   |  |
|---|---|--|
| <b>BORA BORA</b><br>★★★★★<br>• Conrad Bora Bora Nui<br>• InterContinental Bora Bora Resort & Thalasso Spa<br>• St. Regis Bora Bora Resort (Night minimum stay excluded) | <b>MOOREA</b><br>★★★★★<br>• Hilton Moorea Lagoon Resort & Spa<br>★★★★★<br>• Manava Beach Resort & Spa<br>★★★★★<br>• Sofitel Kia Ora Moorea Beach Resort | <b>TAHA'A</b><br>★★★★★<br>• Le Tahiti Island Resort & Spa<br>★★★★★<br>• Manava Suite Resort Tahiti*<br>★★★★★<br>• Tikehau Pearl Beach Resort & Spa |
|---|---|--|

**AirTahitiNui**  
\$73 USD per person  
As Tahiti New Published Sale in economy class from LAX - PPT  
Book through 12/31/20 for travel through 5/31/21 with no blackout dates, include one free change

**\$75** Booking Credit per booking  
Your clients will earn a \$75 credit per booking made through a minimum 7 nights hotel stay at Tahiti Nui from LAX.

## Tahiti Hawaii

### Trusted Testing and Travel Partners



Logos for: American family care URGENT CARE, MARTINI'S DRUGS, Carbon Health, CityHealth UrgentCare, color, CVS Health, Kaiser Permanente, Quest Diagnostics, VAULT, Alaska Airlines, American Airlines, Southwest, HAWAIIAN AIRLINES, UNITED, I X OAK.

### SAFE TRAVELS HAWAII QUICK GUIDE

Beginning October 15, 2020

| <b>Domestic Trans-Pacific Travel</b><br>14-Day Quarantine<br><b>To Bypass Quarantine:</b> <ul style="list-style-type: none"> <li>Show proof of negative test result upon arrival or remains in quarantine until received</li> <li>Must take a nucleic acid amplification (NAAT) pre-travel test from a state of Hawaii's trusted testing and travel partner within 72 hours from the final leg of departure</li> <li>Applies to all passengers ages 5 and over; travelers pay for test</li> <li>Must complete Safe Travels Hawaii's online form prior to arrival</li> <li>Or other exemptions provided by the state</li> <li>Travelers arriving in Hawaii with pending test results will remain in quarantine until negative test results uploaded to the Safe Travels Hawaii account and the State Department of Health issues confirmation that traveler is removed from quarantine</li> </ul> <b>Second Test After Arrival</b> <table border="1"> <tr> <th>City and County of Honolulu</th> <th>County of Hawaii's</th> <th>Mauai County</th> <th>Kaunoi County</th> </tr> <tr> <td>Not required</td> <td>Required at airport, free</td> <td>Voluntary 72 hours after arrival, free</td> <td>Voluntary 72 hours after arrival, free</td> </tr> </table> | City and County of Honolulu | County of Hawaii's                     | Mauai County                           | Kaunoi County | Not required | Required at airport, free | Voluntary 72 hours after arrival, free | Voluntary 72 hours after arrival, free | <b>Traveling Inter-Counties (between counties)</b><br>14-Day Quarantine<br><b>To Bypass Quarantine:</b> <ul style="list-style-type: none"> <li>Traveling into City and County of Honolulu<br/>No test and no quarantine required</li> <li>Traveling into County of Hawaii's<br/>Not participating, must quarantine</li> <li>Traveling into Maui County<br/>Pre-test 72 hours prior to departure, same requirements as domestic Trans-Pacific</li> <li>Traveling into Kaunoi County<br/>Pre-test 72 hours prior to departure, same requirements as domestic Trans-Pacific</li> <li>Or other exemption provided by the state or county</li> </ul> | <b>International Trans-Pacific Travel</b><br>14-Day Quarantine<br>Currently, no pre-travel test exemption |
|--|-----------------------------|--|--|---------------|--------------|---------------------------|--|--|---|---|
| City and County of Honolulu  | County of Hawaii's          | Mauai County                           | Kaunoi County                          |               |              |                           |  |  |   |   |
| Not required   | Required at airport, free   | Voluntary 72 hours after arrival, free | Voluntary 72 hours after arrival, free |               |              |                           |  |  |   |   |

For more information, visit [HawaiiCOVID19.com](http://HawaiiCOVID19.com)  
1-800-GOHAWAII

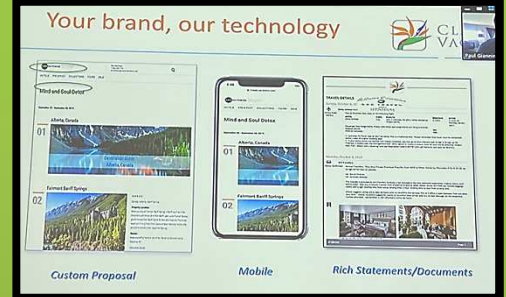
## Tips & Company Business

**Gary:** Please don't send out the weekly Covid19 update Gary sends out weekly to clients. It changes constantly, so just refer them to the Internet sites listed on the sheet for current information.

**Brian:** Debbe sent in the Job search waiver to unemployment services. A few folks have already received waivers, so we think they are slowly being worked. If your Job search is not waived, in the next few days, you may want to call and talk to them. Let Debbe Bartow know if you can't get it waived. ALSO... Remember when your unemployment money runs out (for most of us it will be this month), Re-apply for the Federal Covid money through the end of year.

## Classic Tech & Training


### Your brand, our technology



Custom Proposal, Mobile, Rich Statements/Documents

### The Know Zone

Don't forget to check out our weekly Know Zone email including exciting upcoming events, webinars, news, and more!



- Training courses
- Tutorials
- Webinars
- Podcasts
- Events
- Resources

### How-To Tutorials



View all tutorials at [www.classicvacations.com/travel-agent/how-to-tutorials](http://www.classicvacations.com/travel-agent/how-to-tutorials) (log in required)

You may encourage clients to only visit 1 island right now, as they may have to do a 2<sup>nd</sup> Covid test if they island hop.



## Company Training Notes for Oct 29, 2020

CST – Advisor Reports by Karen J, Doni & Kim

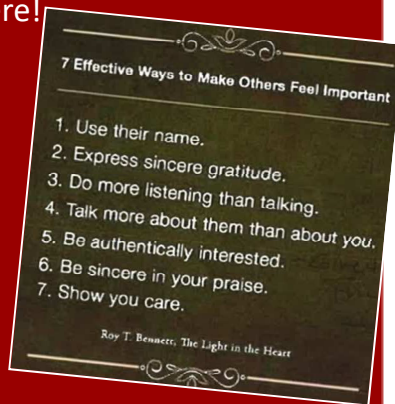
### **Thanks Kim for a great message on connecting and creating lasting relationships with our clients!**

Kim is proud to work for MMT! She is grateful to be part of this organization and work with some of the best in the industry! We are really lucky to be here!

Although she loves her job, there are difficult times & it can get you down

A little, So Kim surrounds herself with uplifting quotes and reminders on how to act and treat her clients. Recently Kim went into Her bank and met with a newer teller Kim had only met her once, but she Was greeted by name and talked to

As if they were friends. Kim felt so good and uplifted when she left. She shared that Del Carnegie did a study and found that when we hear our name, our brain is ecstatic! Great reminder to call our clients by name. Laughter is also a sign of caring. Enjoy your clients. Get to know them personally! Thanks Kim!



*Be the reason your customer Smiles today*

*People don't always remember what you say or even what you do, but they always remember how you made them feel.*

*Make a customer, not a sale.*

### **Thanks Karen for a great message of gratitude & love for what we do! We are so lucky to be here!**

Karen relayed her story of how Travel became her passion! When she was 5 years old, she flew for the first time and fell in love with traveling! She remembers every detail... the yellow boots the flight attendants wore, the French onion soup and biscuit that was served with a cookie for dessert, and the beautiful vistas of grand canyon as they flew over. Karen knew at a young age she would work in Travel. Being a flight attendant was her goal, but at 5'1", she couldn't make the cut, so eventually found her way to being a travel advisor. Karen loves her job, loves her clients and loves making their dreams come true! It isn't about the money for Karen, it is about doing what she loves.

Karen shared with us a great song...

Just for the Love it by Charlie Pride. Look it up, its awesome!

<https://www.youtube.com/watch?v=RYdan0PqP7s>

## Tips & Company Business

**Brian:** We realize you will have to start looking for jobs next week to qualify for unemployment. We wish we could get another extension, but unfortunately, there isn't much more we can do.

**Brent:** Regarding our Shop in Utah Grant money... It can be used for out of state clients! It is money to help us, not our clients particularly. Sorry Billings, you can't use it since you don't live in Utah.

## **Tips & reminders on using AXUS**

### **Travel App! By Doni**

- 1) You can build your own library of items you use a lot, (pictures, weather, currency exchange, etc.) for easy access when building future itineraries. So when adding these items the first time, be sure to check mark "Add to Library".
- 2) When using Sig Cruise Pro, you can import cruise information to AXUS that will bring all info, including Sea days! Its great! (thanks Sylvia)
- 3) Add Travel Guides. They are already loaded in most cities and your clients will love them.
- 4) Add your self to the emails when publishing, so that you can interact with clients as they travel.
- 5) Tell your clients to share the URL of the published trip so they can keep track of where loved ones are, have phone numbers, etc. in case of emergencies.

AXUS is an amazing tool. If you are not using it yet, please use this time to get yourself trained. Doni and many others would be happy to answer your questions!

Thanks Doni!!



# Company Training Notes for Oct 22, 2020

Royal Caribbean by Ginny Tujague

## Tips & Company Business

**Brent:** Added another Airport tour Monday at 11:30am. Let Brent know ASAP if you are interested. Meet in the 2 level parking lot. Enter from the east entrance.

**Annette:** Created a Document showing how to do your own CB query and send out your own eBlast to clients. See Doc on Homeport -> training -> ClientBase.

\*Singapore is sailing, hoping to sail from US before year end.  
 \*MMT has \$350k in FCC revenue right now and that doesn't include St George!  
 \*Good news - FCCs will have agency & advisor contact info when going out to Clients now!

## Cruise with Confidence & FCC's

Let's Get Started!

Looking to give your clients flexibility in their plans? When your clients have a sailing that has been cancelled, are already booked on a future sailing, or are waiting down making a re-booking, we have implemented several programs to help them Cruise With Confidence.

Review the various options below, and choose the program that provides the flexibility they're looking for:

**Cancel My Cruise**

Cancel any cruise booked by September 30, 2020 that sets sail from any port through April 30, 2022 (not for 2022 for Celebrity) and your client is allowed to cancel at least 60 hours before the sail date. Just your client will receive a Future Cruise Credit that can be used on any cruise through the end of December 31, 2023 or 32 months from the date you cancel.

**Request a Refund**

If your clients are on a sailing impacted by our global suspension, they will also receive a 100% Future Cruise Credit. If your clients wish to decline the higher value Future Cruise Credit and receive a future value 100% refund of their cabin fare, please select this program option.

**Lift & Shift**

If your clients struggle with the move their existing booking to an alternate sailing date in the following year, we're happy to assist the client in making the transfer. We will assist with the administrative and customer support as their existing booking. The new sailing date must be within 4 weeks (before or after) of the original sail date, but for the following year.

### Future Cruise Certificate Redemption

How to Redeem FCC's

The request has been submitted successfully!  
 A confirmation of the request will be sent to your email.

Please note that it will generally take within 14 days for the FCC to be applied to the new booking. However, due to the high volume of requests, it may take longer.

Thank you, Your Coupon Redemption Request Was Successfully Submitted!

A Summary of your Request Has Been Sent To You and Can Be Located Below.

**Client Information:**  
 Surname: M...  
 Title: DR...  
 SSN: 1...  
 Country: USA  
 Gender: F

**Reservation Information:**  
 Ship: Rhapsody of the Seas  
 Sailing: 10/23/21  
 Cabin: 10108  
 Status: 1  
 Agent: [Name]  
 Agency: [Address]  
 Telephone: [Number]  
 Fax: [Number]  
 Email: [Address]  
 WebSite: [Address]

### Future Cruise Certificate Redemption

How to Redeem FCC's

- Click on the drop down next to Cruise Type
- Select the appropriate option, e.g. Future Cruise Certificate
- When prompted enter the Certificate # &
- Click Continue

### Locate the FCCs in Insight

FUTURE COMPENSATION LEADS (FUTURE CRUISE CERTIFICATE)

- View unused Future Cruise Certificates for clients that received them from a reservation made by you
- Access to the Old Booking ID, Client Name, Certificate #, Amount & Expiration Date

| Lead ID | Book ID | Ship     | Sail Date | Amount | Expiration Date | Certificate # | Client Name | Old Booking ID | Amount | Expiration Date |
|---------|---------|----------|-----------|--------|-----------------|---------------|-------------|----------------|--------|-----------------|
| CRUISE  | AL      | 10/23/21 | 10/23/21  | 800    | 10/23/21        | 10108         | M... DR...  | 10108          | 800    | 10/23/21        |
| CRUISE  | CA      | 10/23/21 | 10/23/21  | 1000   | 10/23/21        | 10108         | M... DR...  | 10108          | 1000   | 10/23/21        |

## SUSPENSION UPDATES

Updated 10/17/20

Global Sailing Suspension extended through November 30<sup>th</sup>, 2020 including China

**EXCEPTIONS:**

- All 2020 Canada/New England & Hawaii Itineraries Cancelled
- All 2020 Europe & Transatlantic Itineraries Cancelled
- All 2020 New Zealand & Australia Itineraries Cancelled
- Excludes Spectrum November 27<sup>th</sup> 2020

## ADDITIONAL UPDATES

Updated 10/17/20

### CRUISE WITH CONFIDENCE, LIFT AND SHIFT, & BEST PRICE GUARANTEE UPDATES:

- Now eligible for bookings made on or before NOVEMBER 30, 2020
- Applicable to all sailings through APRIL 2022

### NEW BUILD UPDATES:

- Odyssey of the Seas Delay - Sailings cancelled from November 5, 2020 - April 17, 2021
- Wonder of the Seas - now sailing in 2022

### AMPLIFICATIONS POSTPONED:

- 2020 Explorer & Allure of the Seas
- 2021 Liberty & Adventure of the Seas

### EUROPE UPDATES:

- Rhapsody of the Seas 2021 - Venice, Italy homeport changing to Ravenna, Italy.

### GALVESTON UPDATES:

- Allure of the Seas - Winter 2021/2022 from Galveston replaced with Liberty of the Seas
- Jewel of the Seas - February 14 - March 14, 2021 replaced with Liberty of the Seas

## CRUISE WITH CONFIDENCE- EXTENDED!

- NEW! Eligible for bookings made on or before NOVEMBER 30<sup>TH</sup>, 2020
- Applicable to all sailings through APRIL 30<sup>TH</sup> 2022

| LIFT & SHIFT  | BEST PRICE GUARANTEE   |
|---|--|
| Guests who want to re-book a similar sailing next year - same itinerary type and sailing length - same stateroom category - Must be within 4-week period of original cruise date same time each year. | Price change up until 48 hours prior to sail date<br>Inside final payment + OBC Outside final payment+ rate adjustment |
| Original Cruise Fare/Promotion  |  |

| FLEXIBILITY  | REFUND  |
|--|---|
| 100% Refund for amount paid in Form of FCC                                   | Refund for your original form of payment                      |
| Guest can cancel or change their cruise up until 48 hours prior to sail date | Subject to standard cancellation policies and penalty amounts |

## AUTOMATION OPTIONS

CrusingPower.com > Brand Programs & News > Cruise with Confidence

### CRUISE WITH CONFIDENCE

- Future Cruise Credit**  
Navigate to CrusingPower.com. Select 'Cruise with Confidence'. Select 'Cancel My Cruise'. Complete Form & Submit.
- Refund**  
Access preferred booking engine to cancel
- Lift & Shift**  
Navigate to CrusingPower.com. Select 'Cruise with Confidence'. Select 'Lift & Shift'. Complete Form & Submit.

### GLOBAL SAILING SUSPENSION

- Future Cruise Credit**  
Issued Automatically. NO ACTION necessary
- Refund**  
Navigate to CrusingPower.com. Select 'Cruise with Confidence'. Select 'Request a Refund'. Complete Form & Submit.
- Lift & Shift**  
Navigate to CrusingPower.com. Select 'Cruise with Confidence'. Select 'Lift & Shift'. Complete Form & Submit.

## MUSTER 2.0™

MOBILE APP | INTERACTIVE STATEROOM TV

- FASTER - MORE PERSONAL APPROACH
- HIGHER LEVELS OF SAFETY
- SIMPLE 4 STEP PROCESS
- NO MORE LARGE CROWDS
- 2 CONVENIENT WAYS TO ACCESS
- ADDED FLEXIBILITY

## Offers

### OCTOBER OFFERS

October 1, 2020 - November 5, 2020

- BOGO60**  
Buy 1, Get 2nd guest 60% off 30K Savings for 3rd/4th guests
- KIDS SAIL FREE + SUMMER**  
GUESTS 12 & UNDER SAIL FREE
- INSTANT SAVINGS**  
Up to \$100 Instant Savings on ALL 2021 Sailings

## EARN DOUBLE THE LOYALTY POINTS!

### 2021 DOUBLE POINTS

Book between October 1<sup>st</sup> - October 31<sup>st</sup>, 2020

Sailing Windows:  
 All sailings departing between Jul 1 - December 31, 2021

All loyalty tiers receive double the points on all 2021 sailings!

## COFFEE TALK

With Vicki Freed, CTC  
 SENIOR VICE PRESIDENT  
 Sales and Trade Support & Service

If you can't attend, sign up anyway & Receive the recording.

Register through Royal Caribbean University

**Jokes from Brylianna:**  
 Why do bee's have sticky hair? Because they have Honey Combs. ☺  
 Why don't Pirate's victims clean up before walking the plank? Because they wash ashore! Haha.



# Company Training Notes for Oct 15, 2020

## Pleasant Holidays by Tracey Jardin

**Tracey Jardin**  
 Business Development Manager  
 Tel: 253-241-8872 | tracey.jardin@pleasant.net  
 Book at:  
 PleasantAgent.com or call (800) 448-3333  
 Sales Support:  
 Sales@Pleasant.net or Call (800) 442-3234

## Tips & Company Business

**Kathy:** Hopefully you saw the email from Gary on Tuesday with the Covid Testing update. It was a great overview. That will be sent out weekly or bi-monthly depending on how much information changes. Thanks for the newsletter Gary! Please send out to your clients... a great way to stay in touch with them!

Thanks to Tracey for a great overview of Pleasant Holiday & Covid19 update!

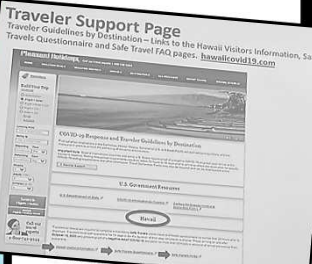
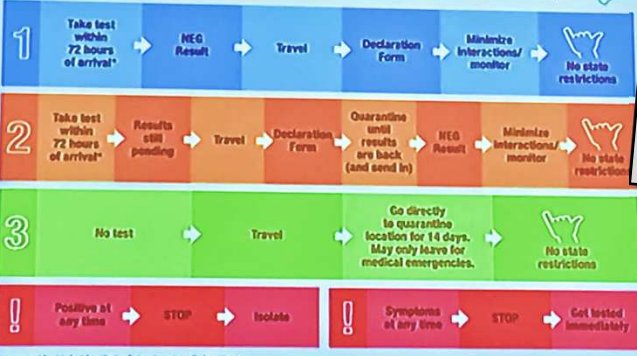
Hawaii Covid19 entry requirements are confusing and change daily. See below chart for testing and Quarantine steps. \*\* Since the outer-islands are more restrictive it may be wise to visit them first (Maui & Kauai) and then go to Oahu last, which is less restrictive.

### 2020 & 2021 Pleasant Holidays Global Portfolio



### FLYING INTO HAWAII?

Take a pre-travel test or quarantine for 14 days. Here are the steps:



Forecasting the Domestic market to recover first, we added almost 100 new hotels in less densely populated cities: Anchorage, Napa, Palm Springs, Daytona beach, key West, Myrtle Beach, Nashville, Zion National park, Park City Utah & more.

### Travel Demand for Mexico & USA Vacations Increasing for 2020 & 2021

- Travelers Staying Closer to Home During COVID-19
- All Inclusive Adult Only and Family Resort Options
- Last Minute Bookings Continue to Accelerate
- Airlines Adding New Point-To-Point Leisure Flights
- No-Pre Travel COVID-19 Testing Requirements

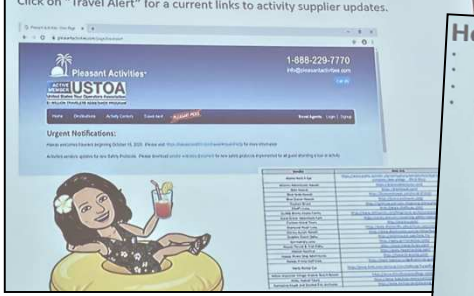
#### Mexico Vacations

- 15 total destinations
- 300 resort options
- 45 Condos, Residences, Villas
- Private Land Transportation
- 90% Hotel Open by 10/1/2020
- Cancun-Riviera Maya, Los Cabos & PVR

#### USA Vacations

- 149 Cities & Towns
- 870 Lodging Options
- 100 Commissionable Activities
- Free 3-Day Hertz Car Rental through 11/11/2020; Florida, California, Nevada & Arizona

### PleasantActivities.com



### Hotel Recommendation Tool

- Create Recommendation List with 6 hotels or room types
- Email to client features flights, hotel images, travel dates & pricing
- Customize email with personal sales message
- Close the sale faster

Client Email Example

### Tahiti Vacations

#### Coronavirus COVID-19 - Travel Information

Applicable to all travelers from 6 years old (resident and non resident) arriving by air.

Since July 15<sup>th</sup>, 2020, quarantine measures are lifted and French Polynesia's borders re-open to international tourism from all countries.

All travelers are subject to the following mandatory conditions:

- Prior to boarding:**
  - Proof of a negative RT-PCR test (list of approved and non approved tests) carried out within three days prior to their international air departure.
  - Present the receipt of the health registration on the EUS platform (Electronic Travel Information System);
  - During the stay: Self-test 4 days after arrival in The Islands of Tahiti.

THIS INFORMATION IS SUBJECT TO CHANGE. For up-to-date details, visit Pleasant Holidays's Traveler Support Page: [www.pleasantholidays.com/oh/traveler-support](http://www.pleasantholidays.com/oh/traveler-support) or Tahiti Tourisme's Covid-19 page: [www.tahititourisme.com/en-us/covid-19/](http://www.tahititourisme.com/en-us/covid-19/)

### Training opportunities

### Pleasant Pro Academy

Unlock a world of opportunity with Pleasant Holidays' online certification courses. Become a Pleasant Pro Academy Ambassador in as little as one hour and enjoy a host of perks.

**Pleasant Pro Academy**

Members receive exclusive "Pleasant Pro Academy" webinars, courses, access to a Pleasant Pro Academy Ambassador in as little as one hour and enjoy a host of perks.

**COURSE 1 - Pleasant Holidays Brand Portfolio & Travel Advisor Toolkit**

This online course is a valuable tool for travel advisors including Pleasantholidays, Journeuse, Pleasant Activities, and the Pleasant Agent. Complete this course to become a Pleasant Pro Academy Ambassador and earn commissionable bookings.

- 1. 1000 TRIP points
- 2. An additional \$100 TRIP points when enrolling into the course
- 3. Exclusive member of the Pro Academy Ambassador
- 4. Exclusive member of the Pro Academy Ambassador
- 5. Exclusive member of the Pro Academy Ambassador

**COURSE 2 - Pleasant Holidays and Journeuse Global Destination & Cruise Portfolio (NEW)**

This course will help you understand the complete offering of the Pleasantholidays and Journeuse destination portfolio that spans the globe, including 200+ US states and resorts in our own backyards. Complete this course to become a Pleasant Pro Academy Ambassador today!

**Pleasant Pro Academy Premier Ambassador Benefits include:**

- 1. 1000 TRIP points for any agency Owner
- 2. An additional \$100 TRIP points when enrolling into the course
- 3. Complimentary of Commission as a Pleasant Pro Academy Premier Ambassador
- 4. Advanced member of the Pro Academy Ambassador
- 5. Exclusive member of the Pro Academy Ambassador
- 6. Exclusive member of the Pro Academy Ambassador
- 7. Exclusive member of the Pro Academy Ambassador
- 8. Exclusive member of the Pro Academy Ambassador

### Tuesday Tidbits with Director of Sales Nancy Logan

**TUESDAY TIDBITS**

- Informative 15 minute webinars
- Every other Tuesday
- Offered at two convenient times -- 7:00 a.m. and 9:30 a.m. PST.
- Focuses on company updates and key travel industry topics.

### Cancel For Any Reason Travel Protection Plan

Cash Back & Future Travel Credit Options with 100% Commission Protection

- Very Affordable, Easy to Understand, Provides Peace of Mind During Covid-19 Uncertainties
- Future Travel Credit Option - \$99 Per Person Flat Rate - Not Based On Vacation Package Price. Limited time offer - New bookings by 10/31/2020; for travel through 12/31/21
- Cancel For Any Reason Cash Back Option Available
- Covers Pre-Departure Cancellations Related To Covid-19

**BEST NEWS EVER!**

### Earn points towards Free Trips for you and your family!

### trip<sup>SM</sup> Travel Reward Incentive Program

**TRIP Features:**

- 1 point for every \$10 in commissionable sales
- Earn reward points for your personal travel
- Points start with your first booking
- Up to two years to redeem points
- Look for Special Bonus Point opportunities throughout the year
- Online tracking of your own TRIP account

**Here's How It Works:**

Points may be redeemed for travel rewards to any destination offered by Pleasant Holidays & Journeuse, with as low as 2,500 points (about 4 bookings)

### SIGNATURE TRAVEL NETWORK

**15% COMMISSION - Land Vacations**

**Premier Traveler Incentive**

Bookings \$6,000 p/p or above; receive an additional 1% in commission

Commission percentage varies for air, tours/activities.



# Company Training Notes for Oct 8, 2020

UniWorld by Nicole Hunter


Due to Furloughs, Nicole is representing all 5 brands:

- 1) Red Carnation Luxury resorts
- 2) UniWorld River Cruise
- 3) Insight Vacations
- 4) Luxury Gold & 5) African Travel

## THE RED CARNATION HOTEL COLLECTION

A luxury collection of 20 exceptional properties around the world, each unique and special, where no request is too large, and no detail is too small.

The guest experience is always at the heart of Red Carnation, where talented teams exceed expectations with the warm and caring service, delicious cuisine and thoughtful touches. The hotels connect guests with the local destination through authentic and meaningful experiences, beautiful and restorative design, and curated art collections. These hotels are truly the art of hospitality.

**Nicole Hunter**  
Strategic Account Manager  
Mountain West  
Mobile: (303) 501-6542  
Email: Nicole.hunter@ttc.com

## UNI-WORLD BOUTIQUE RIVER CRUISES

One-of-a-kind floating boutique hotels that elevate luxury river cruising to an entirely new level.

With outstanding service that truly comes from the heart, carefully curated experiences, delicious farm-to-table cuisine, the most all-inclusive amenities and choice of inspiring destinations throughout the world, every element of a Uniworld river cruise is as unique and special as each guest.



### SAVINGS with Uniworld

**SAVE UP TO 10%**  
on 2021 itineraries when paying in full at time of booking through November 15, 2020

**2021 Picture Perfect Savings**  
Save up to \$1000 per person on select 2021 voyages  
combinable with Early Booking Savings and River Heritage Savings. Expires November 15, 2020

**2021 Solo Traveler**  
Waived single supplement on over 177 departures and 13



## REASONS GUESTS LOVE INSIGHT

- 01 Insight Experiences
- 02 Deliciously authentic dining
- 03 Travel and stay in style
- 04 Smaller group camaraderie
- 05 Seamless, stress-free travel



## BOOK AND TRAVEL WITH CONFIDENCE

- No risk \$99 deposit per person and a 30-day refund guarantee
- Flexibility promise – you are free to change your travel plans up to 30 days prior to trips departure
- Early Payment Discount – Savings of up to 10% when you book by December 17<sup>th</sup> and pay in full
- Free 3-day booking hold

## LUXURY GOLD

A worldwide collection of small-group guided luxury journeys, blending carefully planned activities with unexpected discoveries. It's benefiting from our extensive travel expertise, that brings about VIP experiences, visits to landmark sites after-hours and other perfectly planned activities, from superb service at magnificent hotels to savoring delicious cuisine.

We balance these inclusions with the free time to personalize your journey in the moment. This crafting is done in real time through the skill, knowledge, relationships and connections of your Traveling Concierge – turning your travels into gold.



## SEVEN GREAT REASONS TO CHOOSE LUXURY GOLD

- EXCLUSIVE VIP EXPERIENCES
- EXCEPTIONAL DINING
- LUXURY HOTELS
- YOUR TRAVELLING CONCIERGE
- SMALL GROUP JOURNEYS
- LUXURY TRAVEL
- SUSTAINABLE TRAVEL

## AFRICAN TRAVEL

The longest established luxury safari operator focused exclusively on the great continent of Africa.

Dedicated to crafting and providing the ultimate African experience, African Travel creates unforgettable, tailor-made journeys throughout Africa. Each safari experience delivers the highest levels of five-star service, taking care of every detail with a dedicated Concierge. Each and every trip has a lasting positive impact on the local community and wildlife.



## Know Africa

What you know. The right Africa for you.

**ROOTS IN AFRICA**  
Part of TTC and family member for 100 years

**LOCAL HERE & THERE**  
Passionate experts based across North America and Africa

**TRAVEL CONFIDENTLY**  
Flexible options, elite pricing, environmental and safety focus

**16**  
LIVE THE DREAM  
Experience the beauty of Africa at its finest

**MEANINGFUL MOMENTS**  
Embrace opportunities to learn to love Africa and its wildlife

**MAKE TRAVEL MATTER**  
Support social welfare & local communities

**AWARD WINNING SERVICE**  
Travel & Tourism Awards 2019  
Travel & Hospitality Awards 2019

**SAME, BUT BETTER WAY**  
With 80 years of experience, we know Africa better than anyone else

**AUTHENTIC EXPERIENCES**  
Connect people with their roots and share the love of the continent



## Tips & Company Business

**Kathy:** Kathy and Gary will be doing weekly updates on COVID19 testing for travelers. Each week we will get updates from them in our meeting, plus our clients will be updated in our Newsletter and on Homeport.

**Brent:** Please use our 'Shop in Utah' grant money! We need to use it up by year end, or we have to pay it back. Use it for every Cruises, Delta Vacation package, etc. If you have something out of the ordinary you would like to use it for, call Brent. Wendy will be sending you an email this week with more info on using the funds on an MMET group.

**Annette:** if you need to do a Queryie to find clients that need to be rebooked so you can use some of the Grant money for them, let Annette know if you need query help.

**Brian:** luckily Hurricane Delta, didn't do as much damage to the Yucatan Peninsula as was expected. No hotels are closed that we know of! Hooray!

## PEACE OF MIND PROMISE



THE TRAVEL CORPORATION  
US\$350,000,000  
PEACE OF MIND PROMISE  
TRUST • STRENGTH • VALIDATED

TTC.com/comfort

## Company Training Notes for Oct 1, 2020

Brian update, Murielle FIT's

### **Brian Update on Unemployment**

While your unemployment Profile may say you are eligible to receive unemployment through next May, the thing you really need to look at is the money you still have in your account. If you divide your 'Money left' with the weekly amount you are receiving, you will see how many weeks you really have left.

Most of us will run out of money sometime in November.

The Federal 'Cares Act' will provide 13 more weeks. You will need to apply for that (through your unemployment page) when your money runs out. It may take some time to kick in, but it will be retro active. The catch is that money will only be paid through the end of the year, so we really won't get 13 weeks. Not sure what will happen after the 1<sup>st</sup> of the year. Probably won't know what the Govt will do until after the election.

There is good news from the Vaccine front. Several companies are having great success, so hopefully we will see Vaccines rolled out by year end. That should help clients feel better about traveling. See Email sent from Brian dated 10.1.20

STATE RENT Program: for those having problems paying rent, there is a state program that will help you.

**MORE STATE FUNDS** We qualified for more funds to help bring in Business. You can offer \$200 off (per cabin) any cruise your client purchases! Travel by July 2021. Contact Brent for more info.

**Joke from Brylianna** (Brian's 5 year old granddaughter)

- Brylianna and her dad went to a Farm and purchased 12 Bees. They got home and realized they had 13 bees in the jar. So they went back to pay for the 13<sup>th</sup> bee. But the farmer said... don't worry about it...it was a free-bee! Haha

## Tips & Company Business

**Kathy:** Her client that went on a Tahiti Paul Gauguin cruise had a great time. With several Covid tests, before, and during, he felt safe and had a great experience. He would be happy to answer any questions.

**Debbie:** Carnival has cancelled all cruises until the end of the year, with the exception of Florida Port cruises, which is still planned to sail in November.

**Carol / Annette:** if your 'Rebooked' trip has a new CF number, Then start a NEW Res card and do a new invoice. If the rebooked trip is using the old CF number, you can update the old res card but you still MUST run a new invoice. You can email Carol to delete the old invoice in Trams to keep things clean.

Murielle's Fees:

\$300 Consultation fee

\$100 International Flights

\$20 Other flights within the country.

### **FIT Tips by Murielle:**

- 1) Being honest and upfront with your client is important. Let them know the process, how you work, your fees & why you are worth it. Most clients appreciate knowing and no problem pay these your fees.
- 2) If her client is on a budget, she may use Avanti or other suppliers to do the trip. She still charges \$300 fee
- 3) Some Budget clients she will encourage to book themselves online, but will offer her expertise for \$300 fee.
- 4) Personal Relationships are critical for Murielle. For Luxury clients, Murielle wants the hotels, Concierge desk & Destination Specialists to know her so they will work harder and take better care of her clients.
- 5) She almost always books SigNet hotels and uses Signet Destination companies for activities. You can get phone & Email addresses on Signet. She always asks the hotel for a contact to the Concierge desk and emails them directly for help with Restaurant and other recommendations.
- 6) When a new client calls, Murielle asks who recommended her and sends a thanks you.
- 7) Asks 'Why are you going to ....?' this helps her know activities they may be interested in doing while there.
- 8) Tracks Hotel Commission herself. After every Hotel stay, she sends an email to the hotel thanking them for taking care of clients and giving her ARC number and SigNet member reminder. This helps them remember to send commission. She has Mark send her a report twice monthly with outstanding commissions.
- 9) ALWAYS sells Travel Guard insurance!
- 10) Knowledge is critical. Her clients realize her value when she can tell them train schedules without hesitation!



## Company Training Notes for Sept 24, 2020

Travel Guard with Bob and Tina

Thanks to Bob and Tina for the Travel Guard update. Good to hear from them and learn about new policies and review important COVID19 rules, etc. Brent sent a Follow-up email from Tina after the meeting. Look for that email dated Sept 24<sup>th</sup> titled "Follow-up from Travel Guard".

### Why use Travel Guard over Supplier insurance?

Here is what TA owners are saying:

- #1 Totally focus on cash flow following month after booking from AIG
- #2 Selling away from vendor insurance due to financial default
- And vouchers vs cash refunds for cancel for any reason
- #3 For expensive luxury trips one lady had 80K Classic – sold their CFAR and sold AIG in case they went under
- #4 8 Corporate incentive trips yesterday (one agency) insuring full cost of trip not just medical... He had me do joint call with decision makers as Mexico tour operators insurance treats you in Mexico. We fly you to states if you are medically able to travel-no financial default- Also you can cancel due to involuntary job lay off and cancel for work plus we will let you move group to new dates or Refund entire group policy (which we won't be telling them)

### Cancel for Any Reason\* (CFAR)

- 50% (75% option currently not available)
- Benefit limit is \$25,000 per policy

#### Purchase Requirements:

- Base product purchase
- Must be purchased within 14 days of depositing on trip
- CFAR product purchase window\*\*
- Cover all prepaid, non-refundable trip costs
- Pay premium in full
- Trip cancelled prior to departure – 48 hours prior to scheduled departure

### Key Highlights

#### Preferred Plan Base Plan Enhancements

- Medical expense coverage ALWAYS primary and coverage maximums starting at \$50,000 per person
- Coverage available for trip costs up to \$150,000 per person
- Hurricane Warning
- Advance Payment to a hospital/provider
- Normal Pregnancy covered
- New Inconvenience Benefits
- Much easier to divide out trip costs
- Adventure Sports Bundle now available
- Financial Default

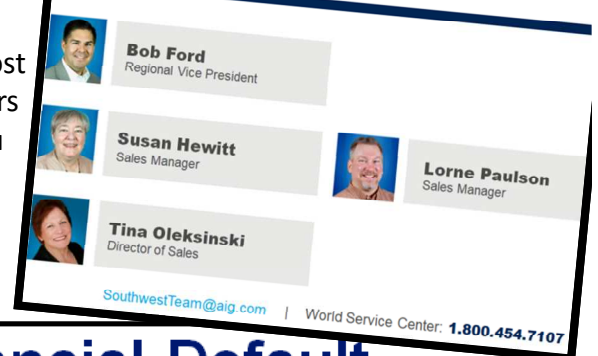
Advisor Academy, a series of short trainings designed especially for you, our travel advisor partners. Through these trainings, we hope to provide you with product information, best practices, answers to frequently asked questions and much more. Bottom line, we want to provide you with the proper tools and information you need to better assist your clients.

## Tips & Company Business

United has announced a Rapid testing option coming to some airports. Marsha said she heard it will be \$250 for the test.

**Brent:** Brian had eye surgery yesterday. It was successful, but can't read for 3 days. So he won't be responding to emails, texts, etc. for 3 days. We wish him a speedy recovery.

### Southwest Team



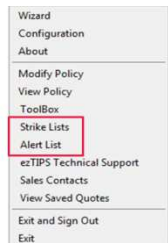
## Financial Default

#### Financial Default Requirements:

- Client should insure the full trip cost on the underlying base product. This includes all prepaid, non-refundable trip costs.
- Client must pay the premium for the policy.
- Please note that coverage for Financial Default of a Travel Supplier **MUST** occur more than 14 days following the insured's effective date of the coverage on our new Comprehensive products.

When we receive any travel alerts, such as strikes and defaults, notifications are made available. You can view this list two ways.

- Visit our website [AIG Travel Strike & Financial Default List](#)
- Right click the ezTIPS® icon.



## Refunds & Vouchers

### Future Cruise Credits (FCC)

Many cruise lines, to limit the number of refunds, have initiated an FCC. Common FCC include 125% of the original trip cost.

#### Example:

A client originally purchases a cruise and travel insurance at a trip cost of \$5,000. That trip is cancelled by the cruise line, due to COVID-19. The cruise line, in lieu of refunding the client, provides an FCC for 125% of the original trip cost. Now the trip cost is \$6,250. You would should insure the new trip cost amount for the AIG Travel policy.

See the email Brent sent out with more info on training.<sup>13</sup>



## Company Training Notes for Sept 17, 2020

Cruise Fee Kick-off. Set for Oct 1<sup>st</sup>

### Change

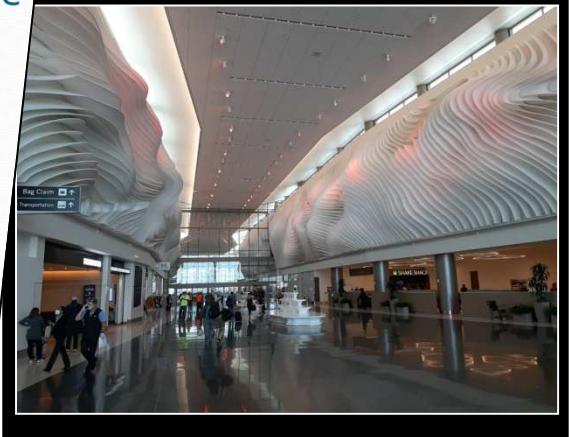
- The world hates change, yet it is the only thing that has brought progress. - Charles Kettering
- He who rejects change is the architect of decay. - Harold Wilson

### Why we resist Change

1. Fear Job Loss
2. Bad Communications
3. Fear of Unknown
4. Loss of Control
5. Lack of Competence
6. Poor Timing
7. Lack of Reward
8. Bad prior Experiences
9. Peer Pressure
10. Lack of Trust and support

## Tips & Company Business

**DL Terminal at the SLC airport is Open! Terminal 1 is set to Open late October.**



Brian: Interestingly, the airlines are more worried about business travel returning. DL has announced they will focus more on Leisure travelers & American is looking at changing routes to focus more in Leisure travel. That is good news for us!

See Brent's email sent 9.17.20.. Search for Subject: 'Fee Info & Supporting info'. He gives a lot of good info, Verbiage and examples. And a Doc with scripts to use with your clients. You can also find these documents on Homeport under Training.

**Why are we charging fees?** To help Morris Murdock attract and maintain the right clientele and for you, the advisor, to be able to show your worth. Fees are NOT for the bookings, they are for the value for you and for Morris Murdock. **Commission** is for the things you do for suppliers; **Fees** are for the things you do for your clients. (advice, support, representation). For fees to be a success, your mindset matters more than almost any other factor. **In simple terms; if you don't believe you are worth the fee, it's not likely they will be either.** Understand the importance of your value and consistently deliver this value & service to your clients.

### **Morris Murdock Updated Fee Policy**

Beginning October, 1 2020, Morris Murdock Travel will implement the following fee policy. Please adhere the outline below to maintain consistency throughout the company. We are specifically focusing on implementing fees for cruise bookings.

#### **Air Ticketing Fees**

Domestic Ticket - \$50 per ticket  
Mexico & Caribbean - \$75 per ticket  
International - \$100 – minimum per ticket. (Feel free to charge more for complex international Itineraries)

#### **Cruise Planning Fee**

\$30 per booking

#### **Tour Planning Fee**

\$30 per booking

#### **F.I.T. / Consultation Fee**

\$100 minimum

## All is not "status quo"

- Margins from suppliers under pressure to reduce what is paid to travel advisors
  - All major hotel chains moved North America group commission rates down 30% in 2018
  - Resort fees now represent 15% – 20% "hidden" increase of room rates that are all non-commissionable
  - New worrisome development with Marriott all-inclusives
    - Attempt to "exclude" food and beverage estimated cost from commissionable amount making a booking essentially a hotel-only booking as far as revenue is concerned
  - We are selling more cruises while our margin on sales continues to decline
  - "NCF's" Non-commissionable fees have skyrocketed in the last five years
  - Cruise lines goal is to continually increase revenue into "non-commissionable" areas. We oblige by providing free labor
- As you know, and something I stress in every call, we already have, by a very, very wide margin, the highest yields in the industry, not only in ticket, but in onboard. That doesn't happen by chance. It happens because we work it every hour of every day, always looking for opportunities to raise prices across our three brands, and we do.* Frank Del Rio - NCL President and CEO Sept. 30, 2019 earnings call
- Some good allies in this ongoing battle:
    - Suppliers that paid commissions on cancelled sailings
    - Viking Cruises which pay commission on entire booking amount
  - From 2018 to 2019 our cruise margins have declined
    - .5% reduction in overall margin represents a loss of \$65,985 YTD in revenue to the company and will exceed \$75,000 by year-end

### You are worth it!

- Your expertise is Valuable!
- Our company combined expertise is valuable
- Axus , free smart device app
- Cruise tracker
- Here for you when you need us!
- Help with entire trip, before during and after
- Shore Excursions, \$30 gift card
- Money back Guarantee on your Fee!
- For over 60 years, our company has built relationships with vendors that support us. You will not get that same level of support from an online company.
- Money back Guarantee!

Company Training Notes for Sept 10, 2020  
Mental Health for all of us! Special Guest Dr. Weeks

**Tips & Company Business**

**No Sharing today**

Luckily the stigma of Seeing a Mental Health Counselor or Psychiatrist is starting to change. Everyone can benefit from help now & then. -Dr. Weeks.



Our presenters gave us some great resources & techniques we can use when we feel stress. See the email from Karrie (sent 9.10.20), with 3 great attachments. 😊




**SafeUT App**

This is an app you can put on your phone that provides FREE access to licensed counselors who provide 24/7 crisis intervention and emotional support. Start a Chat, Submit a Tip, Start a Call, View Existing Chats and Tips.

**FEMA**

Team Lead for SL County John-Evan Waite 385-386-2311 Group education, support groups, individual therapy via telehealth, or in person.

 **HEALTH**  
UNIVERSITY OF UTAH

School of Medicine  
Department of Psychiatry  
501  
Salt Lake C  
Phone 8  
Fax 8

**Morris Murdock Company Meeting**  
9/10/2020 - Mental Health Support During COVID-19

**U of U Health Accelerate Resources**  
Is this normal? What to do with the stress in your body: <https://accelerate.uofuhealth.utah.edu/connect/is-this-normal-what-to-do-ith-the-stress-in-your-body>  
STOP Practice: <https://accelerate.uofuhealth.utah.edu/explore/practice-s-t-o-p#:~:text=S.T.O.P.%20is%20an%20informal%20mindfulness,to%20being%20present%20and%20intentional>.

**National Resources**  
American Psychological Association COVID-19 Information & Resources: <https://www.apa.org/topics/covid-19>

**International Resources**  
Psychological Society of Ireland: <https://www.psychologicalsociety.ie/footer/COVID19-Resources> (There are a lot of videos on specific topics and a list of additional resources at the end. Not surprisingly, the Irish seem to have the best list of resources for coping with stress and grief.)

Utah Crisis Line: 1-800-273-TALK  
(For an acute Crisis and Suicidal thoughts)

Utah Warm Line: 801-587-1055 or 833-SPEAKUT  
(For support and help)

Don't delay if you need help

Visit [mutualofomaha.com/eap](https://mutualofomaha.com/eap) or call 800-316-2796 for confidential consultation and resource services.

**Free Phone Assistance:**  
**Member Support Line 801-213-0816- Use in a Crisis or Just Need to Talk**  
Services are available 24/7 both locally and statewide as the Utah affiliate for the National Suicide Prevention Lifeline (1-800-273-8255). Licensed clinicians provide:



# Company Training Notes for Sept 3, 2020

Disney by Lynn Langley lynn.langley@disney.com

## MOVING FORWARD WITH THE MAGIC




See Lynn's email Forwarded from Karrie on 9.3.2020 for Lots more information. Flyers with current deals, Instructions for your clients, etc.

## Tips & Company Business

**Sylvia:** In case you haven't noticed, UA, AA and DL are not charging Change fee's on tickets now! **Annette:** be careful. To be sure Change fee's don't apply to your ticket, look at the rule when you do the WFRF format to exchange your tickets.

### Items to Note:

- For the most current information on all Disney products, go to Disneytravelagents.com and click on Red banner at the top of landing page.
- Currently, only Disneyworld in Florida is Open. No ETA on Disneyland yet.
- No Park Hopper passes right now. They are being sold for 2021
- Magic wristbands are being retired at the end of 2020. Updated  mobile app will replace bands. Clients can still purchase bands if they want them.
- Fast Passes are suspended. Using extra Lines for social Distancing.
- Dining Plans currently unavailable. Resort and transportation services have been modified
- New Microsite to send to clients before they book. 'know before you go'
- **Important to look at available PARK Dates** before purchasing HTL package, air, etc.
- Masks are absolutely required at all times. Temperature will also be taken before entry.
- Check in , Check out, restaurant reservations,etc. all can be done on App.

### Disney's Commitment to Safety

Disney has high standards for sanitation and employs robust cleaning procedures.

| Common Areas   | Housekeeping   |
|--|--|
| <ul style="list-style-type: none"> <li>▪ Frequent, enhanced cleaning of targeted areas like elevators, escalators, handrails, and restrooms</li> <li>▪ Easy access to handwashing facilities and hand-sanitizer dispensers</li> <li>▪ End-of-day sanitation procedures for restrooms, kitchens, and facilities</li> <li>▪ Frequent cleaning and washing of outdoor locations, such as walkways and queue spaces</li> </ul> | <ul style="list-style-type: none"> <li>▪ Comprehensive cleaning of high-touch areas like TV remotes and door handles</li> <li>▪ Steam-cleaning and vacuuming floors between Guests</li> <li>▪ Light housekeeping every other day, with the option for Guests to decline service</li> <li>▪ Individually wrapped glassware, double-cased pillows, and additional items cleaned and wrapped in single-use packaging</li> </ul> |

### Key Reminders

- Guests must have a Disney account in order to access *My Disney Experience* and book Park reservations.
- Each Guest ages 3 and up must have valid Park admission and a Park reservation for the date they wish to visit.
- A Guest can book Park reservations for their entire travel party, so long as they are of the same affiliation.
  - Park reservations for travel party members who are not of the same affiliation must be booked in separate transactions.
- Guests must book Park reservations for each day they wish to visit a Park.

### Booking Priorities: Today

- Park Availability**  
Verify Park availability for your Client's desired travel dates.
- Ticket / Hotel / Package**  
Dates should overlap with desired Park reservations.
- Airfare**  
Dates must align with hotel, ticket, and Park reservations.
- Park Reservation**  
Clients must book their own Park reservations for each day they wish to visit.

### Create. Link. Reserve.

Linking Resort reservations and Park tickets in *My Disney Experience* enables access to the Park reservation booking system.

- 1 Register or sign into My Disney Experience**  
Clients must sign in using a Disney account, or create one. Then, they create a Family & Friends list.
- 2 Link reservations, tickets, or passes**  
Clients must link valid admission in order to access the Park reservation system.
- 3 Book Park reservations**  
Immediately after purchasing tickets, Clients must book Park reservations for each day they plan to visit a Park.

### We're here to help...

- **My Disney Experience**
  - Encourage your Clients to engage with *My Disney Experience* prior to arrival.
  - Your Clients who have booked a Resort reservation and have valid Park admission should link these items in *My Disney Experience*.
- **Disney Park Pass System**
  - Clients must make their own Park reservations for each day they plan to visit.
- **2021 Annual Product**
  - Key changes to *MagicBands*.
- **Disney Destinations Support**
  - Leverage "Know Before You Go" resources and engage with us to obtain answers to questions and potential solutions for unique circumstances.

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# Company Training Notes for Aug 27, 2020

Support/ IT : Groups by Sandy

## IT Phishing / SCAM reminders

This is such a scary time and email scams are at an all time high. Please remember never to click on a line or attachment... most of all, if anything pops up asking for credentials of any kind, do NOT enter them. We are seeing lots emails that appear to be from ShoreTel that are not. Don't fall for it and give credentials.

- A new Phishing scam if over the phone... they call and record your voice as they ask you questions and converse, then they have technology that allows them to play with your words, and call someone else (that would trust you) and use your voice to ask for confidential information. Because you are hearing the their voice, you believe it is them! It is crazy how sophisticated they are getting!
- Kathy and her husband was selling a car and received an email asking for them to click on the link to give them a Car FAX report. Kathy's husband was smart enough to tell them he would email it to them separately, but didn't click on the link. Smart! They heard later on TV that was a scam happening to people selling cars.
- Karrie: Please never check the box on CB to remember password. It is wise to never remember passwords for any program/website that is important and should be kept secure.

## Tips & Company Business

**Kathy:** Be careful when booking All-inclusive's. There is anew option for 'Breakfast only' included to help keep restaurants less crowded. If you see a really good price, look closer. May have food limitations.

**Gary:** Hope you are enjoying the Newsletters that are going out. Thanks to Sylvia for the article in the current newsletter. We are looking for someone that is familiar with Tahiti or Croatia to write an article for upcoming newsletters. Let us know if you can help. Thanks,

**Brent: Reminder** to please reach out to clients about our DL vacations offer.

**Brent:** Please make sure you are getting back to clients within 24 hours or be sure to put in your email out-of-office when you will be working so people know what to expect. This is very important.

**Brent:** We are sad to announce that Bill Grow has accepted another position with a Non Profit group called HEFY. We are sad to see him go, but wish him the best in his new adventure.

## Doing a Princess Group by Sandy

It is super easy to set up a group on Polar Online. If you need Help doing your first one, Sandy would love to help you.

| Category   | Price per Lower Berth | Maximum Lower Berths | Number of Berths |
|------------|-----------------------|----------------------|------------------|
| MB Suites  | 1,500                 | 8                    | 4                |
| MC Suites  | 1,455                 | 8                    | 8                |
| DB Balcony | 1,220                 | 12                   |                  |
| DC Balcony | 1,195                 | 8                    | 8                |
| BB Balcony | 1,120                 | 16                   |                  |
| BC Balcony | 1,095                 | 12                   |                  |

| ALASKA 27JUN2020 14DAY GOLDEN |       |   |           |          |     |         |      |       |        |      |          |     |     |       |
|-------------------------------|-------|---|-----------|----------|-----|---------|------|-------|--------|------|----------|-----|-----|-------|
| #                             | AGENT | # | LAST      | FIRST    | A/B | BOOKING | TYPE | CABIN | DINING | HOME | COST     | BUS | INS | TABLE |
| 1                             | WO    | 1 | BARKER    | WILLIAM  |     | CT6W9K  | MD   | D632  | 5PM    | SGU  | \$175.00 | 1   | P   | 2     |
|                               |       | 1 | BARKER    | CHRISTIE |     |         |      |       |        | SGU  | \$175.00 | 1   | P   | 2     |
| 2                             | WO    | 1 | BECHER    | WALTER   |     | CTHGCT  | BD   | C632  | 5PM    | SGU  | \$175.00 | 1   | P   | 3     |
|                               |       | 1 | BECHER    | PAMELA   |     |         |      |       |        | SGU  | \$175.00 | 1   | P   | 3     |
| 3                             | WO    | 1 | BIRD      | THOMAS   |     | XWMHWL  | MD   | D626  | 5PM    | SGU  | \$175.00 | 1   | P   | 4     |
|                               |       | 1 | YAEGER    | OLENE    |     |         |      |       |        | SGU  | \$175.00 | 1   | P   | 4     |
| 4                             | WO    | 1 | BRANSTNER | PAULA    | B   | CGGP7T  | MD   | D726  | 5PM    | SUN  | \$175.00 | 1   | P   | 7     |
|                               |       | 1 | BRANSTNER | CRAIG    |     |         |      |       |        | DEN  | \$0.00   | 0   | P   | 7     |
| 5                             | WO    | 1 | COLE      | DARLENE  |     | CTWW7L  | BC   | A510  | 5PM    | SGU  | \$175.00 | 1   | P   | 8 S   |
|                               |       | 1 | FITCH     | EDITH    |     |         |      |       |        | SGU  | \$175.00 | 1   | P   | 8 S   |
| 6                             | WO    | 1 | DOLAN     | DAVID    |     | XG7DHJ  | MD   | D702  | 5PM    | MES  | \$175.00 | 1   | P   | 6     |
|                               |       | 1 | DOLAN     | DIANE    |     |         |      |       |        | MES  | \$175.00 | 1   | P   | 6     |

Sandy's spreadsheet

Sandy had lots of great tips. When you are ready, give her a call to learn more.

# Company Training Notes for Aug 20, 2020

Delta Vacations by Alicia Espericuata

## Grant / Delta Vacations Promotion

We received a grant from Utah state to help promote business. The grant money must be used to give discounts to clients to promote more business. We have partnered with Delta Vacations and will give our customers \$200 discount off any trip/deal from Delta Vacations.

- Discount comes off final payment
- Travel by July 31 2021
- New business only. Please don't use on current business
- Must be a package price of \$2000 or more.
- Good until Funds are gone (we have enough for 125 clients)
- Mark will track funds/business
- More info and Procedures will be emailed by Brent.

## Promo for SkyMiles Members – Extended to 9/13

### LIMITED-TIME OFFER FOR SKYMILES® MEMBERS.

On board the flight and save up to \$350 per booking on any of our limited packages. Use your credit or already SkyMiles®. They can only apply to immediate seats.

### Save Up To \$350 Per Booking

SkyMiles Members earn up to 7,500 bonus miles per person, on top of flight miles.

|   |   |   |  |
|---|---|---|--|
| <b>SAVE \$350</b><br>on \$2,000 or more | <b>SAVE \$150</b><br>on \$4,000 – \$4,999 | <b>SAVE \$100</b><br>on \$2,500 – \$2,999 | <b>SAVE \$50</b><br>on \$1,250 – \$2,499 |
|---|---|---|--|

## Promo for Morris Murdock Clients – AFTER Sep 13., 2020

### SPECIAL DELTA VACATIONS OFFER FOR MORRIS MURDOCK.

Save up to \$150 with Delta Vacations, plus room upgrades, discounted rooms, resort credits and more!

We are excited to bring you this promotional opportunity for Morris Murdock. You can now save up to \$150 when you book your clients' vacation packages to any Delta Vacations destination. Book August 17 through December 31, 2020, for travel by July 31, 2021 using promo code **MMDLV2020** to take advantage of this special offer.

## NEW SLC Airport

- Opening 9-15-20
- Everything in color is new
- North Concourse opens October 27 and then on the 28<sup>th</sup> demo begins on current airport
- Completely done in 2023 at a savings of \$350M



## Tips & Company Business

**Brian:** A new executive order was signed for \$300 weekly. Workforce services sent a statement that the money will be paid retroactively in the next 3-4 weeks. You should expect \$900 in back pay. Will receive federal money of \$300 until funding is exhausted.

Appears congress is at a stand still yet again and probably won't do anything until the next deadline of Oct 1<sup>st</sup>. In the meantime Brian is working on another company option to help those that need it. More info to come.

### Current Claim for KARRIE L STEWART

Type: Unemployment Insurance

|                            |                        |   |
|----------------------------|------------------------|---|
| Status: Eligible           | Weekly Benefit Amount  | Last Deposit Date<br>Aug 19, 2020       |
| Begin Date<br>May 31, 2020 | Maximum Benefit Amount | Last Weekly Claim Filed<br>Aug 15, 2020 |
| End Date<br>May 29, 2021   | Remaining Balance      | Work Search Requirement<br>None         |

\*Your claim will stop at the end of the benefit year. Any remaining balance cannot be carried over to a new claim.

**Brian:**

**It is so hot out here that my neighbors cow is giving evaporate milk! haha**

See world agent Direct for detailed info on hotels, resorts, and Policies.

### COVID-19 Resources

- New policies and procedures as well as social distancing protocol for each hotel.
- Downloadable so you can send to clients if need be.

|   |           |
|---|-----------|
| Accor<br>(Raffles, Orient Express, Banyan Tree, Dorset, Fairmont, SO, Sofra, The House of Originals, Riva, Mantis, Moxy, Hotel Collection, All Senses, Mondrian SL, Pullman, Salsbury, England, Zibana Hotel, Hotel Maritim, Novotel, Novotel AccorHotel, Adagio, Mantis, Sheraton, Tilia, Beaches, All, Via D'Amico, All Budget, great, JOAJOE Hotel, Vico, Marina vosto, Pirell Gattol, Pirell Society, Pirella Gattol & Co, one, Pirell, GATTOE, Gattol, Vercor, Adagio, Beaches, All) | DOWN LOAD |
| Accor Hotel Group<br>(Hill & Knowlton)  | DOWN LOAD |
| Alden Hotels  | DOWN LOAD |
| Antigua Tourism Board   | DOWN LOAD |
| Accor & Citadines   | DOWN LOAD |
| Atlanta Paradise Island   | DOWN LOAD |

### COVID-19 Resources

Opening soon! Saved 350 Million and 2 years of Construction!  
Thank you Covid!! 😊



# Company Training Notes for Aug 6, 2020

## Regent Cruise Lines - by Sheri Pasternak

"Nothing will be more critical to resuming sustained and profitable long-term operations than making cruising the safest option in (the) travel and leisure space and providing cruisers with peace of mind."

— Frank Del Rio, CEO of Norwegian Cruise Line Holdings, Ltd.

Introducing Regent Seven Seas Cruises®, Healthy Sail Panel — a team of cross-disciplinary experts enlisted to guide the cruise industry's way forward in response to COVID-19. Comprised of globally recognized specialists in public health, infectious diseases, hospitality and maritime operations, the panel will advise us on a science-backed plan for a healthy return to service that protects our guests and crew as well as the communities we visit.



Panel Co-Chair:  
**GOVERNOR MICHAEL LEAVITT**  
Leavitt Partners, Founder  
Former Governor of Utah and Secretary of Health & Human Services (HHS)



Panel Co-Chair:  
**DR. SCOTT GOTTLIEB**  
Resident Fellow at AEL,  
Contributor at CDC and For  
of the U.S. Food and Drug Ad

Cruises are suspended through Oct 31<sup>st</sup>. Waiting for green light from CDC. Hopefully back sailing before end of year!

## Tips & Company Business

**Brian:** Still waiting for Government to decide next move. There have been some positive Developments including one that will provide Significant financial help our business if it passes. Brian's daughter, Heather, just gave birth to Brian's 5<sup>th</sup> Grandchild! Sienna Hollien Buhr, 7lbs 10 inches and 20.5 inches long. Congratulations Brian!

**Cindy:** Just had a client return from Tahiti. They had a fantastic time! They had to test for Covid19 72 hours prior to leaving, then tested again 4 days after arriving. Said it was easy and well worth the time. Only about 30% at capacity at resort, felt safe.

**Kathy:** Has had a couple clients return from Mexico and reporting the same. Great time, safe and glad they went.

**Annette:** Airlines are cracking down on No-Shows. Be sure to cancel your clients flights or you risk losing the entire ticket amount.

**Marsha:** My daughter sent me this email: "This year we aren't going to Hawaii because of Covid19! Normally we didn't go because we couldn't afford it." 😊

To see all enhanced safety protocols, visit: [rssc.com/HealthSafetyProtocols](https://rssc.com/HealthSafetyProtocols)  
For more information, see: [rssc.com/RegentForward](https://rssc.com/RegentForward)

**NEW SEASON LAUNCH**  
April 2021- May 2022  
Featuring 146 New Voyages  
Maiden calls to 27 new ports across Europe, Australia, New Zealand, Asia, Africa, South America and the Caribbean

| May 31, 2021   | August 30, 2021   | Nov. 4, 2021  | Jan. 5, 2022  |
|--|---|---|---|
| <b>GRAND ARCTIC ADVENTURE</b><br>Seven Seas Navigator<br>94 nights<br>Roundtrip New York | <b>GRAND EUROPEAN TOUR</b><br>Seven Seas Splendor<br>29 nights<br>Stockholm to Istanbul | <b>CIRCLE SOUTH AMERICA</b><br>Seven Seas Navigator<br>67 nights<br>Roundtrip Miami | <b>2022 WORLD CRUISE</b><br>Seven Seas Mariner<br>120 nights<br>Roundtrip San Francisco |

New deployment for Summer 2022 and Winter/Spring 2023 will be out in October!

Every Luxury Included  
A truly all-inclusive travel experience about having every luxury included

- FREE Business Class Air\* on Intercontinental Flights
- FREE Unlimited Shore Excursions
- FREE 2- or 3-Night Land Programs on Select Voyages
- FREE 1-Night Pre-Cruise Hotel Package in Concierge Suites and Higher
- FREE Unlimited Beverages, including Fine Wines and Spirits
- FREE Open Bars and Lounges, Plus In-Suite Mini-Bar Replenished Daily
- FREE Pre-Paid Gratuities
- FREE Specialty Restaurants
- FREE Transfers Between Airport and Ship\*
- FREE Unlimited Wi-Fi
- FREE Laundry Services

Coming Soon! Complimentary Laundry Services!

**Sheri Pasternak**  
Director of Sales and Marketing  
Arizona, Colorado, Hawaii, Nevada and Utah  
Cell (914)-475-7232

[spasternak@rssc.com](mailto:spasternak@rssc.com)

- Provide Booking ID#, Ship/Sail Date, Guests Name
- Description of your request or situation
- New Business and Group Opportunities
- Marketing and Advertising Opportunities
- Training Opportunities
- Virtual Events
- FTR – First Time Regent Opportunities
- AIM Higher – Agent Incentive Motivator
- Regent Reminders
- [www.rssc.com/regentforward](https://www.rssc.com/regentforward) (One stop resource center)

**Current incentive: \$500 booking reward for all bookings made by Aug 31<sup>st</sup> for travel before the end of 2020!**

## SigCruise Pro Training

Mandatory training: (5 classes)

Find the training:

- 1) Goto SigNet's website. 2) Under training menu, click on SigCruise Pro. 3) click on the first link called "SIG Cruise Pro: Training Resources and How to Guide". 4) You will the '3' recorded classes. Please take all 3 classes.
  - 2) Go back to the to the main landing page and take the Two classes under 'Live Connect" section:
    - Live Connect Bookings NOT made in Sig Cruise Pro
    - Live Connect for Sig Cruise Pro (Bottom class)
- \*\* Don't take middle class (Set up instructions for Admin)
- 1) Email Karrie or Annette when you have completed them. All 5 classes will take you about 2 hours total.

## Company Training Notes for July 30, 2020

### Brian – Company Update - What is coming?

*See Brian's full power point presentation emailed from Brian on July 20<sup>th</sup>*

"It is frustrating that we seem to be in a worse situation now that we were back in March. Things look pretty dismal at the moment. Return to normal Travel will probably take development and mass distribution of Vaccine(s), which will hopefully be available by the end of the year."



## Tips & Company Business

**No items shared today.**

What does 2020 look like from travel perspective?

- Most in the industry do not expect cruise travel to resume for balance of the year
- International travel will likely be very limited for U.S. residents
- Demand for travel by air suppressed and replaced by drive-market domestic travel
- Leisure travel returning more rapidly than corporate travel

**WE'RE GOING TO STAY TOGETHER AND GET THROUGH THIS.**

### How do we get through this?

- 2<sup>nd</sup> round of proposed PPP funding for severely effected companies where revenue has declined by 50% or more compared to 2019
- Main Street Lending Program (MSLP) options for loans to qualifying businesses
- New SBA loan option included in proposed HEALS Senate bill
- We still have a strong financial balance sheet putting us well ahead of most travel companies

*The Government is still trying to decide what to do. Options on the table:*

### Extension of Federal stimulus for unemployment

- House proposal to extend \$600 weekly benefit through Jan. 2021
- Senate proposal to offer \$200 weekly benefit until States can calculate:
  - 70% of wages based on 2019
  - Maximum cap of \$500 weekly Federal unemployment benefit

### How would this potentially work

- Reduced hour employees would receive:
  - Current portion for the 12 hours work
  - State benefit
  - Federal benefit of \$200-600 or at some point in time 70% of prior with cap

### What will likely happen?

- It does not look like a compromise will be reached by July 31
- Congress is set to adjourn again on August 9
- White House is proposing a "stop gap" funding of benefits while new bill is worked on
- House does NOT want an extension but pushing for passage of \$3.4 trillion plan
- Senate's plan is \$1 trillion and will not accept House plan
- A compromise will likely be reached or extension of current plan by Aug. 09
- Federal unemployment benefits would be retroactive back to August 01 when agreement reached

### Company Plan to Assist should resolution not be reached by next week:

- Offer loan to reduced hour employees to cover potential gap between loss of funds and passage of new stimulus package
- Up to maximum of \$1,400 for each employee
- Repayment of loan within three months
- Legal requirement of interest so it is not considered an advance of wages
- Promissory note signed between employee and company

**Brian will send an email out later today with further instructions if you are interested in the Loan offer.**



# Company Training Notes for July 16, 2020

American Cruises – by Mary Grimes

Mary R. G. Grimes, CTC  
Business Development Manager  
Mary.grimes@americancruiselines.com  
(203) 285-4527

## Cruise Close to Home™

Explore the U.S. with over 35 Itineraries



Doing everything possible to keep guests safe!

### Why American Cruises?

- 1) No long flights
- 2) Cell phone plans work
- 3) Medical insurance isn't a problem
- 4) Comfort level increase by staying close to home.

Our COVID-19 Protocol

- Medical personnel onboard
- Shipboard and shore side testing capability
- Coordination with hospitals in every port of call
- Touchless technology
- PPE and sanitation requirements
- Small ships with capacity reductions
- Cruise with Comfort

### What sets us apart?

- 1) Large staterooms
- 2) Private Balconies
- 3) Elevator access
- 4) Gratuity included!
- 5) Complimentary Wi-Fi
- 6) Local & inspired cuisine
- 7) Complimentary cocktails
- 8) Sodas free and available all day
- 9) Beer & Wine during dining
- 10) American Experiences, history, themed cruises, etc.

Who is Our Cruise Clientele?

- Semi-Retired to Retired
- Couples, singles and multigenerational groups
  - Well traveled
  - Enjoy European River Cruises
  - Looking to cruise close to home
  - Well educated
- Seeking a refined, relaxed, country club atmosphere

**Ships types:** All ships are new (within 4 years)



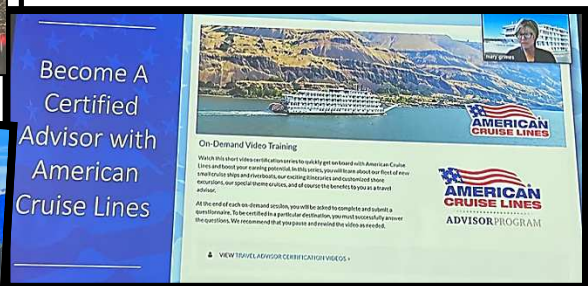
## Tips & Company Business

**Brian:** Please send your letter to your congressman! Read Brian's Email from Tuesday, July 14<sup>th</sup> send at 12:40p. It's easy, just click in the link and you will be told exactly what to do. Takes about 5 minutes of your time and it is very important for our future! Thank you!

**Deb:** Please do your sales performance numbers for June. If you want FAM credit, please do it ASAP!

**Annette:** Again, just a reminder to take the classes on Signet on SigCruise Pro. Promise you will learn a lot and be more excited to use the new program. Please let Annette know if you have any problems at all. We have Signatures attention, so we want to work out the bugs now! thx

Training/ booking portal:





# Company Training Notes for July 9, 2020

CST – Dealing with Difficult Situations facilitated by Brent

## Tips & Company Business

Well wishes to Laura Murdock who had Surgery yesterday to remove Breast Cancer. All is well and they feel they got it all so no need to have Chemo! Hooray!

**Annette:** Please use some of your time to take the 4 'SigCruise Pro' classes on Signature. They are great classes and you will learn a lot and be more comfortable using it. Just go into SigNet, Goto training section, click on 'SigCruise Pro' and look under Webinars for the 4 classes. **Brian:** this is the future. After years of wishing for a better way to administer, track, do groups cruises, we finally have a way!

**Brian:** Took a trip up to Jackson Hole and it was crowded! Hotels were full, Rivers were crowded, etc. Good news that people want to travel and get out of the house. Travel will come back quickly... hopefully sooner rather than later.

**Brent:** Don't forget to look at the preferred Partner Updates on Signet. You will find current information, latest news & Re-openings for partners and destinations.

Watched a short video by Nolan on Refund delays and dealing with Unhappy Clients. It is Video 59. This is the web address:

[vimeopro.com/signaturetraining/tips-for-today-planning-for-the-future/video/416564766](https://vimeopro.com/signaturetraining/tips-for-today-planning-for-the-future/video/416564766)

Thanks to Claudia, Susan and Debbie Swindall for sharing with us today!

Treat each customer as if they have 10,000 twitter followers

**Claudia:** Most of the time Clients just need to be heard and validated. LISTEN. Sometimes that is all that is needed. Use a Soft voice to talk to them. That will diffuse the situation rather than escalate. Say things like "According to Delta vacations this is what is going on..." Bring the vendors into it. Bring the Supplier Rep into the issue. Many times they can help resolve issues that can't be resolved with the Res desk. It feels good to resolve problems for clients, whether they say thanks or not.

### Listen

- Don't get defensive
- Don't place blame on others
- Gather all information needed
- Own up to the mistake if there is one



**Susan:** Sometimes people push Susan so far and she 'pops'. this is something she has had to learn how to overcome

Listening is Critical. Most of Susan Clients tell Susan they are worried about her. She makes sure they

### Remember that Complaints Contain Insight

- Feedback is great for telling you what went wrong
- It's terrible at telling you what to do next

know that SHE is their Advocate. She is there for them and is on their side! Susan had an situation with an older client.

She had her 'aggressive Daughter-in-law call and yell at Susan about a problem with getting a refund from Funjet / Non-refundable Hotel.

Susan worked hours trying to get resolved. Finally Susan started including her client and daughter-in-law on emails sent to Kate (our Rep) and that placated the mean daughter-in-law a little because she could see how hard Susan was trying to help.

### Identify What Sort of Complainer They Are

- The Meek Customer
- The Aggressive Customer
- The High Roller
- The Chronic Complainer
- The "Rip Off"



### Don't Be Passive-Aggressive

- "We're sorry you're having this problem"
- Just say you're sorry
  - Ask how you can resolve the issue
  - Drop the formalities and be personable



**Debbie:** Amen to all that has Been said. Nolan said it perfectly.

Debbie makes her clients her friends. She treats them like she would her best friend. Treat each person individually and make them feel they are most important. Have Empathy. Let them know you are going through the same thing... maybe with a cruise of your own, or a banking problem. Let them know you literally understand how they are feeling...but be careful to not make it all about you. They don't want to hear that you have 25 other clients with the same problem... This is just about them. Listen! Stay Positive. Try to point out all the good things that come with a delayed trip. Maybe better weather, or more time to shop and prepare, or maybe they are getting more for their money or a better price.

### Time is of the Essence

- Complaining customers want a resolution immediately
- Let them know what your plan is to remedy the situation
- Let them know when you'll be calling them back
- Call them back on time as promised. Even if you have not resolved the issue

### Points to Remember (CARP)

- **Control** – Take control of the situation with language that shows you are ready to handle the situation
- **Acknowledge** – Let them know you completely understand their concerns and won't be brushing them off
- **Refocus** – Refocus away from their emotions to the problem at hand, outlining how you'll take care of it
- **Problem Solve** – Do the best you can to solve the problem and confirm that everything has been taken care of

### Don't Take it Personally

"If it wasn't for the customers I'd really like this job."

- Everyone has bad days
- Even the best advisors make mistakes
- Some clients might not be the best fit for you as an advisor



**Company Training Notes for Jun 22, 2020**  
**RCCL – Ginny Tujague**

**Tips & Company Business**

**Brian:** We have purchased temperature scanners for all offices. These are nice, no touch scanners, you just put your forehead about 4 inches away and it gives you your temperature. Red light means GO HOME, Green light means you are good 😊.

All employees are asked to scan when they come into the office. We need to purchase a tripod to mount them and then Brent will deliver to all offices, SGU and BIL will be sent.



**Karrie:** We have downsized CB licenses for each office. You must Log out of CB after your shift and you are no longer using it so others can get in. Please make that a habit! 😊

Hopefully you saw the email that Justin's hours are cut back. See the email sent yesterday for details. It would be wise to come to the office at least once weekly and reboot your computer. ... that will help Log-me-in run better.



**SUSPENSION UPDATES**

Global Sailing Suspension extended through September 15<sup>th</sup>, 2020

**EXCEPTIONS:**

- All 2020 Alaska Season Cancelled
- All 2020 Canada/New England & Hawaii Itineraries Cancelled
- 2020 Bermuda Cancelled through October 31, 2020
- China sailings
  - Quantum of the Seas sailings cancelled through July 12<sup>th</sup>
  - Spectrum of the Seas sailings cancelled through July 10<sup>th</sup>
  - Voyager of the Seas sailings cancelled through September 30<sup>th</sup>
- Copenhagen sailings
  - Brilliance of the Seas- August 21, 2020 sailing
  - Jewel of the Seas- August 8-23, 2020 sailings

**CRUISE WITH CONFIDENCE**

**CANCEL UP TO 48 HRS BEFORE YOU SAIL** GET A **CRUISE CREDIT** FOR THE FUTURE GOOD THROUGH 2021

FOR CRUISES NOW THROUGH APRIL 2022

| SAILING DEPARTURE DAY | LAST DAY TO CANCEL |
|-----------------------|--------------------|
| Sunday                | Thursday           |
| Monday                | Friday             |
| Tuesday               | Saturday           |
| Wednesday             | Sunday             |
| Thursday              | Monday             |
| Friday                | Tuesday            |
| Saturday              | Wednesday          |

Cruises suspended until Sept 15<sup>th</sup>

Brought back 110 laid-off employees So hold time should be better now.

FCC's can now be used for deposits on new bookings

**COMPENSATION ON CANCELLED SAILINGS**  
 August 1 - September 15, 2020

| OPTION #1  | OPTION #2  | OPTION #3   |
|--|--|---|
| <b>LIFT &amp; SHIFT</b>  | <b>FUTURE CRUISE CREDIT</b>  | <b>REFUND</b>   |
| Before July 10 <sup>th</sup> , 2020, move to a sailing cruise next year. Price/promotions are protected.             | 125% Future Cruise Credit when booking on-or-before December 31 <sup>st</sup> , 2021 and sailing through April 2022.   | 100% Refund of amount paid. Valid through December 31, 2020.  |
| Access our NEW Lift & Shift tool on Cruisingpower.com to submit the future ship/sailing and we will handle the rest. | No Action Needed! FCC is automatically issued to all impacted guests.  | To request on client's behalf: Submit request via the 'Cruise with Confidence' link on Cruisingpower.com under 'Brand Programs & News'. |
| Commission Protected   | Commission protected on both ends: the canceled reservation AND the future booking where the FCC is redeemed.  | Commission protected on cancelled reservations paid in full.  |
|  | <b>CRUISE PLANNER PURCHASES</b>  |   |
|  | When choosing an FCC, opt-in to convert all Cruise Planner purchases into an ONBOARD CREDIT valued at 125% of the total amount paid. Take advantage of this offer before it expires on July 10 <sup>th</sup> , 2021. |   |

Visit: [LoyalToYouAlways.com](http://LoyalToYouAlways.com)

Under Booking tools, go to Insight. See the details on all bookings past and present.

| Cruise Name | Dates       | Status | Amount |
|-------------|-------------|--------|--------|
| LAURA       | 03 MAY 2020 | 918095 | Booked |
| LAURA       | 03 MAY 2020 | 314095 | Booked |
| KAREN       | 20 JUN 2020 | 584985 | Booked |
| ALFONSO RAY | 03 MAY 2020 | 444765 | Booked |
| RANGIE      | 20 APR 2020 | 558105 | Booked |
| KAREN       | 20 JUN 2020 | 558105 | Booked |
| ALFONSO RAY | 03 MAY 2020 | 444765 | Booked |
| RANGIE      | 03 MAY 2020 | 518075 | Booked |
| KAREN       | 03 MAY 2020 | 518075 | Booked |
| KOLM        | 03 MAY 2020 | 913035 | Booked |
| KAREN       | 03 MAY 2020 | 584765 | Booked |
| EMERIL      | 20 JUN 2020 | 584765 | Booked |
| KOLM        | 03 MAY 2020 | 913035 | Booked |
| LAURA       | 03 MAY 2020 | 314095 | Booked |
| KAREN       | 03 MAY 2020 | 584985 | Booked |

**Cruisingpower.com** So much great information!

**Sales & marketing:** use equote! Inclusive & keeps clients from using other sties.

**Brand Programs & News:** Cruise with Confidence details.

**Booking Tools:** Basic Process to apply FCC certificates:

- 1) Make new booking
- 2) Got to 'insight' (under booking tools), find and write down certificate number
- 3) Go to 'Coupon Redemption (under booking tools), pull up new booking, add Coupon . In drop down menu, choose: FCC.

# Company Training Notes for Jun 18, 2020

Shore Excursions Group – Lorri Cohn



## Our Response to the Pandemic

- Since the first cruise cancellations were announced in March, Shore Excursions Group proactively and immediately issued 100% refunds for excursions booked on cancelled sailings.
- We notified clients and agents of the refunds, and we continue to monitor this closely.
- We've relaxed our cancellation policy, allowing new bookings to cancel any time up until the first day of the cruise.
- Our team is available to assist and is continuing to update our product portfolio through 2021.
- Our TourSales product is available to offer day tours and activities to land-based vacationers, domestic and international.
- We continue to invest in our business, and we are very excited to be launching a new website and agent portal within the next several weeks, stay tuned for news of our launch.

## Our Value Proposition

- **Smaller Excursion Sizes** - Most of our excursions travel in much smaller groups of people than those offered by the cruise lines.
- **Price Match Guarantee** - We guarantee that our prices are the lowest you can find. If you find a lower price for a tour we offer, we will match it.
- **Guaranteed Return to Ship** - We guarantee to get our customers back to the ship on time, or we pay \$500 per person!
- **Money Back Guarantee** - To the extent customers are dissatisfied with their excursion, we offer a full refund.
- **Personalized Service** - Unlike the cruise lines and most online travel companies, we encourage agents and customers to speak with us.
- **Commissionable** - You will earn 15% commission on all excursions and day tours your clients book with us!

## Our Brand and Product

- We are the largest shore excursion company in the world with more than 4,500 excursions in over 300 ports.
- We work with over 500 hand-picked tour providers worldwide
- Our tour prices are lower and quality of tour is higher than those offered by the cruise lines.
- We offer more than 900 discounted multi-port excursion packages. These are customer favorites!
- We offer shore excursions for Groups and Individuals and can customize to your needs
- We provide 24/7 traveler support for clients so you can book with confidence.
- We have over 35,000 top-rated satisfied customer reviews of our excursions.
- We are the only company to offer guaranteed departures

- Our Excursions by Region
- Alaska
  - Arabian Gulf
  - Asia
  - Australia & New Zealand
  - Bahamas
  - Bermuda
  - Canada / New England
  - Caribbean
  - Europe
  - Hawaii
  - Mexico
  - Pacific Coast
  - Panama Canal
  - South America
  - Transatlantic

## After The Booking

- Bookings are requests that need to be confirmed
- Credit card is authorized (not charged) at time of booking
- Within 30 minutes of booking customer receives a notice that we've received the order.
- Bookings are confirmed within 3 days

## When the booking is confirmed

- Clients credit card is charged
- Electronic tickets are issued
- NO signing in to print your clients vouchers
- Clients are emailed their copy, and so are you
- Link to Summary of Charges in e-ticket email

## Policies

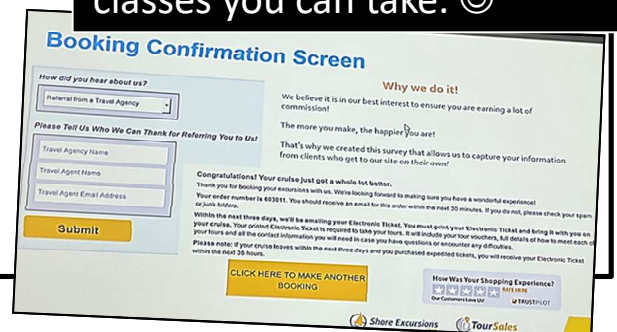
- We don't take bookings in hopes of meeting minimums! We have Guaranteed Departures!
- Excursions are fully refundable up to 14 days before the date of the tour (unless noted otherwise) DAY OF SAILING!
- Excursions are fully refundable if the ship is late or misses port or if the excursion is canceled due to weather, mechanical issues, etc.
- Encourage clients to book excursions as far in advance as possible so their first choices don't sell out!
- For a \$25 expedite fee, clients can book within 3 days of their departure, and we will only charge the fee if we are able to confirm the tours

Lcohn@shoreex.com

## Tips & Company Business

**Kathy:** Reported that her Daughter had a great time in Cancun. They were the 2<sup>nd</sup> people to check in to Fiesta Americana. Had the pool and beach to themselves. They loved it. Only weird thing was that the local people treated them distantly & didn't want to be near them. The local people believe that Americans are not taking Corona Virus seriously and they don't want to be near us.

**Annette:** SIG Cruise Pro is working! Hooray! If you have a cruise booking, please use SIG Cruise pro on SIGNet's website. Let us know if you have any issues. If you would like to take some training, go to: [Signaturetravelnetwork.com](http://Signaturetravelnetwork.com) Scroll to 'training' section Look for SIG Cruise Pro' in the menu. Click on that and you will see several video classes you can take. 😊





## Company Training Notes for Jun 11, 2020

Customer service – Attitudes / staying in touch w clients

Thank you Linda Hofer, Patty Crim & Amber Lee for sharing your ideas & thoughts today! We watched the daily video from Nolan that was sent on May 28<sup>th</sup>. You can find all Nolan's daily video's on SigNet's website under training.

Linda: Finds it challenging to stay Positive herself sometimes. Still working through refund / cancellation requests. She agrees with Nolan that we need to stay in touch, reach out and do what we can to keep clients excited about future travel and hopefully convince them to rebook, rather than cancel.

Patty: Nolan pretty much gave her presentation 😊. She loves staying in touch with her clients. She does fun extra's, like small gifts, sending info for them to read etc. One couple that told her they were going camping instead of their dream trip, she send ingredients for S'mores. Another couple who's honeymoon was cancelled told her they didn't have money to eat & was living on Ramen noodles... but were determined to keep their money on their honeymoon, so Patty sent a box of Ramen noodles to them. Doing little things and staying in contact keeps them loyal and makes them friends.

Amber Lee: Amber Lee made a decision to keep herself positive through this. She looks at her past travel pics, reads uplifting things, & things about all the good things in her life. Keeping herself positive is important in staying positive with clients. She works hard for her clients and lets them know when she has made progress or had success. That keeps them confident and happy. She also likes to staying knowledgeable and does research, reading, etc. So she has the answers when Clients call.

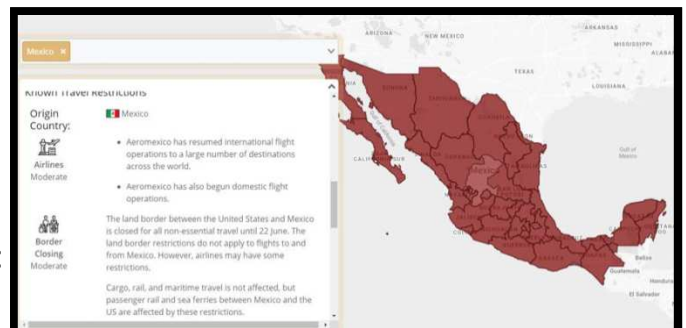
AmberLee shared a great website/App with us today. You can find Covid19 information for every country in the world. Answers questions like? Can I visit? Do I have to quarantine? Etc. It's easy to use. Check it out:

Website: [www.covidchecker.com](http://www.covidchecker.com)

Digital Device app:

Look for 'Sitata Travel safe' to download.

Here us an example when I clicked on Mexico:



## Tips & Company Business

**Hawaii just announced they will stay closed through July.**

**Kathy:** Her daughter is in Cancun right now for her Honeymoon. She says it is clean and beautiful and no one is there! Not sure if they will be quarantined when they come home Kathy will keep us posted how the trip goes.

Lots of good discussion on how to deal with clients wanting refunds verses credit and some vendors are easier to deal with than others. Cindy Kirby suggested... just give your clients all their options and let them decide. We cant give good advise right now because we don't know the future.

Bob Ford & Tina presented great information and answered lots of questions. Please see follow-up email sent out by Brent Jenson, June 4<sup>th</sup> at 9:23am. The email contains 3 flyers: 1) Optional enhancements, 2) inconvenience Benefits and 3) Trip Saver & Exchange options.

**This meeting was recorded. If you would like to watch the recording, it can be found at this path:**

**S:\training\2020\Recorded Meetings\zoom\_0.mp4**

**HOW TO APPLY A VOUCHER TO NEW POLICY**

1. Right click on EZ Tips icon – Modify
2. Enter old policy # and credit card if additional payment is due
3. COMMENTS
  - Enter voucher # and quote #

**Please save auto response!**

*Tina is happy to help  
anytime!  
Tina.oleksinski@aig.com*

**CFAR – CANCEL FOR ANY REASON**

1. MUST PURCHASE WITHIN 14 DAYS OF INITIAL TRIP PAYMENT
2. MUST COVER ALL PREPAID NONREFUNDABLE COSTS & MODIFY WITHIN 14 DAYS OF ADDING ADDITIONAL COST TO TRIP
3. CLIENT NEEDS TO CANCEL PRIOR TO 48 HOURS BEFORE DEPARTURE
4. MAXIMUM OF \$25,000 PER POLICY COVERAGE BUT CAN HAVE A SEPARATE POLICY FOR EACH TRAVELER IF NECESSARY
5. AT THIS TIME 50% PAY OUT IN CASH – HOPE TO HAVE 75% BACK IN JANUARY 2021

**Other Options for purchase**

NAME A RELATIVE – Great for babysitters – dog sitters – critically ill non traveling friends etc.- I recommend adding within 14 days of initial trip deposit to waive pre x medical conditions

WEDDING BUNDLE – if bride or groom cancels wedding – only for guests- must be purchased within 14 days of initial trip deposit

Very popular very expensive – but if they have an expensive destination wedding we believe the mom &/or dad or the bride or groom may be purchasing

Due to ‘bad feeling’ about this expensive wedding!

INCONVENIENCE BUNDLE – this is for the traveler who always comes back with a multitude of complaints – hotel pool was closed – locked out of rental car or condo-

Numerous list – very inexpensive - \$250 for pain and suffering per complaint up to \$750 aggregate



The entire company met this morning for Brian's presentation on how the company will move forward. Hopefully everyone understands the direction the company is taking. Here is a brief overview.

The Government has made special arrangements for Businesses to keep people employed at minimum hours and still able to collect unemployment. To keep our company solid and protect ourselves, we need to take advantage of this opportunity. This is great because we can keep everyone employed, rather than furloughing people. We expect a busy 2021, so thankfully we can keep everyone employed. New hours will begin Monday, June 1<sup>st</sup>.

- **Almost everyone** (with the exception of a few that are busy and need to stay full time) **will be cut to 28% of normal hours & Pay. This equals 12 hours of work each week.**
- **You will each receive a personal letter today with specific information about how much you will be paid, important company information, workforce website information, etc. That letter will come to you from your manager.**
- You should go online and apply Sunday May 31<sup>st</sup> (link below) . If you qualify, The Federal money of \$600 will come automatically. Just apply for State money and you will get the federal money. If you have a 2<sup>nd</sup> job or make money other ways, this may affect your qualification. Be careful of working more hours, or you may not qualify.
- **On the Workforce site, be sure to state that your hours have been reduced and that it is because of COVID19.**
- Everyone needs to work everyday. 2-3 hours each day. This should allow us to keep up with work, stay in contact with Clients, etc. It would be a good idea to state your hours and let clients know that you are 'working reduced hours, but still here to help' on your VM message. This will help your clients and co-workers.
- **The Company will still provide all benefits and continue paying the normal company portion. In some cases, an employee may owe the company money if their 28% pay doesn't cover everything.**
- You can cut back on 401k, and other benefits you are paying for if you wish. **YOU MUST TELL DEBBE BARTOW ASAP** if you are considering cutting back your benefits.
- **Paychecks for the end of May will be paid to us June 1<sup>st</sup> (rather than the 8<sup>th</sup>)**
- Going forward we will be paid weekly. That should help with unemployment .
- **If you have HR or other questions call Debbe Bartow x6118 or your manager.**
- For Unemployment money or benefit questions, please see below website.
- **There are other benefits and good things you should know that can be learned by watching recorded Webinars that can be found on the 'jobs.utah.gov ' website.**

<https://jobs.utah.gov/ui/home/initialclaims>

# Company Training Notes for May 21, 2020

Delta & Delta Vacations by Mary Dring

**Mary is providing Support while Alicia is on a Leave of absence (until July)**

**Mary Dring** | Western Regional Sales Director, Business Development & Sales  
Delta Vacations | 700 South Central Ave., Atlanta, Ga. 30354  
619.884.0065 cell | 888.606.9899 #4 Travel Agent Support Desk  
[mdring@deltavacations.com](mailto:mdring@deltavacations.com)  
[www.worldagentdirect.com](http://www.worldagentdirect.com)



Here are a few slide that may help:

**COVID-19 Updates**  
Streamlined Service

- New cancellation feature in WorldAgent Direct to cancel reservations that are covered by an active waiver. Our team will process the voucher and send to you.
- If you choose to cancel a booking that has either Travel Protection or Travel Protection PLUS, please contact our Customer Engagement Center at 1-800-727-1111 to discuss options.
- Take advantage of our call-back feature.

**Flexible Policies**

- Delta Vacations is offering additional flexibility by extending waiver coverage for customers with travel scheduled through September 30, 2020. This applies to all domestic and international travel departing in April – September 2020, with an original booking date on or before April 17, 2020. Vouchers issued will be valid for bookings made by December 31, 2021 for travel through November 30, 2022 to align with Delta's Domestic and International waivers.
- Customers who book between March 1 and May 31, 2020 have the flexibility to reschedule as many times as they need before December 31, 2020 for travel through November 30, 2021.

On behalf of the entire DL Vacations family, we wish you and your loved ones good health & Safety during this extraordinary time. We thank you for your patience & understanding over the past month as we navigate through this unexpected situation together. Please know that we are working around the clock to do everything we can to support you, your clients and your business. We are truly grateful for your loyalty & commitment to serving our mutual customers, & we thank you for your trust in us.

## Tips & Company Business

**Kathy:** Wondering when Cancun is opening up. Info on the Gov't pages appear to be old. It is hard to find accurate information right now on where and when you can travel. Hope things will get better soon.

**Doni:** Clients not getting full refund from Celebrity and it takes 3 hours to get through! Debby Swindall explained that taxes and Commissions are being refunded separately and will come later.

**Annette:** See SigNet for Covid19 Supplier information. Easy to find when you log in. Also, see training section for all kinds of great training opportunities. Want to be a Social Media expert? Probably a Dozen classes you can take.

**COVID-19 Updates**  
View Open Vouchers Online

Conveniently access your customer's open vouchers online within WorldAgent Direct.

On the new Open Voucher page, you will now be able to view the voucher number, type, status, booking number, booking agent name/PBC, issue and expiration date, client name and dollar amount.

Note: This enhancement is available for travel advisors with Administrator level access within WorldAgent Direct. To adjust Administrator rights within your agency, you can easily do so by visiting the Manage Agent List page under the Resource Center tab.

| Voucher | Issue Date | Expiration Date | Amount    |
|---------|------------|-----------------|-----------|
| 10001   | 05/01/20   | 05/31/20        | \$100.00  |
| 10002   | 05/02/20   | 05/31/20        | \$200.00  |
| 10003   | 05/03/20   | 05/31/20        | \$300.00  |
| 10004   | 05/04/20   | 05/31/20        | \$400.00  |
| 10005   | 05/05/20   | 05/31/20        | \$500.00  |
| 10006   | 05/06/20   | 05/31/20        | \$600.00  |
| 10007   | 05/07/20   | 05/31/20        | \$700.00  |
| 10008   | 05/08/20   | 05/31/20        | \$800.00  |
| 10009   | 05/09/20   | 05/31/20        | \$900.00  |
| 10010   | 05/10/20   | 05/31/20        | \$1000.00 |

### Items of interest:

- \*Over 40,000 DL & DLV employees voluntarily took a leave of absence for their choice of 1 month - 3 months.
- \*One good thing about the quarantine... construction on SLC and LAX airports are ahead of schedule! SLC airport is 2 years ahead of schedule! LAX should be done by year end. ☺
- \*there are 85% less flights that 1 year ago. Crazy! Slowly adding flights back
- \*flying with 60% capacity in coach and 50% in First class for social Distancing purposes.
- \*Food and Drink service scaled back.
- \*23 additional minutes between flights for deep cleaning.
- \*Masks required for all on plane.
- \*Vouchers are coming, but taking 10-12 weeks to get processed and mailed out. You can view vouchers that are processed on World Agent Direct. **NOTE – Annette is working on making everyone an Administrator, so you can all go in and look at vouchers. She will email you when that is done.**

### Looking Forward Product Offering & Domestic Travel Opportunities

- Delta Vacations continues to add new hotels worldwide.
  - Hundreds of new hotels have already been added in 2020
- Opportunity for domestic travel:
  - Domestic travel likely to rebound first
  - Large variety of domestic destinations, hotels, tours and activities
  - Visit the "Destination Info" tab on WorldAgent Direct for the full list of domestic vacation options.

### Looking Forward Delta Air Lines New Standard of Clean

- Delta is setting a new standard of cleanliness, so your clients can enjoy more peace of mind when they are ready to travel. Safety always comes first, which is why Delta is incorporating these new, enhanced practices into our cleaning procedures from now on:
- Fogging:** In addition to all transoceanic flights, all domestic aircraft are now fogged overnight with high-grade, EPA-registered disinfectant. Beginning in May, we will also fog all aircraft in every station.
  - Air Filtration:** Many Delta aircraft are equipped with state-of-the-art air filtration systems that extract more than 99.999% of even the tiniest viruses, as small as 0.01 micrometers.
  - Cleaning Checklist:** Delta is committed to following an extensive cleaning checklist to ensure everything is "Delta Clean" before every flight, including ticket counters, gates, jet bridges, tray tables, seat-back entertainment screens, arm rests and seat-back pockets.



## Company Training Notes for May 14, 2020

### Customer Service: Self Promotion Facilitated by Gary

Why do people call you? They don't unless they know who you are, what you do & have confidence that you have the information & knowledge they want. So... How do we get the word out?

**THANK you to Karen Stucker, Tara Moncur & Jim Rayburn for great presentations on Self Promotion!**

**Karen Stucker:** 1) be alert and aware of conversations around you. Let neighbors and friends know what you do. 2) Be your own advocate, tell people how valuable you are. 3) give people more than they expect (WOW) use your SigNet tools such as Cruise tracker. It really works! 4) Use Social Media! It is important to be online. Karen was at dinner one night and overheard a group conversation about travel. She waited for the right moment and joined the conversation telling them about places she had traveled and introduced herself as an Advisor. She has done over 13k in business with one of them! She passed out flyers to her Neighbors in her condo and is now helping her neighbors. 5) Update your MMT web profile. People do look at them to decide who to call. Check out Karen's profile it is awesome and shows off her fun adventures. Thanks Karen!

**Jim Rayburn:** Jim has a great business Facebook site & consistently receives Business from it. Search for 'Jim Rayburn, Morris Murdock Travel'. He reach more folks asking friends to share his posts to their friends. Jim reciprocates by sharing his friends Business posts. To make FB work, you must post often, daily if possible. Jim looks for good resort deals and packages that with air (uses DL website to find cheapest days to travel) then posts. Staying active in FB keeps friends following. Pushing Hawaii right now because that will be a popular spot when people start traveling again. Don't talk people into something they don't want. Give them what they want.

**Tara Moncur:** Tara is also has a Face Book Business Site. You can find her page by searching "All about travel with Tara Moncur". With the quarantine, people are on Social Media! Great way to connect with them right now. Not hard to set up, but can be hard keeping it updated. You need to spend at least 30 minutes a day updating the page. Tara is working on using Instagram and twitter to reach the younger crowds. She is trying to use 'Schedule an Appt' on FB. Tara sends clients multiple Business cards and asks them to give one to a family or friend interested in travel. It works! She takes great 'personal' notes in CB so she can connect personally with clients. Costco is getting horrible reviews. We need to capitalize on the problems people are having with Online TA's. Every transaction is important... Booked a car for a guy, the next week he booked a 10K trip with her!

## Tips & Company Business

**Brent:** Signature is reviewing a few Suppliers for financial stability. Don't book Shore Trips at the moment. Continue using Shore excursions. Other Suppliers are being Reviewed. Brent will keep us posted.

**Brian:** The Press Sensationalizes a lot of stuff so be careful in what you believe. The Cruise companies are a big target. Most are financially Sound. They have assets worth Billions, so they can borrow and most will get through this time OK. Same with the airlines.

**Austin:** Review of bad emails. Hover over the senders email to get more info on who truly sent the email. Never click on a link and absolutely never enter credentials into an email or a pop-up box! Continue sending emails to IT if you are unsure.

## Company Training Notes for May 7, 2020

Apple Vacations – by Kate Heath



### Up-to-date Destination info & Policies:

<https://www.vaxvacationaccess.com/suppliers/apple-leisure-group/pages/algv-gives-you-more/Policies/#hotel/>

Join 'Kate's Way to Travel' FB page for lots of Fun and good Travel articles, statistics, etc.

Join ALG weekly Travel Talk webinars for more information. Go to Vaxvacationaccess.com to sign up.

### News Flash: Change from this mornings meeting:

We received news today that we will be extending the 25% for June and July Travel. Everything launches tomorrow, and I will be sure to post everything on my 'Kate's Way to Travel' Facebook page...(However, it will follow the same process as the others.) So if you are currently working on a June or July booking with us right now, STOP. Pick back up tomorrow or Monday when you details!

Find tons of information in [www.vaxvacationaccess.com](http://www.vaxvacationaccess.com)

Look under Suppliers for the Anchor page of each vendor for vendor specific details.

Lots of great training under the 'Training' section. Learn more about Rewards and recognition, etc.

[www.vaxvacationaccess.com/suppliers/apple-leisure-group/algv-gives-you-more](http://www.vaxvacationaccess.com/suppliers/apple-leisure-group/algv-gives-you-more)

[www.vaxvacationaccess.com/suppliers/apple-leisure-group/training-pages/library](http://www.vaxvacationaccess.com/suppliers/apple-leisure-group/training-pages/library)

[www.vaxvacationaccess.com/suppliers/apple-leisure-group/rewards-and-recognition/Waves](http://www.vaxvacationaccess.com/suppliers/apple-leisure-group/rewards-and-recognition/Waves)

### Up-to-date Destination Policies:

<https://www.vaxvacationaccess.com/suppliers/apple-leisure-group/pages/algv-gives-you-more/Policies/#hotel/>

### Self Help – Learn how to find and take action on rebooks, cancellations, etc.

<https://www.vaxvacationaccess.com/suppliers/apple-leisure-group/pages/travel-agent-self-help-guide/>

## Tips & Company Business

**Linda:** Australia isn't allowing anyone out of the country without Govt approval and an exemption form. Not sure about people coming into the country, but probably not

**Brian:** Hawaii is in quarantine until end of May at the moment. He expects Hawaii to be a big destination when things open back up.

**Sylvia:** heard British Columbia has closed borders for 2020. no cruise ships or anyone in or out.

**Discussion:** Cruise Line cancellations continue to change Daily. HAL and Princess have cancelled all Europe Cruises for summer Season. Carnival just announced all Cruises cancelled through Aug 31. it's hard to keep up.





## FUTURE CRUISE CERTIFICATE Redemption Made Easy

In this period where time is of the essence, avoid hold times on the phone and use the simple, automated process on CruisingPower.com to locate and redeem your clients' Future Cruise Certificates (FCC). This saves time, plus makes your job planning their vacation as easy as possible.

### Redeem FCCs in 3 easy steps

#### Step 1:

Use the 'Booking Tools' dropdown menu, select 'Insight' and then 'Export to Excel' to easily view a complete list of clients with FCCs and all pertinent information.

If you don't have access to Insight please contact your agency administrator.

#### Step 2:

Use Espresso® or your preferred automation tool to create the new booking.

#### Step 3:

Once your client's new booking is made it's time to redeem their coupon.

- After creating the new booking, use the 'Booking Tools' dropdown menu to select 'Coupon Redemption' and enter your client's information.
- Select 'Future Cruise Certificate' as the Coupon Type.
- Use the FCC number as the 'Certificate/Request #' and input your client's previous booking number.

#### Then you're all set!

Please note that these requests must be submitted one per guest per FIT booking and it will generally take up to 14 days for the FCC to be applied to the new booking. However, due to the high volume in requests, it may take longer.

Additionally, FCCs are not transferable among Royal Caribbean Ltd. brands.

Visit [CruisingPower.com](https://CruisingPower.com) today.



## Tips & Company Business

**Austin:** It's unbelievable the amount of Fraudulent Emails that are coming in right now. In times of Tribulation, the bad guys will work overtime to take advantage of us. Be vigilant. Never give out info through an email. Don't click on attachments or links. If you think it might be legit, pick up the phone and call to be sure. Just this week, we know people that have been scammed out of \$40,000 & given tax ID and bank information to bad guys. Even the best of us can be fooled. **Just pick up the phone and call to verify.** Or start a new email message to verify. (never reply). I'm afraid this is going to be the 'new normal'.

Thank you valued Travel Partners for your patience and support as we work through this fast paced and fluid situation for our beloved travel industry! To stay up to date on all things Royal Caribbean during this time, please visit: <https://loyaltoyoualways.com/> or <http://www.cruisingpower.com/protected/alert.do>

We are here to support you – through virtual trainings, webinars, smart business practices to use this time effectively – We are here for you and we will get through this together!

Do you attend Vicki's weekly Coffee talk? Register on [loyaltoyou.com](https://loyaltoyou.com) Next weeks coffee talk falls on Travel Agent day (May 6<sup>th</sup>). Be sure to sign up

Problems or questions? Contact Ginny Tujague [gtujague@rccl.com](mailto:gtujague@rccl.com) Or Ali Ozan (Inside sales support) [GinnyTsupport@rccl.com](mailto:GinnyTsupport@rccl.com) 800-327-2056 x 83653

## Company Training Notes for Apr 23, 2020

Carnival – by Swapna Kulkarni

### Tips & Company Business

**Kathy:** Working with Apple Vacations and Kate had been great through this whole ordeal. It is easy to get the 125% Credit of re-booked trips. You do it all online, no reason to call. You put !\$ down on the new booking, fill out the form and you will get the credit. If you have questions, call Kathy.

- \* Carnival Plan to start cruising again is June 27<sup>th</sup> for some sailings. See [goccl.com](http://goccl.com) for details.
- \* Distancing practices on board – more info to come.
- \* New Ship – Panorama (Mexico) is a destination in itself. So much Fun to be had!

#### Onboard With You Pledge

##### **ONBOARD WITH YOU PLEDGE: LIVE WEBINAR, MONDAY APRIL 27th AT 2PM EST. (1 hour)**

During the webinar he will go into detail about our two main commission related initiatives: commission protection through 2021 and 1% bonus commission incentive, as well as other benefits from the “Onboard with You Pledge.” In order to join, you will need to register via this [link](#).

- More information about the Onboard With You Pledge: <https://www.goccl.com/Agent-Programs/Onboard-With-You-Pledge>
- Onboard With You Pledge FAQ's: [http://carnivalconversations.com/documents/FAQ\\_BonusCommissionIncentive\\_FINAL.pdf](http://carnivalconversations.com/documents/FAQ_BonusCommissionIncentive_FINAL.pdf)
- Onboard With You Pledge video: <https://youtu.be/xk0A00HXsGk>

#### Carnival Health and Sailing Updates

<https://www.carnival.com/health-and-sailing-updates#>

#### Carnival Away We Go (food and drink recipes, and so much more!)

<https://www.carnival.com/awaywego>

#### CARNIVAL “HOMESCHOOLING!”

Live webinars, recorded trainings & tutorials...more to come!

##### **Be A Carnival Expert with 'Knowledge Center' Thursday, April 23. 2pm est (15 min)**

Learn where to obtain answers to any question available in GoCCL “Knowledge Center.” Quickly access volumes of information about Booking Procedures, Itineraries, Before You Board, Onboard Experiences & more. Link for webinar: <https://zoom.us/j/91545514866>

##### **Carnival: Welcome to the FUN! Apr 27, 2020 01:00 PM est (45 min)**

Join us for an overview of Carnival Cruise Line. This webinar is geared towards new travel advisors, or those new to selling Carnival. Register in advance for this webinar: [https://zoom.us/webinar/register/WN\\_Mp39dxq8Qpy04nAH0RP5JA](https://zoom.us/webinar/register/WN_Mp39dxq8Qpy04nAH0RP5JA)

#### Recorded Trainings on YouTube!

Now is a great time to brush up on your Carnival knowledge and we make it easy to do so with recorded tutorials and webinars on our Carnival Independent Agent Team YouTube channel. Check it out! [CIAT Youtube Channel](#)



**SWAPNA KULKARNI**  
**Business Development Manager**  
**Carnival Cruise Line**

- 1 (800) 327-7276 – Sales Support
- 3655 NW 87th Avenue Miami, FL 33178





Company Training Notes for Apr 16, 2020

Viking Cruises – by Reiner

Lot's of great NEW information presented by Reiner this morning. The full presentation can Be found on Homeport. Training-> Destinations.

**Viking Expeditions**

State of the art expedition Ships Built for Polar & Great lakes Itineraries.

On Sale Now For 2022 Departures



**Viking Polaris and Viking Octantis**



All toys including Submarine included in Price.



**Great Lakes Itineraries**



13 day itinerary First 5 sailings in 2022 already sold out! See 8 day Itineraries in full presentation on Homeport

**The Viking Mississippi coming in 2022. Available for booking now.**

Four Itineraries: Sailing along Mississippi's rich waters



**Tips & Company Business**  
**Brian:** The recent Earthquakes are unsettling to most of us. The best way to put our minds at ease is to be ready in case a bigger one hits. Last year we participated in the Great Utah Shake-out. Probably won't this year with the quarantine, but you can still prepare yourself. See the website: <https://www.shakeout.org/utah/>  
 For great information of what you can do and need to know to be prepared.

## Company Training Notes for Apr 9, 2020

Customer Service, Facilitated by Brent

### Thank you to Elaine, Cindy Kirby & Laura Murdoch for sharing today!

**Elaine:** Being responsive is important. Talk to people like I talk to my family and Friends. I try to get personal with them and find out about their family, etc. I don't have a script, I just talk to people and see how the conversation goes. Everyone is different in how you have to deal with them. My top client has become my friend. I go to her house to deliver things. I know her kids, we are like old friends. Just be friendly and be yourself.

**Cindy:** Important to Listen and take notes! Cindy likes to sit face to face, she remembers more and can make better impression. Because she takes good notes, she can bring up family and other discussion she had in the past. Using their name is important, if they have a nick-name, use it. Important to put that in the notes so you don't forget. I treat people how I want to be treated. Every trip no mater what it is, I treat like it is there trip of a life time. I like to call people to ask questions like... what is your seat preference. Attention they wouldn't get on line. Be sincere. You don't need to lie... if you haven't been somewhere, tell them you are excited to book this place and have the tools to do it. If you get grumpy people, just treat them as you do anyone else. Don't be afraid of them. commiserate with them. You can win them over. Building Rapport means building Repeat clients!

**Laura:** Loves to send people extra things. She sent an article on a property a lady was interested in, sent a list of Audio books to a blind client. ... nothing to do with travel, just being nice and staying in touch. Think outside the box. These extra things make a big difference. Let people take the lead...do they want to chat or get right down to business. Change the way you talk to them accordingly. Reminds herself to slow down when really busy... and listen and take time with them. She is staying busy by going through all current reservations, repricing & letting clients know what things are looking like for future. Finding next years prices are not cheap... actually a little higher. Also spending time doing training and webinars to sharpen her skills. Final advice, look for people in your life that are really good with people. Focus on what they do to make people like them, then emulate what they do.

**Great advice everyone!! Thanks Ladies!**

### Tips & Company Business

**Brian:** You may have seen that the CDC warned against Cruise travel in general. That is because Cruise ships that doc in the US are examined and scrutinized more than a resort would be. Anything outside the US isn't examined and would never be on the list.

**Kari:** has a DLV voucher she will share to make sure money goes back to the correct person when you have multiple party trips.

**Annette:** The CB cheat sheet has been updated on Homeport (Training->Client Base page) with the new codes you need to use in the Res Cycle box. This will help assure Client Reach messages go out correctly. Please go back and update all CB Res Cards that have cancelled due to Covid19. Please try and get that done by next Friday, April 17<sup>th</sup>)

**Brent:** Tplease Query all clients who had trips planned in 2019 and reach out to them. Brent will be following up to make sure you do. You could send this great video message and invite them to watch. Here is the link:

<https://www.travelagewest.com/Travel/Cruise/Vicki-Freed-and-Fellow-Cruise-Executives-Explain-How-RCL-Cares-Will-Help-Advisors>



# Company Training Notes for Apr 2, 2020

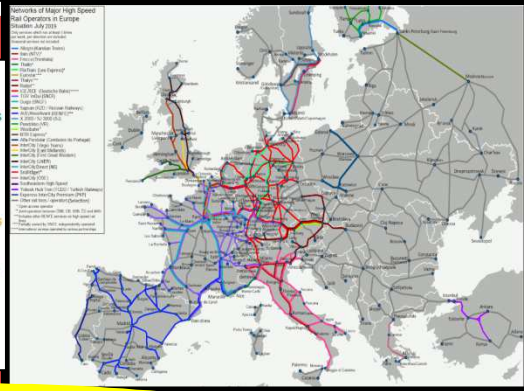
## RAILEUROPE by Dan Guenther

### Inspiring connections

How far out can I book?

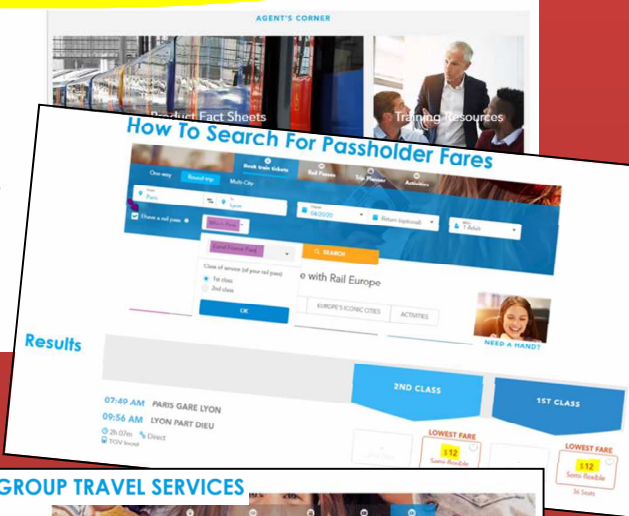
|          |                     |                    |
|----------|---------------------|--------------------|
| 3 Months | 180 DAYS / 6 MONTHS | 60 DAYS / 2 MONTHS |
| 4 Months | 120 DAYS / 4 MONTHS | 45 DAYS / 1 MONTH  |
| 5 Months | 90 DAYS / 3 MONTHS  |                    |
| 6 Months |                     |                    |
| 9 Months |                     |                    |

AT: Athens, BE: Belgium, CH: Spain, TR: Turkey, FR: France, NL: Netherlands, LU: Luxembourg. Dates are approximate and subject to change, especially in busy areas and early December during Christmas season.



### TRADE WEBSITE - AGENT.RAILEUROPE.COM

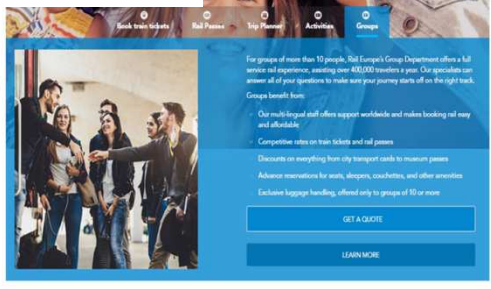
- Fare Comparison
- Expanded Fare Display
  - Up to 5 fares
- Interactive Trip Planner
- My Account
  - Customizable Agent Profile
  - Set preferences for tracking & managing clients
- My Bookings Page
  - View the status of bookings
  - Create booking report
  - Request refunds
  - Send details to clients
- Exclusive Owner/Manager Administrative Profile
  - Allows control over user login accounts for the office
- Agent's Corner
  - Training Resources
  - Videos
  - News
  - Brochures
- Inspiration Page with Rail Europe Employee top travel picks
- Enhanced Frequently Asked Questions



**New countries:  
Estonia & Latvia**

- Features:**
- Multi-lingual group travel consultants
  - Dedicated consultant for each booking
  - Secure space months in advance
- Group Travel Benefits:**
- Up to 60% savings on train tickets for 10+ travelling together
  - Savings on reservations
  - Discounts on city transport cards and museums
- Customize:**
- Corporate Incentives
  - Pre- and Post-Cruise Excursions
  - Study Abroad Programs
  - Faith Based Travel
  - Performing Arts
  - Social and Sports Events... And More!

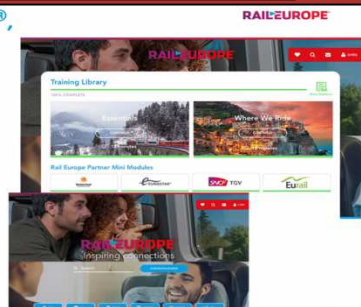
### GROUP TRAVEL SERVICES



**TRAC  
training  
Launch date  
delayed to  
May 11<sup>th</sup>**

### NEW & IMPROVED TRAC<sup>®</sup>, Launching May 11

- Introducing a NEW training and sales enablement platform for TRAC<sup>®</sup>.
  - Same familiar URL
  - App enabled for access on or off-line
  - Interactive training with videos, pop-up maps, progressive testing
  - Downloadable materials for sharing with clients to sell rail
- Additional modules introduced weekly from May through July
- Opportunities for Prizes and FAMS
- Complete all the courses:**
  - Certified Rail Expert
  - CEU credits
  - Entered to WIN 1 of 4 \$250 Visa Gift Cards
- Strong communication plan to support



### Tips & Company Business

**Brian:**

Worry is wide spread. This morning unemployment hit 3.6 million nationwide. Brian has spent hours wading through the stimulus package, working with our Bank (Key Bank), filling out applications for Stimulus package money, etc. It is about an 8 week process to get money, but we are eligible and we should receive help. a big concern is with the airlines. At the moment they are only extending credit until the end of the year 2020. buy they are receiving pressure from congress to extend through 2021. can't image they wont, because they need financial help also.

**Please do what you can to help contain the virus and keep yourself safe and healthy.**

**My Wife told me to stop acting like a flamingo... I had to put my foot down.**

**New airport Codes for current travel:**

- LVG - living room
- DNR - dining room
- BTH - Bathroom
- BKY - back yard
- PAT- patio
- MBR - master bed room
- OFC - office
- WNC - wine celler

← New: Premium service seating



**SigNet Contact info:  
800-381-7255  
Agent.raileurope.com  
Dan: dguenther@raileurope.com**

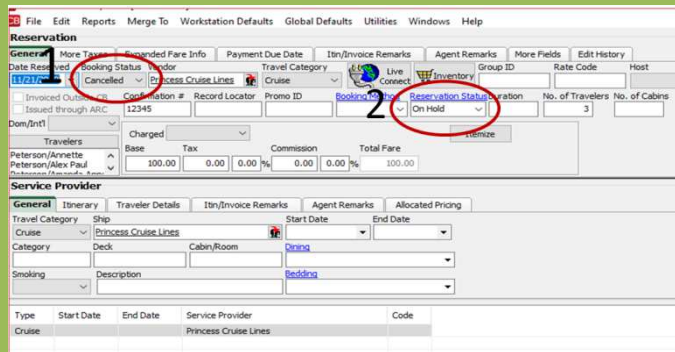
# Company Training Notes for Mar 26, 2020

March 19<sup>th</sup> cancelled do to Covid19 & the EARTHQUAKE!

March 26<sup>th</sup> - COVID19 virus Discussion

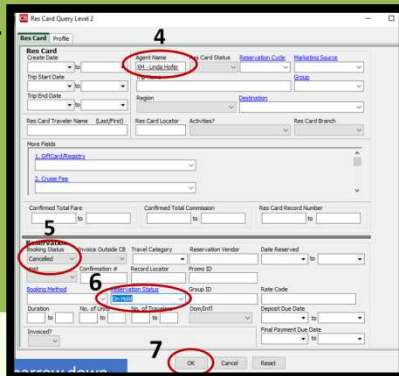
## Annette/ Discussion:

Client Base: Please follow the instructions for Cancelled and rebooked trips presented this morning. It will help everyone, if we are all doing it the same. Full instructions can be found on Homeport, under Training -> Client base.



\* Use the AGENT REMARKS area in the Res card to make important notes, note the number of the Credit letter you will need in the future when rebooking trips, etc. Anything you need to remember yourself or someone would need to know if you weren't here.

If you do the above, then you can query later for clients that have credit.



## Staying organized.

Cindy Kirby:

- Generate a CB list month by month in 2020 of clients that are scheduled to travel
- Contact all March and April clients to cancel or REBOOK
- Check prices on all future bookings, month by month, and rebooking if the fares are lower
- Sending emails with confirmations of changes and encouraging passengers to travel
- Set up schedule to contact recent quotes to check prices and entice new bookings

Lara Maxfield:

- Make an itemized list of the vouchers, credits etc., keep all the important details together

Amber Johansen:

- Clear out a drawer or set aside a specific place for all your clients impacted by the CV

Please Invoice at Deposit or earlier. Accounting has nothing in Trams until you do!

## Tips & Company Business

**Brian:**

We have had a difficult few weeks. The changes we made this week were hard, but needed to keep us stable and secure.

Thanks to all for your understanding and helping us get through this difficult time.

Yesterday the senate finally passed the first stimulus package. We were one of the first to start the application for help. We are moving forward carefully as we still don't know what the other packages will contain. ASTA needs to be thanked as they made sure there was language in the package for Travel Agencies. We are secure and the changes we made this week will make us more secure. The coming months are going to be challenging, but we are grateful for wonderful partners that are helping us, including the landlord. The cruise lines couldn't be better. The land operators could be better, we are working with them. Our biggest concern is the safety and health of our employees and their families. Please do what you can to help

contain the virus and keep yourself safe and healthy. Thank you!

**Joke: compliments of BriLianna (Brian's granddaughter)**

What did the little Dalmatian say to his mom after having a snack?

"that hit the spot" LOL



Company Training Notes for Mar 12, 2020  
 COVID19 virus update by Brian

**Brian's update:**

**Comments from our meeting:**

- If you are sick, stay home. We will probably all be working from home soon.
- We are not Healthcare or Insurance people. Don't give advice. Let them make their own decisions.
- Book preferred and large companies we know and trust are financially stable.
- It is much better for us if the credit card is processed by the vendor, not by us. It's all about our risk

**This is pretty interesting times we are living through right now. In 200 years, there have only been 4 financial crashes in our country (measured by the stock Market falling more than 20% ) this is one of those times.**

- In the coming weeks, we will need to put plans in place to deal with company needs and make sure we can weather the storm, but we will weather the storm. Financially we are secure, but we may need to make changes to assure we stay that way.

**The Economy is resilient. History shows that. Since 2000, Travel has increased every year. This is temporary, we will have pain and feel uncomfortable, but we will get through it. People will start traveling again... at some point "Value will overcome Fear" and there will be a lot of great Values out there to get people traveling again!**

- We realize that most of our employees are on commission, and we know you can't work for months without income. We will do what we need to do take care of you. More information will be forth coming.

**The good news is that most of the business is not being cancelled, just postponed. 2021 may be our best year ever!! 😊**

**Tips & Company Business**

**Austin:** Be careful of websites and email viruses right now. People taking advantage of Coronavirus situation to try and get you to click on things you shouldn't . be cautious.

**Kathy:** Great time to reach out to clients. Be upbeat, let them know we are here for them. Lara Maxfield does a great job everyday of calling clients. Here is a great example from Tara of how we can stay in front of clients & Friends on Social media. This is a great time to explain why you should use a TA, rather than booking online!



**February recognition**

|                        |                    |
|------------------------|--------------------|
| 12) Linda Hofer        | \$10,054.76        |
| 11) Amber Lee Johansen | \$10,869.49        |
| 10) Debbie Swindall    | \$10,925.19        |
| 9) Cindy Butler        | \$11,026.19        |
| 8) Kathy Hirst         | \$12,260.63        |
| 7) Cindy Kirby         | \$12,972.19        |
| 6) Laura Murdock       | \$13,098.41        |
| 5) Patty Crim          | \$13,994.02        |
| 4) Karen Johnson       | \$15,866.58        |
| 3) Lara Maxfield       | \$19,444.98        |
| 2) Murielle Blanchard  | \$22,044.26        |
| 1) Elaine Beckstrom    | <b>\$52,370.06</b> |

# Company Training Notes for Mar 5, 2020

Princess Cruise by Bret Gove

## Tips & Company Business

**Brian:** Coronavirus: it is impossible to keep up with information and changes to policy coming from Countries, vendors, Insurance companies, etc. Daily if not hourly, there is new information. The email sent from French Polynesia yesterday has already been changed and will be sent out again later today. Here is a few things to keep in mind: 1) if traveling to Asia, be aware of Connecting hub policies. You may not be able to enter a country if you connected through certain airports/countries. 2) Unfortunately we have a 2<sup>nd</sup> Princess Cruise (the Grand) quarantined off the coast of San Francisco, 3) Israel is taking very restrictive measures for all incoming visitors, 4) vendors and airlines are offering relaxed and liberal cancellation policies, 5) if you purchase Travel Protection now, it will most likely not cover Coronavirus, even if you do get sick, 6) countries to watch right now are Germany, France and Spain.

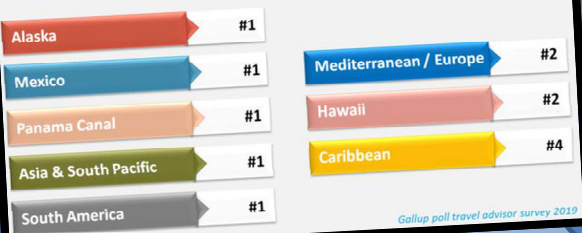
The good news is the virus is rapidly decreasing in China now. 117 countries have not reported any cases of the virus. This John Hopkins website may be the best source of current information on how the virus is spreading.



Coronavirus updates see:

[https://www.princess.com/news/notices\\_and\\_advisories/](https://www.princess.com/news/notices_and_advisories/)

### What the travel advisors say:



Congratulations to Bret for making Princess BDM of the year last year! (thanks in part to us 😊)

### Medallion Class – Fleet wide

Medallions will be on all US ships by the end of 2020 →

If client orders them, Ahead, they come in the mail in a nice box about 3 weeks before sailing.

- Caribbean Princess<sup>SM</sup> | Activated
- Regal Princess<sup>SM</sup> | Activated
- Royal Princess<sup>SM</sup> | Activated
- Crown Princess<sup>SM</sup> | Activated
- Sky Princess<sup>SM</sup> | Activated
- Ruby Princess<sup>SM</sup> | Activated
- Grand Princess<sup>SM</sup> | March 2020
- Enchanted Princess<sup>SM</sup> | June 2020
- Emerald Princess<sup>SM</sup> | August 2020
- Coral Princess<sup>SM</sup> | October 2020
- Island Princess<sup>SM</sup> | December 2020
- Discovery Princess<sup>SM</sup> | November 2021



Using the Medallion and the phone app makes onboarding fast and easy. Client can upload a personal pic & a passport pic and bypass all the long lines!

### Best Sale Ever morphs into: Best Value Ever!

**Princess Plus!** Includes Drinks, Wi-Fi, & gratuities. A \$95 per day value for \$40 per day!

A new fare – our best value ever!  
 Starts: Monday, March 2, 2019 (12 am PST)  
 Ends: It doesn't!  
 Product: Cruises & cruisetours sailing April 2020 and later  
 Applies: 3 days and longer  
 ALL categories, INCLUDING 3<sup>rd</sup> & 4<sup>th</sup> guests (even 5ths in Sky Suites & Family Suites).  
 This package is capacity controlled and subject to inventory availability.

Can be combined with previous offers:



### Re-faring for Princess Plus

Upsell amenity options/charges for sales launched prior to Princess Plus

| Promo Code              | Sale                | Sale Offer  | Upsell Items              | Per person Cost/day | Offer Code |
|-------------------------|---------------------|---|---------------------------|---------------------|------------|
| N5*, K5*                | May Sale            | OBC, Gratuities   | Drink, Wi-Fi              | \$25/day            | BEST2DW    |
| N6*, K6*                | Sip & Sail          | Drinks  | Wi-Fi and Gratuities      | \$25/day            | BEST2WG    |
| N7*, K7*                | Landmark            | OBC   | Drinks, Gratuities, Wi-Fi | \$40/day            | BEST3      |
| N9*, K9*                | 3-for-Free          | OBC, Gratuities, Stateroom location upgrades  | Drink, Wi-Fi              | \$25/day            | BEST2DW    |
| NY*, KY*                | Anniversary         | OBC, Wine & Dine, Stateroom location upgrades, Ezair discount on Summer Trades        | Drinks, Gratuities, Wi-Fi | \$40/day            | BEST3      |
| NYC, KYC                | Anniversary + Cyber | OBC, Wine & Dine, Stateroom location upgrades, Ezair discount on Summer Trades, Wi-Fi | Drinks, Gratuities        | \$30/day            | BEST2DG    |
| NL1, KD1, FE*, Y1*, YT* | Fare-only           | —   | Drinks, Gratuities, Wi-Fi | \$40/day            | BEST3      |

<https://gisanddata.maps.arcgis.com/apps/opsdashboard/index.html#/bda7594740fd40299423467b48e9ecf6>





# Company Training Notes for Feb 27, 2020

## Coronavirus update by Brian

### Tips & Company Business

#### Brian: Cruise Fee delayed

With Cruising at the forefront of the Coronavirus scare, now is not the right time to implement a Fee. The Cruise lines are taking a huge hit and we don't want to do anything that will deter a client from booking a cruise. So, status Quo for now. Do as you have been doing. We will watch how things unfold and determine a better time in the future to launch our Cruise Fee program.

#### Karrie: Homeport:

<https://homeport.morrismurdock.com/login.cfm>

Make sure you are going to the right Homeport, not the old one ☺. Please get familiar with homeport. Lots of good information there including a list of all internal phone numbers, cell phone nbrs for Co-workers, etc. On the Training Homepage you will find links we talked about today for Coronavirus info and updates. Recently we added 3 new Docs under the 'ClientBase' page for 1) Charging Cruise Fee's, 2) Charging a Misc. Fee and 3) Invoicing a Gift card. On the 'Thursday Morning' Page you can find these weekly notes and a list of training scheduled out for a couple months. If you have something you would like to see on Homeport, let the support team know.

**Barb:** We will be adding a Shared Folder' ICON on your desktop in the next couple weeks. This folder will contain Letters and Travel-Related Documents you have written and shared. *Examples are: What your clients need to know when booking Disney cruises, or Things to know when going to France.*

If you are an expert in an area and would be willing to share your knowledge, we would love to add your document to the shared folder. Barb is happy to help you write it or proof read it and add it to the folder. This could be a Huge thing for everyone!! Please share with your expertise with your co-workers. Thanks!

The Coronavirus may be the greatest challenge for the Travel industry in the last 20 year, maybe worse than 9/11. We can probably plan on a year before things are totally back to normal.

It is important we don't speculation or speak extemporaneously about CODIC-19. if clients inquire about cancellation/concerns, refer to the Supplier cancellation Policy or the US Dept. of State website. it is important to let them make their own decisions.

#### Websites to refer to for information.

- 1- US Dept. of State  
<https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html/>
- 2- Center for Disease Control (CDC)  
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- 3- World Health Organization (WHO)  
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

- U.S. State Department Travel Advisories  
– Color coded map corresponding to Levels



See [Travel.state.gov](https://travel.state.gov) for info on Low to high risk countries.

- Centers for Disease Control and Prevention (CDC)  
– Level 3 Avoid Nonessential Travel

- Updated Coronavirus in South Korea February 24, 2020
- Updated Coronavirus in China February 22, 2020
- Health Infrastructure Breakdown in Venezuela January 03, 2020

- Centers for Disease Control and Prevention (CDC)  
– Statement on Cruise Passengers

Cruise Ship Travel in Asia  
 • CDC recommends that all travelers reconsider cruise ship voyages to or within Asia.  
 • Several destinations in Asia are experiencing outbreaks of novel coronavirus infection.  
 • Cruise ship passengers are at increased risk of person-to-person spread of infectious diseases, such as the disease caused by novel coronavirus.

See CDC website for info on High Risk countries for Disease control.

#### Suppliers

- This presents our BIGGEST risk
  - Mass cancellations will likely result in tour operator failures
  - Credit cards will provide some protection in event of failure to provide services

Many un-answered Travel Guard questions... what they will or won't cover. Brian and Brent will get clarification. More info to come.

#### How do we proceed

1. Monitor conditions around the world
2. Use same message with clients regarding cancellation
  - i. Supplier policies for FIT bookings
  - ii. Escorted group policies
3. Don't risk booking with unknown and non-preferred suppliers to save clients a few dollars
4. Establish more stringent contract review for all groups and supplier vetting
5. Reduce short-term expenses to allow for promotion in coming weeks

#### TravelGuard Options from Tina

- Most policies do not cover cancellation for "fear"
- "Preferred" product has cancel for any reason 75% refund - if purchased within 15 days of initial trip deposit
- If airline cancels flight with no penalty - agents are working with cruise/river cruise/land operators on moving trip to new destination
- If that is done it must be with same supplier - in Comments box (policy modification) "same supplier new destination no penalties" we will transfer policy to new trip.
- If client cancels trip and is not in penalty - send me copy of zero balance invoice from supplier and if policy is under one year old - ask for voucher
- I will get exception and furnish client with voucher good for two years - fully transferable.

This map from Johns Hopkins shows current statistics. Not just how many have contracted and Deaths, but also how many have recovered.

<https://gisanddata.maps.arcgis.com/apps/opsdashboard/index.html#/bda7594740fd40299423467b48e9ecf6>

Be sure to have your Clients enroll in the 'Smart Traveler Enrollment program' (STEP). This Free service allows US Citizens traveling abroad to receive the latest security updates from the nearest US Embassy or consulate.

<https://step.state.gov/step/>

## Company Training Notes for Feb 20, 2020

UniWorld & U River Cruise by Nicole

### Tips & Company Business

**Marsha:** Use Travel Impressions for a hotel only, they will usually pay double or triple the amount of commission DLV or FJ will pay.

**Marsha:** Concerned that Travel Guard sent a quote and client clicked on quote and booked. Marsha didn't get commission. Everyone jumped in and said that wasn't true. If Client books from an email that was sent out, advisor will still get commission. When sending an email from Travel Guard website, send it to clients email address, and CC yourself in. Verify with Support desk if you are still confused.

**Cindy K:** If you book a carnival and change anything, like taking advantage of a senior discount after you have already booked, beware! Cindy did this and had the Final Payment Due date moved up, she missed it and the cruise cancelled on her. Be careful.

**Kathy H:** Oceana: all Asia cruises are cancelled right now.

**Annette:** Please keep track of your passwords! Have had issues with Live connect in CB with passwords expiring, etc. Please keep passwords in a doc or somewhere secure. It is important you remember them or can find them when needed.



No longer restricted by age, anyone 18+ can sail. Only requirement: **"Young at Heart"**

"Anyone can go, but everyone shouldn't.

This isn't a 5 star UniWorld River Cruise." -Nicole

- Average age 30 – 55
- Younger activities. Mixology classes, Silent Dancing, Ice Bar, 50 bikes on board, more Free time, late nights, sleepy mornings, All geared toward young & active.
- English speaking U-hosts instead of cruise Director. Local folks that know the area's.
- Included: 3 meals; 2 excursions per itinerary, Daily Happy Hour, Gratuities, & Wi-Fi.
- Add-on's: 1) Drink packages or purchase by the glass. 2) Romance Packages. 3) Spa treatments.
- 2020 Specialty Cruises: Singles & Foodie Cruises.



### 2020: What's new at Uniworld?

**Amazon river cruises.** Leasing a ship from Aria Amazon. 16 cabins, 32 people. Sailings Sept – Dec, 2020. Not in Brochure, find info online.

**12 day Rhine & Mosell:** from Baden-Baden to Frankfurt on the River Queen.

### New Ship's this year:

- The Mekong Jewel. in Vietnam & Cambodia
- SS Sao Gabriel – Portugal
- SS La Venezia – Italy (Venice area)
- SS Sphinx – Egypt Nile river (fall of 2020)



Company Training Notes for Feb 13, 2020  
Sales performance & Organization/Time management

**Sales performance and Time Management.**

Thanks to Kari, Lara & Sylvia for their sharing tips.

Being organized and using your time wisely is a very personal thing. It is great to share idea's, but in the end, you will need to find what works best for you! 😊

**Kari Cellan:** Kari is still pretty new, but already learning how important organization is. She has created a Word Doc with 3 sections: 1) People she needs to get back to; 2) things she needs to follow-up on; 3) Payment deadlines. She also uses 'At a Glance' in CB to help keep her on top of payments due, etc. To stay on top of special deals, she saves the PDF's to a folder. She also creates email folders for each client to keep track of Docs, etc.

**Lara Maxfield:** Lara uses AXUS for her clients, so as she gets PDF's and Docs for a clients, she immediately uploads them into AXUS. Later when she is ready to publish, Documents are already there. Lara uses Activities in CB to help her with her To-Do list. It works really well, & saves paper! Side note- She doesn't use the outlook 'reminder' feature, but most people would. It's a good way to add your action items to outlook calendar, which will pop up on a specific day reminding you. Laura keeps a 'Paper Folder' for each client. This is where she keeps notes as she is talking with clients, and keeps it updated as the trip progresses. Everything on and in the folder is organized so she can quickly find what she needs. It may look like scribble to some, but it all makes sense to her. She also uses email folders she creates for each client trip.

**Sylvia Thomas:** Sylvia attends lots off classes on TM and Organization. She taught a Summer school class last summer, so we asked her to review the info she presented.

- 1-Make a Plan. Do hard & urgent things at your biological Prime time
  - 2-Allow for interruptions during your day.
  - 3- Make your to do list before you go home & Prioritize the list
  - 4-the 4 Ds of your task list:
    - DO – follow 2 minute rule. If can be done in 2 minutes, do it now
    - DEFER- the things you have to do, but not immediately
    - DELEGATE- Give clear instructions and get out of the way.
    - DELETE – does it deserve your time? Can it manage without you
- Tips: turn off your email notifications pop up. Look at email a specific times of the day. Ask your clients to make appts. Keep your workspace clear and only have out what you are working on.

Tips & Company Business

**Brian:** Keep yourself updated with regard to the Coronavirus. We need to be transparent with our clients, so they can make their own decisions. You may have notices a spike in reporting Coronavirus cases over night...that is just because the way they are reporting it now is different. We need to keep things in perspective. Only 1% of cases have been reported outside of China.

**Annette:** After issuing a Sabre ticket, you must do a DIN or at least ER the record. If you don't, the accounting lines don't come into the record and interface to Accounting. Someone (either Annette or accounting) has to manually build the Accounting lines. So PLEASE don't forget the DIN. Thanks!

**Joke of the day from Brian:**

I read a survey that said 6 out of 7 dwarfs are not happy. 😊

**Top 10 Over 10k for January**

|                       |             |
|-----------------------|-------------|
| 10) Kim Rubel         | \$10,148.89 |
| 9) Cindy Kirby        | \$14,795.46 |
| 8) Amber Lee          | \$15,418.77 |
| 7) Cindy Butler       | \$16,397.11 |
| 6) Sandy Wolff        | \$17,046.02 |
| 5) Linda Hofer        | \$17,423.02 |
| 4) Elaine Beckstrom   | \$17,725.00 |
| 3) Karen Johnson      | \$17,805.89 |
| 2) Murielle Blanchard | \$17,972.51 |
| 1) Kathy Hirst        | \$30,395.73 |

**Congratulations!**

|     | Client                   | Task                      | Final   | Depart    | Vendor          | Insurance   |
|-----|--------------------------|---------------------------|---------|-----------|-----------------|-------------|
| Zdo | Adams / Deelstra         | Follow up with Colette on | Paid    | 8-Jan-20  | Collette        | Vendor      |
| \$  | Adams / Deelstra / Adams |                           |         |           | Princess        | Travel Guar |
| \$  | Allen/ Ed & Patty        |                           | 5.10.20 | 8-Aug-20  | Princess        | Travel Guar |
| \$  | Allen / David & Janine   |                           | 5.10.20 | 8-Aug-20  | Princess        | Travel Guar |
| \$  | Allen / Dan & Erin +2    |                           | 5.10.20 | 8-Aug-20  | Princess        | Travel Guar |
| \$  | Godfrey / Monica & Matt  |                           | 5.10.20 | 8-Aug-20  | Princess        | Travel Guar |
| \$  | Allen / Andrew & Heidi   |                           | 5.10.20 | 8-Aug-20  | Princess        | Travel Guar |
| \$  | Allen / Adam & Amber     |                           | 5.10.20 | 8-Aug-20  | Princess        | Travel Guar |
| Zdo | Allen group              | Book air                  |         |           |                 |             |
| D   | Arnell/ Clay & Launa     |                           | Paid    | 25-Mar-20 | Disney Cruise   | Travel Guar |
| D   | Arnell/ Kyle & Katie     |                           | Paid    | 25-Mar-20 | Disney Cruise   | Travel Guar |
| D   | Brinkerhoff              |                           | Paid    | 25-Mar-20 | Disney Cruise   | Travel Guar |
| D   | Barney                   | Print NCL docs            | Paid    | 7-Jun-20  | NCL             | Declined    |
| D   | Barney/Flinders          | Air Pre/post package      |         |           |                 |             |
| D   | Flinders                 |                           | Paid    | 7-Jun-20  | NCL             | Declined    |
| \$  | Boyer                    |                           | 2.15.20 | 14-Apr-20 | Europe Express  | Quoted      |
| Zdo | Boyer                    | Add tours in Italy        |         |           |                 |             |
| D   | Boyer                    |                           | Paid    | 19-Apr-20 | NCL             | Declined    |
| \$  | Bronson / Johnson        |                           | 5.13.20 | 13-Jul-20 | MMEtours        | HOOPY @ Ho  |
| \$  | Cardall                  |                           | 7.1.20  | 24-Sep-20 | Carnival        | HOOPY @ Ho  |
| Zdo | Cardall                  | Air & Pre / Post package  |         |           |                 |             |
| \$  | Garter                   |                           | 6.21.20 | 19-Sep-20 | Holland America | Declined    |

Sylvia's spreadsheet

Company Training Notes for Feb 6, 2020

Post Expo & IT reminders!

**2020 - IT Reminders**

**Password:** Longer is better! Find a sentence or phrase easy for you to remember. Austin's example: " ILoveBurntToast" ☺

**Lock your computer behind you!** WIN+L will quickly lock it. Always do this as you walk away from your computer.

**EMAIL FRAUD:** as always, never open and attachment, click on a link, etc. that you weren't expecting. Call IT if your not sure.

**CB:** ALWAYS Exit CB when not at your desk. Remember CB has all your client info, credit cards numbers, etc. Don't 'Check Mark' the "Remember my Password" box! Super Important.

**THANK YOU** for being Diligent in keeping our Data safe!

**CB – Profile Primary agent vs Res Card Agent**

**Profile, Primary Agent:** Marketing messages that are automatically sent to clients from SigNet or other sources using CB, will have the 'Primary' Agents name and information on the message.

**Res Card, Agent:** the Agent on the Res Card is the agent who is signed into CB. The agent attached to the Res card receives credit for the booking. Messages sent out regarding the Trip (final due, Insurance, etc) will have the Res Card Agents name on it.

Please do NOT change a Primary agent just because you are making a booking for the client. Here are a few reason's you can:

- 1) The primary agent no longer works here
- 2) There is NO travel history in the profile, OR it has been several years since they have traveled.
- 3) The Client tells you they would rather not work with the Primary agent anymore.

**Call Support if you need help or have questions. Thanks!**

**EXPO 2020**

Click on Link to see new 2020 EXPO video!

<https://youtu.be/cxzy5SPKooS>

|                |              |
|----------------|--------------|
| Tara Moncur    | \$79,543.94  |
| Carli Lythgoe  | \$83,810.12  |
| Karen Stucker  | \$93,339.56  |
| Laura Murdock  | \$103,211.46 |
| Cindy Kirby    | \$107,325.13 |
| Sandy Wolff    | \$109,096.27 |
| Susan Hatch    | \$111,372.89 |
| Amber Lee      | \$116,223.49 |
| Cindy Butler   | \$119,401.04 |
| Claudia Miller | \$157,446.40 |

**Top 10 advisors**  
as of 2.5.20

**THANK YOU** for making our shows so successful!



Tips & Company Business

**Marsha/Sandy:** At Expo, our Celebrity Rep explained to Marsha (Sandy clarified) that you can get ship board credit back in Cash... here's how: go to the Casino, Load the credit on a gambling card. Play at least 1 game, then cash the rest out. Tricky!!

**Brent:** Please support the Utah Symphony Event on Feb 15<sup>th</sup>. We need 10-15 more qualified clients. If you have Clients coming, please come and join them.

**Brian:** Coronavirus has become a world-wide epidemic. With 2 large ships quarantined, most flights cancelled in and out of China and surrounding Asian countries, it's a huge mess. MMI is greatly affected with our full ship charter coming up in a month and half the on-board clients are from China and can't travel. Please watch the SigNet Coronavirus page for all the vendor updates with regard to travel restrictions, etc.

**Karrie:** Please use the support rotary 801-483-6304 or type Support Desk in ShoreTel. The best way to train Barb is to have her take calls. Please help her learn so she will be efficient when Annette isn't in the office! thank you. ☺

**Joke of the day from Kari Cellan:**

Why does the Norway Navy have a Bar code on the side of their ships?

So when they come back to port they can Scan-da-navian. ☺

**Expo 2020**

as of 2.5.20

**St George Total Sales**

**\$266,178.13**

**SLC Total Sales**

**\$1,325,738.06**

**Total Sales Both Shows**

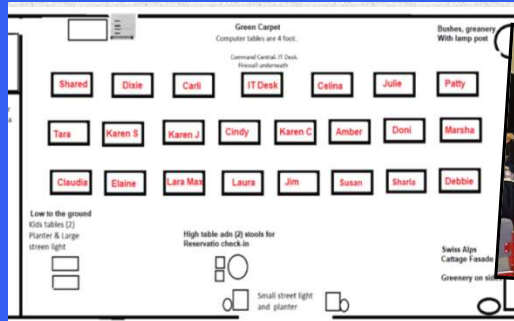
**\$1,591,916.19**



# Company Training Notes for Jan 16, 2020 2020 EXPO!

## Tips & Company Business

Lots of new things this year. Assigned seats at the Res Center, \$3 meal coupons (ask for how many you need) Ipad's for Clients registration, etc. It's going to be a Fun year!



### IT Things to do before you leave your office next Thursday (Tues for SGU):

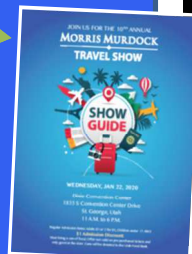
- 1) Know or reset your Log-Me In password
- 2) Know how to unplug 1 monitor from your computer
- 3) Make a list of your vendor Passwords to bring with you
- 4) Reboot your computer on Thursday during the day
- 5) Leave your computer ON when you leave Thurs. night
- 6) Last person our Thursday night, double check everyone's computer is on please.

### What to bring...

- Plenty of Business Cards
- Cell phone & CHARGER!
- Personal Items as needed

### Things to know:

- If a vendor sends a client to the Res center to book their product, please book their product, Don't convince them to book with someone else please.
- New Floor Plan & Config. Black Pearl will be in the back left corner
- EXPO DRESS: Any Morris Murdock Logo Shirt and jacket. No jeans please.
- We will have packets for you. Mints, tissue, hand sanitizer, etc.
- New this year: 16 page show guide:
- Please use your \$30 Shore Excursions Coupons.
- Ice Cream sponsored by Princess
- Over \$25,000 in Prize giveaways this year!!
- Lots of Vendor specials. Don't miss the round tables!
- If you need a break or want to go to lunch, please let support team know.
- Water and snacks at the Accounting table
- If you need anything at all, let the support team know...we are there to serve you!!! **Let's have Fun!!!!** 😊



**Brent:** Exciting announcement from Viking Cruise, 2 new ships that will be specific for the Artic and Antarctica.

**Brian:** Important company Policy Change regarding Insurance: As of now, you can no longer sell Insurance on the Deposit amount with intent to collect the rest at Final. We have had several problems with advisors forgetting to collect at Final and if something were to happen during their trip or they had to cancel, we are liable for the full amount. This could potentially bankrupt us. We are all human and can forget, so the company no longer allows this practice. If client wants coverage for pre-existing issues, they need to pay full amount within 14 days. The other option is to sell insurance at final for trip coverage only.

### Brian's Jokes:

Yesterday a cop showed up at the office and told me my wife was a thief. I didn't believe him, but when I got home all the signs were there.

There are physics laws, like New newton's law of motion or, Pascal's law of fluids, then there is Cole's law, which is definitely sliced cabbage. 😊

### Top 10 productivity for December!

|                       |             |
|-----------------------|-------------|
| 10) Jim Rayburn       | \$9,611.79  |
| 9) Sandy Wolff        | \$12,127.86 |
| 8) Elaine Beckstrom   | \$12,177.93 |
| 7) Murielle Blanchard | \$13,613.97 |
| 6) Karen Johnson      | \$16,025.15 |
| 5) Julie Best         | \$16,137.55 |
| 4) Patty Crim         | \$16,456.57 |
| 3) ValRee Lowe        | \$16,575.25 |
| 2) Cindy Kirby        | \$17,353.81 |
| 1) Linda Hofer        | \$21,785.51 |

### YOY top 10 most improved

| 2019 compared to 2018 |      |
|-----------------------|------|
| Susan Hatch           | 25%  |
| ValRee Lowe           | 26%  |
| Julie Best            | 31%  |
| Debbie Swindall       | 33%  |
| Patty Crim            | 33%  |
| Lara Maxfield         | 34%  |
| Elaine Beckstrom      | 416% |
| Sharia Washburn       | 474% |
| Doni Raemussen        | 671% |
| Carli Lythgoe         | 857% |

# Company Training Notes for Jan 9, 2020

2019 – Greatest year in World History by David Simmons

Thanks to David Simmons for a Fun, Positive & Informative presentation on why 2019 was the best year ever. It's good to take time to ponder the positive. Quality of Life for people around the world has improved dramatically in the last 50 years and continues to get better each year. sometimes we forget that as we listen to so much negative from News and social Media feeds. Thanks for reminding us! Here are The facts...

**Not Only is Life Getting Better, 2019 was the best year in the history of humankind.**

**Tips & Company Business**

**No Company Business today**

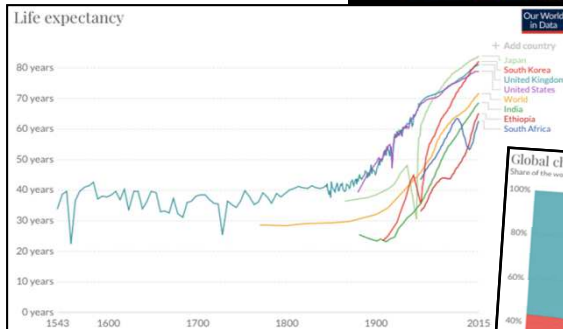
**Welcome to 2020!**

**2020 TRAVEL Show...**

SGU Show: Jan 22<sup>nd</sup>  
SLC Show: Jan 24-25

JOIN US FOR THE 24<sup>TH</sup> ANNUAL  
**MORRIS MURDOCK TRAVEL SHOW**  
ST. GEORGE SALT LAKE CITY

- Indicators:**
- Life Expectancy
  - Health
  - Sustenance
  - Prosperity
  - Knowledge
  - Peace
  - Freedom
  - Happiness



**Polio eradicated!**  
**Small Pox eradicated!**  
**Malaria decreasing!**

