

2021 Training contents

Date	Topic	Page
Dec 16	Apple Vacations with Jacki Marks & Kate Heath	2
Dec 9	Year end review / Security update /Groups update	3
Dec 3	Alexander & Roberts Tours with Tresa Leed	4
Nov 18	SigNet conference report / Seabourn	5
Nov 4	SP / Railbookers with Tyler Wallinger	6
Oct 28	Viking River with Reiner Marks	7
Oct 21	Oceania Cruises by Kari Roach.....	8
Oct 14	SP / Destination Reports	9
Oct 7	Aranui Cruise by Michael Wong & Santa Fe Hotels by Lurdes Munoz	10
Sep 30	Silversea Cruises by Jennifer Tanaka	11
Sep 23	'Morris Murdock & Columbus Says' Game Day!.....	12
Sep 16	Norwegian Cruise with Lisa Presley	13
Sep 9	Destination Reports. Brian on the future	14
Sep 2	MMET & Columbus Groups by Wendy & Larry	15
Aug 26	Apple Leisure Group (ALG) by Kate Heath	16
Aug 19	Customer service by Larry Gelwix	17
Aug 13	File Standardization	18
Aug 5	Sales Recognition & Fee's	19
Jul 29	Disney by Lynn (July 22 nd training cancelled for Holiday)	20
Jul 15	AMA Waterways by Brandon Oscarson	21
Jul 8	RCCL by Ginny	22
Jul 1	Pleasant Holidays by CJ Rogers	23
Jun 24	Globus products by Amanda Ward	24
Jun 17	Regent Cruises by Sheri Pasternak	25
Jun 10	Game Day with Columbus. Getting to know more about each other	26
Jun 3	Cayman Islands by Cheryl Hudak / Seafire Resort by Allison Johns	27
May 27	Barceló Hotels by Ana Diaz and Elizabeth Sanchez.....	28
May 20	Princess Cruise update by Bret Gove	29
May 13	Selling with Confidence by Nolan Burris	30
May 7	Viking Cruises by Reiner Marks	31
Apr 29	Marriott Intl (Hawaii & Tahiti) by Deaner Snively	32
Apr 22	SeaDream by Denise Roche	33
Apr 15	Oceania Part 2 with Kari Roach	34
Apr 8	SigCruise PRO with Janette Losada	35
Apr 1	RCCL update with Ginny	36
Mar 24	Special Meeting – Columbus Travel merger	37
Mar 18	Marriott Hawaii by Krystal Bourget	38
Mar 11	CST – Support, destinations by Elaine & Success stories by Sandy & Susan	39
Mar 4	Quark Expeditions by Roger Arden	40
Feb 25	MGM Las Vegas Resorts Adolfo & Sarah Best	41
Feb 18	The Velvet Collection by Nicole Hunter.....	42
Feb 11	Trafalgar by Amber Wright.....	43
Feb 4	Travel Guard with Tina & Bob	44
Jan 28	Virtual Travel Show training, Star Clippers (Beth) & HA (Megan)	
Jan 21	Africa Travel by Kevan Cowie.....	
Jan 14	Oceana Cruises by Kari Roach	
Jan 7	Delta Vacations by Alicia	

Company Training Notes for December 16, 2021

Apple Vacations with Jacki Marks & Kate Heath



Kate Heath

Business Development Manager

Arizona, New Mexico, Utah, Colorado, Idaho, Montana & Wyoming

480.202.2775 | kheath@algvacations.com

www.appleleisuregroup.com



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Happy Holidays! Next company meeting, Jan 6th!

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Amstar

TECHNOLOGY SOLUTIONS

Trisept/Solutions⁷⁷

Covid gave us the opportunity to look close at our weaknesses and update/streamline our internal processes that we might serve the needs of our Travel agency partners in a much better way! We are committed to doing better! We are grateful for MCT support and patience over the last 2 years!

Tips & Company Business

Dani: FYI... Israel has extended the border closure through Dec 29th. This means our Christmas in Israel tour has been cancelled. Call groups department if you have any questions.

Karrie: We won't meet again until January 6th. I hope you all have a wonderful Holiday!

We are excited to have Brian Holmberg join us on January 6th for our kick-off meeting. Please make sure you join us!

I (Karrie) will be sending out a new calendar invitation for our 2022 meetings.

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- Multi-room modification enhancements – leave unchanging room alone (3/17/21)
- Multi-tab summary and passenger name drop-down (2/24/21)
- Hotel room sort in Accommodations tab within the Hotel Profile (12/10/20)
- Enhanced Fund Request Form
- Apply travel credit as a form of payment (7/7/20); balance, redemption, and expiration lookup (11/18/20)
- Add air to land-only bookings (2/27/20)
- Multi-origin bookings (1/29/20)

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Company Training Notes for December 9, 2021

Year-end review Sales performance, Groups Update

Year-end Review by Brian Hollien

Who would have guessed, that 22 months later we would still be battling Covid! While this certainly has not been a profitable year, we are holding our own. And In spite of all this, we are well secured and still in a good position financially. The good news is it is much better than 2020! ☺ Luckily government programs , tax credits, PPP, etc. has helped us a lot. THANK you all for your efforts this past year. On the MMI side, we have cancelled and rebooked over 100 groups programs. 2022 will still be challenging, but Hotels are pretty full and people are traveling! Omicron Variant doesn't appear to be much of a threat, so hopefully that won't affect us too much. The emotional and psychological affects may be worse than the physical affects. It is hard to be on this rollercoaster of highs and lows for so long. Thank you for being resilient and giving me hope. Thank you and I wish you and your family a wonderful Holiday season!

Security Reminders by Austin

The bad guys are very good at scamming us. if we aren't always on our toes and expecting to be scammed, we will probably be one of their victims. Here are a few tips Austin gave :

EMAIL: Never ever click on a link in an email you aren't 100 percent sure is OK . If the email is asking for anything of value (money, account nbrs, passwords, etc.) expect it is a scam and pick up the phone and call the person the email came from! Look carefully at the email it came from... the email address and the person it came from should match. If your not sure what their email address is exactly, call them.

Other ways to scam: you can get scammed on your cell via a phone call or text message, same thing applies... never give valuable information. Hang up and call the person back to make sure that call came from where they claim (Like your bank).

Internet bad sites: if you ever get a box that pops up saying to 'CALL THIS NUMBER NOW' your computer has been compromised, don't call!

Usually you can just close the browser and it will go away.

Always call Justin and Austin if you have questions or concerns.

Tips & Company Business

Marsha: Beware of online deals or information. She tried booking a Shuttle from the airport to Disneyland and decided to call the vendor to double check. when she called the company, she found out they didn't even have the Van they advertised and would have called her (or clients) the day of travel to tell them a new much more expensive price in a difference vehicle. Bate and switch! Be careful when booking with unknown vendors. Its best to stick with our preferreds.

CONGRATS to our TOP 10 for November!

10) Patty Crim	\$9,841.53
9) Karen Johnson	\$10,663.69
8) Laura Murdoch	\$10,886.75
7) Cindy Kirby	\$11,357.43
6) Joy Sanders	\$12,242.36
5) Tara Moncur	\$12,688.81
4) Kathy Hirst	\$12,886.92
3) Debby Swindall	\$13,701.81
2) John Potter	\$13,843.50
1) Murielle Blanchard	\$21,691.02

Brian's joke of the week:

I was driving by a busy restaurant the other day and saw a bunch of Santa's helpers outside the restaurant. I realized they were dining Elf-fresco!

Groups Review by Wendy, Carol & Carlos

Wendy gave an update for those that have clients going to **the Rose Bowl** parade and game. Call Wendy if you missed it and have questions.

Israel: waiting to see if the country opens this weekend. We have a group going over Christmas, all we can do is wait right now. Fingers crossed.

South America: working hard to get Carlos trips on the website. He does an amazing job and will also do small private groups and families. He is a great resource for our company. Carol Alegre is working with him if you have questions. Carlos will have an entire meeting in January before Expo to teach us about his tours and what he is doing. Carlos told us that the Border between Argentina and Brazil is now open as of today... great news!

Company Training Notes for December 3, 2021

Alexander & Roberts by Tresa Leed tloed@alexanderroberts.com

What's great about

Alexander & Roberts tours?

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Entrances + Nation Park Fees +
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www.AlexanderRoberts.com

85 Destinations

- North America 9 %
- Africa 15 %
- Europe 16 %
- South America 26 %
- Asia 34 %

What's great about Alexander & Roberts Ship Journeys?

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never more than 16 guests.

Alaska + Antarctica +
Galapagos + Seychelles
+ Amazon + Great Lakes
+ Nile + Yangzi

5 Star Hotels on land
Shipboard Gratuities +
Port Charges

Tips & Company Business

Wendy: we have a group going on a Rhine Christmas Market cruise and found out the borders are closed between Switzerland and Germany. Since the cruise ends in Basel, they have to end the cruise in in Germany and bus people to Basel airport. Interesting fact: there is a door into the Basel airport on the Germany side and a door on the Switzerland side. To tourists can enter the Germany door and still catch their flights!

Gary: Rumor out there that all returning Americans will need to have a negative test within 1 day. Watching for that official announcement. Also, Masks mandate in airports and on flights extended through March.

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Selecting from
tours that are
designed as
private.



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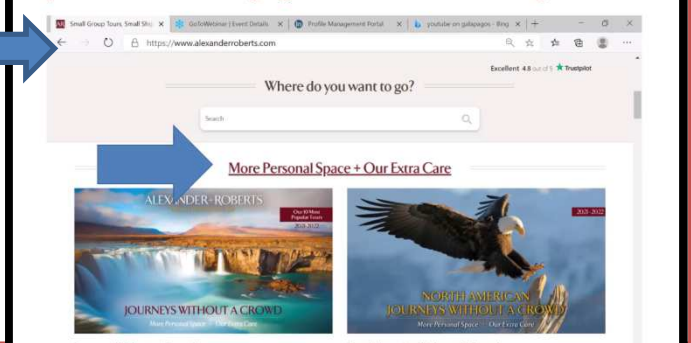
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- Advance Seat Assignments
- No Service Fees for Travel Advisor Mark-Ups

Company Training Notes for November 18 2021

Seabourn by Charlene Sherman CSherman@Seabourn.com

Tips & Company Business

SigNet Conference report: We had a lot of fun! For the New folks that went, it was a little overwhelming but amazing to see all Signature does for us! Here are a few pics from our adventures...



\$488!
Julie's
lucky
day 😊



Brian's joke corner..

Do you know the legal term for Santa's Elf helpers? 'Subordinate Clauses'

I've been reading the Antigravity book by Robert Williams... I just can't put it down! haha

"Traveling – it leaves you speechless,
then turns you into a storyteller."

– Ibn Battuta, *The Travels of Ibn Battuta*



Nov 11th
class
cancelled
for SigNet
conference

Exotic
Destinations!

Laura recently returned
from a Seabourn cruise.
Here are her Comments...

It's a country Club
atmosphere.

Very Classy experience
Great food

Dressy for Dinner

High Touch staff,
but not intrusive

Amazing Lectures
and instructors!



<p>GLOBETROTTER LEARNERS</p> <ul style="list-style-type: none"> Retired affluent Adults 65+ Highly-educated Household income \$250k + Net worth of \$3M + 	<p>ADVENTUROUS EXPLORERS</p> <ul style="list-style-type: none"> The working wealthy Adults 45-64 Highly-educated Household income \$250k + Net worth of \$1M +
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RESOURCES TO HELP YOU

	<p>GoSeabourn.com The most up-to-date information, access to promos and marketing tools</p> <p>Travel Advisor Reference Guide & Seabourn Insider Be "in the know" with our dedicated trade newsletter</p> <p>Seabourn YouTube Channel! Leverage stunning videos to reinforce the Seabourn difference</p> <p>Current Beautifully curated editorial travel blog to inspire travelers with endless beauty</p> <p>Seabourn Academy Ultimate opportunity for virtual</p> <p>The Seabourn All-Inclusive</p>
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Enjoy up to \$1,000 off per person on our Veranda and Ocean View Suites and up to \$1,000USD Shipboard credit per suite on select voyages through Summer 2022.

Book before November 30, when this offer departs.

Company Training Notes for November 4, 2021

Railbookers by Tyler Wallinger

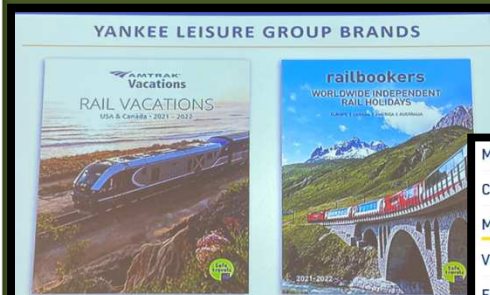
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Kyle Smith

Business Development Executive
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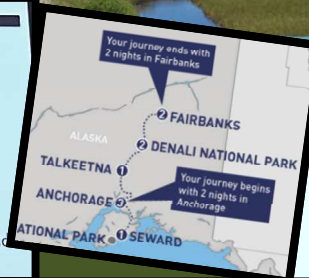
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Instagram, Twitter & LinkedIn!
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Tips & Company Business

Brian: Please wear your masks when you leave your desk or somewhere you can't social Distance. Let's not let our guard down. There were 2100 new cases yesterday. This isn't going away anytime soon.

Karrie: During the Database Merge over the weekend, we have found that Duplicate profiles (meaning a client was in both CT and MMT database) wasn't dealt with the way we had hoped. Instead of creating 2 profiles, the program randomly decided to deactivate one and keep the other. If your client profile can't be found or information is missing, please call me or Annette and we can fix.

Primary Agent sign: please read the email I sent on 1.4.21 regarding changing a sign. You will need to call me or Annette to change a primary agent on a profile.

Recently returned updates:

Doni & Annette: Norwegian Cruise update
Jane: Barceló Maya Beach and Barceló Maya Riviera Hotels

Congratulations to our October top 10 Advisors !

10) Tara Moncur	\$7,745.73
9) Amber Lee Johansen	\$8,281.15
8) ValRee Lowe	\$9,593.86
7) John Potter	\$9,632.93
6) Kathy Hirst	\$12,376.66
5) Karen Johnson	\$12,501.82
4) Marsha Kraus	\$19,135.99
3) Linda Hofer	\$20,297.25
2) Murielle Blanchard	\$21,186.46
1) Cindy Kirby	\$21,192.35

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Company Training Notes for October 28, 2021

Viking River Cruise by Reiner Marks

Reiner Marks

Director of Business Development | **Viking Cruises** |
5700 Canoga Ave, Suite 200, Woodland Hills, CA 91367
818.261.8525 | reiner.marks@vikingcruises.com

With itineraries at both poles, the Mississippi and Great lakes, Viking has more world-wide 'luxury' market share than any other luxury line!

The Ocean World of Viking



Viking Mississippi

Mississippi coming in 2022



Physical Properties	
Length overall	450 ft
Beam	75 ft
Guests & Crew	
Staterooms	193
Guests	386
Crew	147
Crew to Guest Ratio	2.6



Great Lakes coming in 2022



Booking online is coming soon!

Travel Advisor Online Booking Engine

- ✓ Book immediately
- ✓ Get quotes quickly
- ✓ Choose your stateroom
- ✓ No waiting on hold
- ✓ See your commission immediately!

Viking Polaris & Viking Octant

Viking's first expedition ships

Guests	378
Crew	260
Size	30,150 GT
Polar Class	PC 6
Flag	Norway
Home port	Longyearbyen, Svalbard



Risk Free Guarantee still in place, but won't be for long. To ETA on when, but for sure before the end of the year.

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RISK-FREE GUARANTEE
CALL FOR DETAILS

RISK-FREE GUARANTEE
Book Now! Plan Your Voyage Risk Free.

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All Change Fees Are Waived
The Ultimate Flexibility: 24 Months to Select Your New Cruise Date
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Tips & Company Business

ValRee and others: Great discussion on Covid Testing. Here are a few sites mentioned:

urgentcareavan.com

Testutah.com

Walgreens is pretty easy and quick
CVS Pharmacy for Hawaii

Not trying
to be
everything
to
everyone!

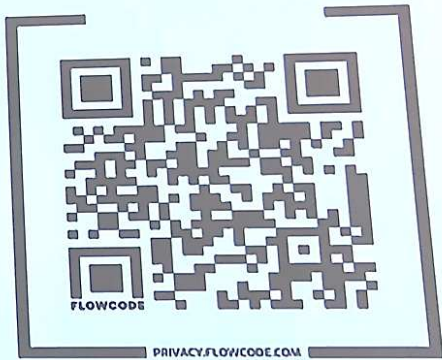
Company Training Notes for October 21, 2021

Oceania Cruises by Kari Roach

Tips & Company Business

Remember to answer your phone: 'Thank you for Choosing Morris Columbus Travel'

Kari Roach | Director Of Sales
P: 305.514.2276 | M: 214.326.9364 | kroach@oceaniacruises.com
Anna Melnick | Sales Development Specialist
P: 305.514.2292 | amelnick@oceaniacruises.com



A WORLD OF DIFFERENCE

ITINERARY COMPARISON

	OCEANIA CRUISES	PREMIUM CRUISE LINE
	684 Guests	3,600 Guests
	15 Day Boston to Bridgetown	14 Day New York to Ft. Lauderdale
# PORTS VISITED	12	9
OVERNIGHTS	2	0
EVENING DEPARTURES	0	2
SEA DAYS	0	6
TOTAL HOURS IN PORT	126	78

- Fully Vaccinated Crew.
- No masks required outdoors
- Social Distancing indoors.
- See "Sail Safe Facts" on website.

The Beautiful New Vista Ship due to arrive April 2023



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- FREE Room Service 24 Hours a Day
- FREE Shuttles from Port to City Center
- FREE Fitness Classes
- FREE Still & Sparkling Vero Water
- FREE Soft Drinks & Specialty Coffees
- FREE Launderette

Watch for Black Friday Sales.
All Promos will end Dec 31st & pricing will increase.
Res center now open Fridays 9a - 5:30p EST

Company Training Notes for October 14, 2021

Destination Reports

Thanks to all that participated and presented today!

Julie Sterling: Julie and Linda Wangsgaard just returned from Disneyland. It was super crowded. Masks required inside, and under covered pavilion. No one wearing them while outside. Noticed the park wasn't sparkling clean like we are used to. The parks are also having problems finding employees. The tram from the parking garage wasn't working... its about a mile walk. Also some restaurants and stores not open past 8pm, again due to employee shortages. The App was nice, although the big rides are by appt and you may not get an appt if you don't get in the app early enough.

John Potter: It was a little emotional stepping back on a cruise ship! Princess protocols make you feel safe and comfortable. The Medallion makes almost everything touchless. Its awesome! Masks are required in public areas. The staff will hand you one if you are seen without one. Buffets are dished up for you, no turn down service unless you request it. Your room will still be cleaned in the morning. There was a lot more cleaning going on everywhere on the ship. It is really nice sailing right now with the ships under capacity. Never have a problem finding a seat.

Mark Jr: If you have questions about Mexico, Mark's your man. He has been there a lot over the past 18 months filming the 'Get-away Guru' spots that can be found at Youtube/getawayguru channel.

Things to note: Service at most resorts is greatly increased. People there are grateful to have a job. 3 unique things they did during Covid: 1) Took a Fishing boat tour of Tulum for \$10. great snorkeling and views of Tulum from the sea. 2) Visited Las Coletas: Fun zip lines, Hammocks and just a great place to relax. 3) Learned about Magic Towns. These are historical sites and places. They are all over and was a really great find. See Mark's Guide for getting into Mexico and back home with regards to Covid and other requirements. It was emailed out 10.15.21 or can be found on Homeport.

Kathy Hirst: Recently returned from Portugal. It was super crowded. Mostly British and Europeans. They are welcoming tourists and it was obvious. It is easy to get in, just need to show Proof of vaccination. 90% of Portugal citizens are vaccinated. They are still very good about wearing masks. Especially inside. TIP: Kathy purchased E-med online Covid tests that can be useful if you are going somewhere that won't be easy to find a place to take a test when returning home. You do it online with a Doctor present, get the results electronically and boom your done. It works great. Kathy went all over the country. She Love Porto and would for sure recommend that to clients.. Kathy loved Portugal, loved the street musicians, beauty of the country, the SigNet hotels she stayed in, etc. Kathy would be happy to answer questions if you have any!

Tips & Company Business

Wendy: Israel, word on the street is Israel will relax its requirement to be vaccinated or booster shot within the last 6 months by the end of November. Instead you will be able to enter with just proof of vaccination. Hoping our December Christmas Tour will go (there is still space available) and the spring Tours should go no problem.

Congrats to our Top 10 September Advisors!

10) Marsha Kraus	\$7,422.31
9) Amber Lee	\$8,125.12
8) Joy Sanders	\$10,203.15
7) Rayleen Myers	\$11,772.36
6) Murielle Blanchard	\$11,869.28
5) Karen Johnson	\$12,713.58
4) Kathy Pickett	\$16,705.69
3) Cindy Kirby	\$16,887.03
2) John Potter	\$19,779.17
1) Kathy Hirst	\$24,730.94

Just for Fun!

Why do grandparents get along so well with their grandkids? They have a common enemy! ☺ thanks Darrin

Last night I burned 2000 calories! That's the last time I'll leave my brownies in the oven too long! ☺ thanks Brian

Company Training Notes for October 7, 2021

Aranui Cruise & Santa Fe Hotels

Michael Wong
Representative, North America
Aranui Cruises
Tel: 1 (800) 972-7268 ext. 30 / 1 (619) 568-2998
Email: michaelwong@aranui.com



Cruise to the Marquesas' Island from Tahiti aboard the Aranui 5



Tips & Company Business

Susan: Went on Serenade of the seas and was able to try out RCCL's In-home Covid test Kit. It cost \$69 for 2 tests. It was easy and great. Susan would recommend it.

Susan also gave a great tip... when cruising anywhere, just take your passport. You never know when you are going to need it.

A working cruise who's top priority is delivering supplies to the islands. Murielle has been onboard. Ask her about it!

Krystal Grand Cancun



Bld. Kukulcan Km. 8.5
 Zona Hotelera Cancun, C.P. 77500
 Quintana Roo, Mexico.
 ☎ (998) 891 5555
 @reservaciones.kgpc@krystal-hotels.com
 Nbr rooms: 398
 3 meeting rooms
 6 restaurants and 5 bars

Krystal Grand Los Cabos



Carretera Transpeninsular Km. 29
 San Jose del Cabo, C.P. 23400
 Baja California Sur, Mexico.
 ☎ 624 183 4750
 @reservaciones2.kglo@krystal-hotels.com
 Nbr rooms: 429
 12 meeting rooms
 12 restaurants and bars

Krystal Grand Nuevo Vallarta



Bld. Costero No. 800
 Fraccionamiento Flamingos
 Bucerias, Nayarit, Mexico C.P. 63732
 ☎ 322 226 1073
 @reservaciones.kgrnv@krystal-hotels.com
 Nbr rooms: 480
 8 meeting rooms
 10 restaurants and bars plus a cafeteria

Krystal Cancun



Bld. Kukulcan Km. 9, L6 y 9a
 Zona Hotelera Cancun, C.P. 77500
 Quintana Roo, Mexico.
 ☎ (998) 849 9800
 @reservacionescancun@krystal-hotels.com
 Nbr rooms: 502
 5 meeting rooms
 7 restaurants and bars

Krystal Puerto Vallarta



Av. de las Garzas s/n.
 Zona Hotelera, C.P. 48333
 Puerto Vallarta, Jalisco, Mexico
 ☎ (322) 226 0700
 @reservaciones.kvta@krystal-hotels.com
 Nbr rooms: 388
 5 meeting rooms
 5 restaurants and bars

Krystal Ixtapa



Paseo Ixtapa Lt 4 y 4a
 Zona Hotelera, C.P. 40880
 Ixtapa Zihuatanejo, Guerrero, Mexico
 ☎ (755) 555 0510
 @reservacionesixtapa@krystal-hotels.com
 Nbr rooms: 255
 5 meeting rooms
 10 restaurant and bar

Krystal Beach Acapulco



Costera Miguel Aleman No. 163,
 Fracc. Magallanes, C.P. 3970
 Acapulco, Guerrero, Mexico
 ☎ (744) 485 0505
 @reservasacapulco@krystal-hotels.com
 Nbr rooms: 490
 5 meeting rooms
 3 restaurants and bars

Krystal Urban Cancun Centro



Av. Sayil Mza. 1, Lote 4-C-07
 Super Manzana 4-a, C.P. 77500
 Malecon Americas, Q. Roo, Mexico
 ☎ (998) 849 8000
 @reservaciones.kuo@krystal-hotels.com
 Nbr rooms: 231
 7 meeting rooms
 Restaurant and bar

SLS Cancun Hotel & Residences



Puerto Juarez, Zona Hotelera, 77500
 Cancun, Q.R.
 ☎ (998) 887 0922
 @jonathan.urban@slshotels.com
 Nbr rooms: 45
 10 meeting rooms for 10 people
 Restaurant for 136 people

Hilton Puerto Vallarta Resort



Av. de las Garzas No. 136-1
 Zona Hotelera Norte, C.P. 48333
 Puerto Vallarta, Jalisco, Mexico
 ☎ (322) 176 1176
 @pvpv-salesadm@hilton.com
 @hiltonpuertovallarta.com
 Nbr rooms: 299
 10 meeting rooms for up to 888 people
 6 restaurants, 6 bars y 2 Deli-Cafe

The Hacienda at Hilton



Hacienda New Family section at
 Hilton Puerto Vallarta Resort
 ☎ (322) 176 1176
 @pvpv-salesadm@hilton.com
 @hiltonpuertovallarta.com
 Nbr rooms: 192
 10 meeting rooms for up to 888 people
 6 restaurants, 6 bars y 2 Deli-Cafe

Krystal Grand Suites Insurgentes



Insurgentes Sur 199
 Col. Guadalupe Inn, Deleg. Alvaro Obregón
 ☎ 55 5322 1580
 @reservaciones@krystal-hotels.com
 Nbr rooms: 150
 9 meeting rooms
 1 restaurant and bar

Santa Fe Hotel Group

gsf-hotels.com
T. 877 597-8815

See email sent by
 Karrie on 10.8.21
 for full list of
 Hotels.

Travel agent Rates: <https://we.tl/t-U0RzfKL0Ur>

Lurdes Muñoz
West Coast BDM
LS Sales Office
 5547 Geer Avenue
 Los Angeles, CA 90016
 C (818) 825-0441
 Reservations call center (877) 597-8815
 lmunoz@gsf-hotels.com



Company Training Notes for Sept 30, 2021

Silversea by Jennifer Tanaka



Jennifer Tanaka | Area Sales Director
+1 800 722 9955 Sales Support | +1 786 239 0269
Cellular
JenniferT@Silversea.com | Silversea.com

Tips & Company Business

Karrie: BEWARE! We are being warned about Fraudulent activity from ARC and Sabre. Many Agencies have been hit and fallen for the scam. NEVER click on a link in an email if you aren't 100% sure where it came from! Beware of Log-in windows that appear to be a program you use. If you are not 100% sure you opened it, just close it and reopen from your desktop ICON to be sure. The bad guys are good at what they do and it is easy to become a victim if you are not always alert and a little Skeptical! Thank you for your diligence!

Why Silversea?

- 9 vessels, 10th ship joining later this year and 2 more in 2022
- Financially secure; Part of the RCCL group
- Book with Confidence! Commission protected no matter what!
- All inclusive, including transfers from home to Airport, pre and Post accommodations, Air, shore excursions, Drinks, Wi-Fi, etc.
- Covid Safe protocols
- Highly skilled and professional Tours guides
- Ports around the world. Antarctica and Artic specialists
- All outside cabins, less PAX, more space
- Itineraries around the world...following the SUN! The only year around Destination is the Galapagos

New Silver MOON
Large rooms starting at 370sq ft.
Introducing S.A.L.T.
Sea, Land and Taste. Enjoy the
SALT kitchen, SALT Bar, SALT Lab
& SALT Experience. All about
The local Cuisine!



Explore the Poles on...

Silver Explorer



Silver Cloud



Silver Wind



Beautiful New Silver Origin
Sailing in Guayaquil



Marketing Central & Silversea TA University
Discover.silversea.com

Blogs & Destination information
My.silversea.com

**THANKS GARY for putting together a fun Game with lots of
Hard Geography Trivia! 😊**

Congrats to the Winners... Team 1!!

Darrin VanValkenburg

Karen Christiansen

Rayleen Myers

Tara Moncur

ValRee Lowe

Wendy Fracchia

Treat coming your way!

THANKS everyone for playing 😊

Company Training Notes for Sept 16, 2021

Norwegian Cruise by Lisa Presley

Why Norwegian?

- Freestyle Dining. Lots of choices. No formal evenings, something for everyone!
- Activities: From Race tracks to Virtual reality games, activities for all ages.
- Entertainment: Broadway shows! Live music, Casino's etc.
- Accommodations: From small affordable SOLO rooms to lavish Haven suites. Beautiful rooms on all levels.
- Fleet investments – many new upgrades.



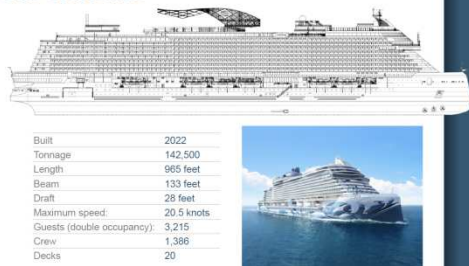
Lisa Presley
Regional Key Account Director
lpresley@ncl.com

OUR FLEET - 18 SHIPS



STUDIO, NORWEGIAN BREAKAWAY

SHIP STATISTICS



Built 2022
Tonnage 142,500
Length 985 feet
Beam 133 feet
Draft 28 feet
Maximum speed: 20.5 knots
Guests (double occupancy): 3,215
Crew 1,386
Decks 20

The new Luxury PRIMA

FIRST FOR NCL

- Food Hall
- Glass Bridges
- Infinity Pools
- Outdoor sculpture garden

ship being delivered Summer 2022

Lots of fun Itineraries

FIRST FOR THE CRUISE INDUSTRY

- Exclusive suite complex located aft overlooking the ship's wake
- First infinity pools located port and starboard almost at ocean level

Groups – Affinity, Speculative or Meetings & Incentives.

	SPECULATIVE GROUPS	AFFINITY GROUPS	MEETINGS & INCENTIVES
STATEROOMS (DOUBLE OCCUPANCY)	Minimum: 8 Maximum: 99	Minimum: 7 Maximum: 99	Minimum: 5 Maximum: None
TOUR CONDUCTOR	1:16	1:10	1:16 (unless check selects 1:10 promo offer)
DEPOSIT AMOUNT	Waived for staterooms 1-8 \$25 per stateroom due 30 days after booking stateroom 9-99	\$50 per stateroom due 60 days after booking stateroom 10-99 \$250 per person due within 7 days of booking	10% of the gross total at time of signed contract
PAYMENT	Multiple payments allowed	Single source payment	
FINAL PAYMENT	90 days prior (60 days or less) 120 days prior to departure (9+ Days & Holiday Sailings)	60 days prior to departure (70 days or less) 90 days prior to departure (8+ Days)	Staterooms are assigned at contract signing
INVENTORY	Staterooms are assigned as individual reservations are made		Staterooms are assigned at contract signing
RECALL POLICY	90 days prior (60 days or less) 120 days prior (9+ Days & Holiday Sailings)	Depends on group size	No recall policy
OPERATIONS TEAM	Special Events Team		Dedicated Corporate Meeting & Incentives Program Specialists
NAME POLICY	Names due at the time of booking		Names can be added up to 30 days prior to departure

AFFINITY GROUP PROGRAM - COMBINABLE WITH FREE AIR & 30% OFF		
GROUP AMENITIES	INSIDE STATEROOMS	OCEANVIEW, BALCONY & CLUB BALCONY SUITES
Group amenities can be selected at stateroom level	Choose 2 amenities from either Group A or B + 1 Bonus Amenity	Get all 4 Amenities from either Group A or B + 1 Bonus Amenity
GROUP A AMENITIES	GROUP B AMENITIES	BONUS AMENITIES
Unlimited Open Bar* or Soda Package* \$1,400 value	Shore excursion credit	\$100 onboard credit
Specialty Dining* (3-nights for 7-Days) \$160 value (if all meals vary by sail length)	WiFi (250 minutes)	\$100 bonus commission
WiFi (250 minutes) \$130 value (if all meals vary by sail length)	10 photo package	\$100 Fundraising credit (includes a credit memo)
Shore Excursion Credit \$200 value (\$10 per person)	\$100 onboard credit	10-photo package
		Cocktail party
		Complimentary 1st class international flight
		Commitment/Vow renewal
		Call & Text via the cruise Norwegian app
GROUP DISCOUNT		
5% INSIDE OCEANVIEW & ABOVE Discount valid from 121 to 270 days to sailing	10% OCEANVIEW & ABOVE Discount valid from 271 to 450 days to sailing	15% OCEANVIEW & ABOVE Discount valid from 451+ days to sailing

Before they leave -->

TA special Rates!

MASTERS & PHD GRADUATES

50% REDUCED RATE

Travel Partners holding NCLU Masters and PhD degrees are eligible to book the following Norwegian Gem itineraries at a 50% reduced rate:

WESTERN CARIBBEAN: August 29 September 26 October 10	EASTERN CARIBBEAN: October 3 All reduced rate bookings must be made on www.ncl.com
--	--

Norwegian Central Resources

WELCOME TO NORWEGIAN CENTRAL

RESOURCES

- LEARN with NCLU, NCL Help
- PROMOTE with Marketing HQ
- BOOK with Reservations / Reporting, NCL Chat
- CONNECT with Facebook / Webinars

KNOW BEFORE THEY GO – GUEST PROCESS

21
DAYS BEFORE

- Sign online check-in
- Download the Cruise Norwegian app
- Create a NCLU account
- Complete all online check-in tasks
- Select arrival time for terminal check-in process
- Download and print E-docs
- Check-in for airport transfer

10
DAYS BEFORE

- Booked guests with active reservations will receive pre-arrival information communication
- Copies of these letters are available on NCLU Help
- Search by ship name
- The book shore excursions
- Review specialty dining
- Review health & safety protocols

3
DAYS BEFORE

- Complete online check-in no later than 72 hours prior to sailing
- Prepare necessary documents such as passport, proof of vaccination and, if necessary, visas
- Double check flight arrangements
- Fill those suitcases and be sure to clearly mark NCL

Present essential documentation (passport, visas, and proof of vaccination) COVID-19 Antigen test will be administered upon arrival to check-in area. Once a negative test is returned – LET'S GET CRUISING!

To learn more, visit: www.ncl.com/prep-for-your-cruise

Tips & Company Business

Debbie S: BEWARE! Carnival Canceled a clients cruise (by letter) because the 3 year old can't be vaccinated. After Frustration with even trying to talk to someone at carnival, Debbie learned that they would have to pay \$280 to even try and get it restated. Ended up getting them a refund. Very Frustrating!

Wendy: starting Sept 19th, Israel will require Tourists have been vaccinated or Booster shot no more than 6 months prior to arrival.

Karen J: Remember to Check out Frosch especially for Business class tickets. Karen got 20% commission .

Brian: Shout out to BYU and Montana State for winning their football games last weekend! Now we look forward to the next rivalry game in 10 years! haha!

Congrats to our Top 10 advisors for August!

10) Marsha Kraus	\$6,319.36
9) Elaine Beckstrom	\$6,578.67
8) Karen Johnson	\$6,689.25
7) Tara Moncur	\$7,204.96
6) Kathy Hirst	\$8,967.59
5) Doni Rasmussen	\$8,967.59
4) Murielle Blanchard	\$11,033.49
3) Linda Hofer	\$15,170.74
2) Cindy Kirby	\$16,024.13
1) Amber Lee Johansen	\$20,997.72

NORWEGIAN CENTRAL

BOOK CONNECT

UNIVERSITY

MARKETING HEADQUARTERS

NEW RESERVATION

PARTNERS FIRST FACEBOOK

BOOK CONNECT

UNIVERSITY

MARKETING HEADQUARTERS

NEW RESERVATION

PARTNERS FIRST FACEBOOK

BOOK CONNECT

Norwegian Central important reports & More!

Company Training Notes for Sept 9, 2021

Destination Reports by Kathy, Mark, Laura & Elaine

Thanks to all that contributed to our discussion! Especially thanks to Kathy Hirst, Mark McMullin, Laura Murdock & Elaine

Kathy, recently returned from visiting their Son in Germany. They filled out all the forms and tested as they were directed. On the flight over, Kathy received a text message that her Birthdate was wrong on the form. She worried she many have problems on arrival but no one said anything to her. They travel to many towns and sites. Most accepted their Vaccine Card, only 1 castle did not. in Germany everyone was careful , always wore masks, etc. They also Visited Amsterdam and found the opposite. No one wore masks, crowds everywhere. No one seemed to care. The Amsterdam announcement this week was a surprise to Kathy. Kathy says it's a great time to go. No crowds and locals are excited you are there!



Mark Went on the new double wide AMA ship. The ship can carry 195 people and only 50 were on board. Mark was upgraded to an AS room. It was large with a couch and sitting area a large balcony and lots of room. They sailed from Budapest to Vilshofen. Hungary is closed to US visitors by airplane, so Mark got off in Munich and took a 6 hour train ride to Budapest. No one cared if they entered by train, you just can't fly. Loved the experience. They were happy to have people on board, it was like a private sailing with your own crew waiting to help you! They did find 1095 masks were required in Hungary. TIP: Tell clients to get a mask that ties around your head. After a 9 hour flights, his ears were rubbed raw.



Laura & Elaine, Went on Oncore, NCL's 'Covid Test' cruise last month. The ship carries 4000 PAX and it was about 25% full with Travel advisors. When arriving you go to a hotel and get tested for Covid. You wait about 15 minutes for results and then walked to the ship. It was a lot of walking...probably about 3 miles. You can ask for a wheel chair if needed. Once you test negative, you are allowed on the ship and no masks and its just business as usual. Yay! A few new differences. There is a hand washing station outside the dining room and everyone must wash. The Ship is new and beautiful. Lots of great stuff for kids including a virtual reality room. You can purchase a pass for \$199 for your kids to take advantage of all fun and games onboard. They did go to Ketchikan (the only port). They have a new port that is about 10 minute drive from town. They do have a bus that will take you.

Tips & Company Business

Karrie: Just a reminder to please 'go digital and enter all important information, conversations, Doc's, etc into CB. If you want to keep doing paper stuff, you can, but it needs to be digital as well. Thank you!

Brent: Make sure you are charging Fees please. Take a minute and tell your clients what they are getting for your fee. Be confident and don't apologize. You are worth it!

Brian: Thank you for hanging in here with us. The challenges & disappointments are not lost on me. We have cancelled hundreds of MMI contracts the past 18 months, we can't help but be a little depressed. Being disappointed isn't a sign of weakness. It shows compassion and dedication for your work. We have now shown losses for 19 months. In 5 months it will be 2 years. In spite of everything we have confidence in our company and the industry. We are still in good condition financially to take care of employees. There is no doubt Travel will come back in a big way. Domestic destinations are super busy! People want to travel! Please don't worry about the company or the future of your job. Thank you for all you have done to get us and your clients through this unprecedented time.

Thanks to Doni, Debbie and others that shared experiences they or their clients have had recently.

Company Training Notes for Sept 2, 2021

Internal Groups by Wendy & Larry

Thank you for your patience as we work to combine tours under one booking process and website. Eventually Columbus Tours will be found on the MMETOURS.com website. Columbus tours are being managed by MMET Group department starting now.

Important Websites:

Columbus Escorted tours

<https://columbusvacations.com/escorted-tours/>

**Information only. Call advisor to book

Morris Murdock Escorted Tours

<http://www.mmetours.com>

**Features a Booking engine to hold space

Things to Note:

- Any Questions regarding Columbus Groups can be directed to Wendy or Megan in the Group Department.
- In the near future, all Escorted Tours will be listed on the MMET website and managed through the Groups department at HQ
- If you book a CT group, you must email the details to the Group department for it to be recognized and commission paid.
- 10% commission earned by booking a CT or MMET group.
- More info to come as we merge together.

Tips & Company Business



Wendy will send out weekly emails giving a heads up on what Larry will be talking about on his radio show. See email sent 9.2.21 with Show rundown for next few weeks.



The Travel Show

- Every Saturday 11:00am to 1:00pm MT
- Hosted by Larry Gelwix, the "Getaway Guru" with John Potter & Carlos Fida
- Broadcast footprint includes all or parts of UT, ID, WY, CO, AZ, NV, TX, & FL

- **SLC, Provo, Ogden:** KNRS, 105.9 FM, 570 AM
- **St. George:** KZNU, 93.1 FM, 1450 AM
- **Cedar City:** KAZZ, 1400 AM
- **Logan:** KVNU, 610 AM
- **Idaho Falls:** KID, 92.1 FM, 590 AM
- **Pocatello:** KIDG, 92.1 FM
- **Vernal:** KVEL, 104.5 FM, 920 AM
- **Price & Moab:** KOAL, 750 AM

Company Training Notes for Aug 26, 2021
Apple Leisure Group by Kate Heath

I missed this meeting, so don't have any notes. I do know that Kate announced the Hilton purchase won't affect the ALG and they will continue functioning normally - Karrie

See Kate's weekly emails for lots of great information from ALG .

Tips & Company Business

No business

Reminder to please adopt the new digital procedure for keeping your files and communication notes in Client Base. See Aug 13th meeting notes for more info.

Kate Heath

Business Development Manager

Arizona, New Mexico, Utah, Colorado, Idaho, Montana & Wyoming

480.202.2775 | kheath@algvacations.com

www.appleleisuregroup.com



Tips & Company Business

BUILDING CLIENT LOYALTY

"Every great business is built on
friendship" - JC Penny

THANK YOU Larry
for a great
reminder of why
Customer Service
is so important!

The 3 C's of Customer service

**Competence Congeniality Communication
Make & Keep Happy, Loyal Clients**

- ❖ Deliver when promised & avoid excuses
- ❖ Send emails, notes, photos from your travel
- ❖ Remember client's special occasions with a note
- ❖ Top 5 "Bucket List"
- ❖ Acknowledge loyalty
- ❖ Gracious & sincere "thank you"

- ❖ Be knowledgeable, but not a "know it all" attitude
- ❖ Creative option giver
- ❖ Constantly learn
- ❖ Travel
- ❖ Keep notes
- ❖ Ask more experienced agents & vendors
- ❖ Competence is the #1 builder of client loyalty



- ❖ Smile
- ❖ Active listener
- ❖ Passion for travel
- ❖ Comment on previous client's travel & experiences
- ❖ Make notes of special occasions
- ❖ You can't fake "genuine"



Where can you find Larry?

"Getaway Guru" Travel Channel

- YouTube.com/getawayguru
- Post one or two travel videos weekly

The Travel Show

- Every Saturday 11:00am to 1:00pm MT
- Hosted by Larry Gelwix, the "Getaway Guru" with John Potter & Carlos Fida
- Broadcast footprint includes all or parts of UT, ID, WY, CO, AZ, NV, TX, & FL

Wendy & Larry: Update on Israel and upcoming groups. Please contact Wendy if you have anyone on a group or have questions regarding this area.

Karen J: Karen gave a great reply to a past client wondering why he would pay a fee for our services, when he could go online and make his own reservation. Here is Karen's reply:

I think you answered your own question. If you were confident with online services you wouldn't have reached out to me. I appreciate your question. What I bring to your "table" is value, I save you time and my expertise. I have been in this business for 29 years. If you want to book a domestic ticket you could book it online easily. I understand that. When it comes to an important and unique vacation experience I am your person. When you book online you are working with an agency. You are trusting that pictures and recommendations will meet your expectations. This will never be the same as working with a professional. What about service? I have daily calls from upset people asking for help with an online booking they made because they don't know how to fix something etc. I manage the booking, and in today's environment with all the extra requirements and constant changes it can be overwhelming. I take care of those details. I am very upfront with the services I offer. If I don't feel I bring value to the "table" I will tell you. With everything I offer, the fee is money well spent. I could go online and learn how to unclog my kitchen sink. I would rather have a professional do it and save myself valuable time and frustration. I hope this answers your questions. Feel free to call me if you want to discuss this further. Thank you,

- **SLC, Provo, Ogden:** KNRS, 105.9 FM 570 AM
- **St. George:** KZNU, 93.1 FM, 1450 AM
- **Cedar City:** KAZZ, 1400 AM
- **Logan:** KVNU, 610 AM
- **Idaho Falls:** KID, 92.1 FM, 590 AM
- **Pocatello:** KIDG, 92.1 FM
- **Vernal:** KVEL, 104.5 FM, 920 AM
- **Price & Moab:** KOAL, 750 AM

File Standardization by ValRee, Tara, Elaine, Karen J & Linda H

WHY Now more than ever need a standard way of documenting & organizing what we are doing. All of us have experienced the frustration of trying to figure out what is going on with a co-worker's client. Now that we are more mobile & taking calls outside the office, this is even more Critical, Think of all the hours we could save not having to research, or track down who the advisor was and where they keep notes! Plus we look so much more organized and efficient to our clients! It would be amazing! ☺



ResCard Remarks

Create a ResCard when you first talk to a potential client.

Even if It is just an inquiry.

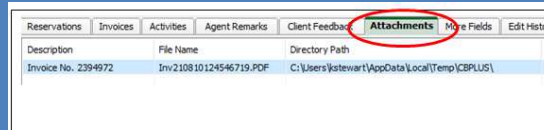
Use Agent Remarks to document all important conversations & actions. Be sure to date all entries.



Attach important emails, Documents, invoices, etc.

- Save Documents, E-mails, etc. to your desktop (or a folder you create) for this purpose.
- In CB, click on Attachments tab, click on Add, browse to your desktop (or Folder), find your Document (name it so you can find it easily), double click to attach. Click Apply to save.

**** When Invoicing in CB, click 'attach' button at top to add The attachment.**



See Homeport for more detailed instructions. (Training-> ClientBase)

Tip: use Activities and Reminders to calendar items, see a History of what your client has received from us, etc.

HOW There are lots of ways to keep track of activities you need to do, payments, etc. Some use outlook calendar, some use Activities & reminders in CB, while others use a spreadsheet. Elaine has graciously offered us her tracking spreadsheet. If you would like to use her spreadsheet, let Karrie know. Thanks!

[illegible]

THANK YOU ELAINE!

Doni: Having trouble with Viking Clients doing the 'Verify'. Debbie Swindall told her clients to call a toll Free number She found in a Viking Email and they walked her clients right through it. Debbie will try and find the phone # and email it out.

Murielle: will send out an email after training with instructions on getting the QR code for your France clients before they leave

When

Putting everything in Client base isn't a suggestion, this is a new requirement for the company. We know it will take time to create new habits, but please start now to re-train yourself. It is the future and it is important for us to be more efficient and more professional. It will help everyone!

**THANKS to the committee
that created the process:
ValRee, Tara, Elaine,
Karen J & Linda H!**

Company Training Notes for Aug 5, 2021

Sales & Fee's by Brent Jensen

9) Julie Best	\$7,587.53
8) Tara Moncur	\$7,792.26
7) Debbie Swindall	\$8,002.78
6) Laura Murdoch	\$10,444.30
5) Kathy Hirst	\$10,996.98
4) Marsha Kraus	\$11,211.87
3) Karen Christiansen	\$11,923.50
2) Cindy Kirby	\$12,585.25
1) Lara Maxfield	\$13,833.31

Recognition

Average - Total commission divided by number of advisors

4) Orem	\$8188.82
3) SLC Leisure	\$8826.75
2) Black Pearl	\$9071.31
1) Draper	\$9356.55

Average - Total commission divided by number of advisors

4) Orem	\$8188.82
3) SLC Leisure	\$8826.75
2) Black Pearl	\$9071.31
1) Draper	\$9356.55

Top 9 for July

Top 5 YTD

Top 4 offices for July

Fee's: We all know how important Fee's are...especially based on the past year of crazy! See Brent's email sent out today 8.5.21 with lot's of great info including a Desk display you can print, Why we charge fee's & great examples of Verbiage.

Don't work for Free! You are WORTH it! 😊

5 Beliefs to make charging fee's easy:

1) Believe in your value!

Your time & knowledge IS valuable!

2) Remember your purpose

To give advice, Guidance and Peace of mind!

3) Your Service

Bookings are easy. Advice, guidance, connections, experience & training are not!
"my job is to make sure you never waste a penny on a trip you don't love!"

4) Mindset & Language

Fee's are for you and your time!
Commission is for the things you do for suppliers. Don't apologize for charging a Fee! You are the expert & your knowledge isn't Free!

5) Be Worth it!

Let them know all the things you will do for them and then follow through.

TOP 12 REASONS YOU'RE WORTH A FEE

1. My Expert Advice and Service
2. Time Saver - We do all the work
3. Expertly book all travel components
4. Provide complete itinerary - Printed or Digital
5. Assure your clients have everything they need (Docs, Passport, Reservations, Etc)
6. Here for you before, during, and after your vacation
7. Buying Power & Vendor Relationships (Special perks, upgrades, and discounts)
8. Monitor cruise for lower price & special promotions
9. Pocket Travel App - No Cost
10. \$30 Shore Excursion Discount
11. 60+ Years for Travel Experience
12. Fee Guarantee! - 100% refundable if you're not completely satisfied

Client Discussion Example:

"I charge a \$30 (per booking) planning fee to help you with your cruise and I believe you'll find I'm worth it!" I will be doing the following on your behalf:

- Recommending the best-fit cruise based on your needs and wants
- Offering you special perks and amenities we receive from our cruise suppliers.
- Monitoring your cruise booking through our proprietary cruise tracking system.
- We will notify you if the cost of the cruise comes down or if an upgrade becomes available.
- Providing you information for airfare and pre & post trip arrangements.
- Providing suggestions for shore Excursions & including a shore excursion coupon for your cruise (\$30 coupon.)
- Sourcing all travel components and expertly booking then for you.
- Help you register for your cruise & help with printing of your on-line documents.
- Assisting with any travel needs that may arise while you are on vacation.
- 100% money back guarantee! If you're not completely happy with our service, we'll refund the \$30 planning fee.



Tips & Company Business

Wendy: Because of rising Covid cases, Israel has implemented a 7 day quarantine requirement to US visitors. This is a problem for our Fall tours. Our tour operators think this will be short lived, but our Sept. tours will be cancelled. Please watch for an email coming from Wendy today with more details.

Wendy: If you get a call for a Columbus Tour, call Megan or Wendy for help.

FYI.. Megan is getting married Aug 21st. Congrats to Megan!

Gary: Princess, Celebrity and RCCL are requiring a negative Covid test within 72hrs of boarding. There is NO testing at the port.

The rumor that restaurants were requiring proof of vaccination in Cancun was false.

Murielle/Debbie: You can make an online Appt with Quest for drive through PCR and Antigen test in advance. Testing often found at Walmart.
<https://www.questdiagnostics.com/home/>

Austin: We are rolling out Multi-Factor authentication this month. This means when you log into your computer from a new location or a new device, a verification code will be sent to your cell phone. This provides another layer of security. Please let Justin know when you have time for him to turn yours on! Thank you!

Don't forget to create your elevator statement. Have a short statement prepared to use when talking to people about what you do and why you are great!

Company Training Notes for July 29, 2021

July 22nd training was cancelled for the Holiday



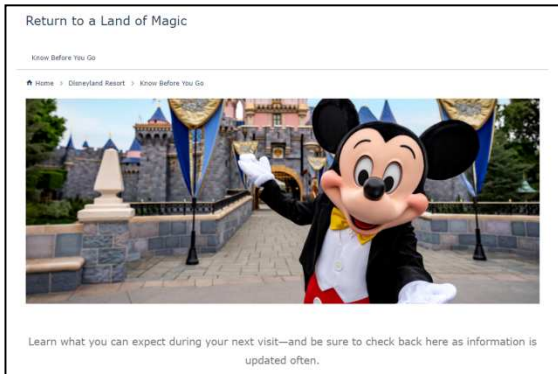
By Lynn Langley

Lynn emailed a lot of information & guides you can give to Clients. See emails forwarded from Karrie on 7.29.21

THE most important resource:
'Know before you Go' microsite.

www.disneytraveltradeinfo.com/dlr

See current operating conditions, Health & Safety, guides for purchasing tickets/pkgs



Managing clients expectations will help them have a great time!

- Highlight New, Classic & Reimagined attractions across both Them parks!
- Be Nimble to change dynamics & adapt as needed
- Continue to communicate new procedures for purchasing tickets and making Theme Park reservations

Tips & Company Business

Murielle: NFrance is really messed up right now with Covid Guidelines. The QR code they talk about doesn't work for US Citizens. Murielle is keeping up with Daily changes, so contact her for more info.

Kathy: If you book a SigNet Hotel using a Vendor rather, still fill out the Signet amenity form and send to Hotel. Your client will most likely still get some benefit and it helps Signature to show more bookings. Thanks!

Submitted by Kim Rubel:

Sadly, this is true everywhere. This sign was sent to Kim by a client. It is posted all around Nashville, TN.

- ❖ Guests must have a Disney account in order to book Theme Park reservations on StarYourDisneylandExperience.com.
- ❖ Each Guest ages 3 and up must have valid Theme Park admission and a Theme Park reservation for the date they wish to visit.
- ❖ A Guest can book Theme Park reservations for their entire travel party; however, the dates shown on the calendar will represent when all members of the selected travel party can visit based any restrictions for the selected admission type.
- ❖ Guests must book Theme Park reservations for each day they wish to visit a Theme Park.
- ❖ Guests should link their tickets and book Theme Park reservations before leaving the ITT office, if possible.

StarYourDisneylandExperience.com



- ❖ Embedded within Disneyland.com
- ❖ Requires Guests to sign in using an existing Disney account, or create a new account
- ❖ Provides Guests with direct access to link existing tickets or packages to their account before booking Theme Park reservations

Disneyland® App Enhancements



-things change by the moment!

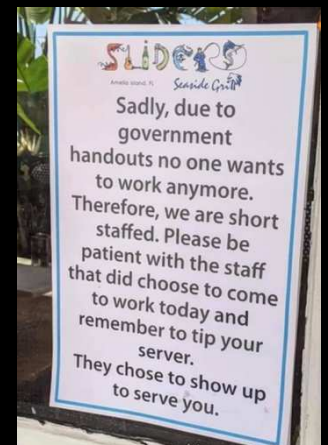
For the latest info, see:

www.disneytraveltradeinfo.com/dlr

- Best if client sets up account and deals with linking tkts and reserving park dates.
- Doc's are electronic now
- Face coverings required inside

Hotels are Open!

Enjoy New & Classic adventures!



Hotels of the Disneyland® Resort

Bringing the enchanting Disney magic, quality, and genuine hospitality that Guests have come to know. Guests will enjoy convenient proximity to the Theme Parks, well-appointed accommodations, sparkling pools, cabana service, and even special Disney Character wake-up calls by request. Plus, online check-in and check-out and Downtown Disney® District food delivery (from select locations) are now available!



Disneyland® Park | "Can't-Miss" Experiences

Chase thrilling adventures and cherish the classics.



Company Training Notes for July 15, 2021

AMA Waterways by Brandon Oscarson



AMA WATERWAYS™
THE HIGHEST RATED RIVER CRUISE SHIPS

Brandon Oscarson
BDM AZ, CO, NM, UT
818-233-1499 (Cell)
brandon@amawaterways.com



King Brandon!
haha

Why AMA?

Did you know they were voted
"Most Innovative"?



Pioneering Staterooms

- *Rudy invented the 'French Balcony'
- *Only vessel with Triple accommodations,
- *Quad & connecting Rooms (Disney inspired)

Fastest WIFI on the Rivers. 5G coming!

AMA Cruise App. Get on before your trip to make planning easier. Your friends and Family will get a Post card everyday from your location! Daily Itinerary Newsletters, etc., all accessed in the App Award winning Dinning. New ships have 4 dining venues! Chefs table is a favorite.

Buffets are gone, now used by cooks creating exotic Hors d'oeuvre's, Desserts, etc.

More on board amenities (Pool, Spa, etc.)

More included excursions. 7 day cruise offers an average of 23 Included excursions.

Complimentary bikes and wellness programs.



Safety Protocols

Promotions & SigNet Block space



Tips & Company Business

Sylvia: Need Columbus Group booking information... **Brent:** For right now please call Megan or Wendy if you get a request for a Columbus group. Eventually all groups will be dealt with the same way, but for now they are handled differently. Just please call. thx

Doni: Cool new things restaurants are doing. Watch this video:

<https://lepetitchef.com/prague>

Karrie: Remember no training next week!

See you the 29th.

You many have noticed the crazy call script (from Laura Murdock) in the pre-meeting power point. If you have a funny call story, experience, situation, etc. and would like to share, please let Karrie know. We thought it would be a fun way to start our meetings each week! ☺

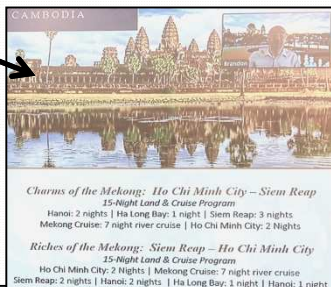
Sailing Now or soon!

Cambodia

Africa
(not pictured)

Egypt

Europe



Great Group program:
Book 9, earn 1 TC.
\$250 discount,
plus Gap pts!

Complete
AMA
Academy
and get a
great FAM
rate!

FAM DATES AVAILABLE
• \$1250 pp* advance FAM rate or \$1050 pp* for AmaAcademy graduates
• Advance FAM rates – European sailings outside of 90 days
• \$890 pp* Regular FAM rate or \$690 pp* for AmaAcademy graduates
• Regular FAM rates – European sailings within 90 days
* non-TA companion pays \$200 more than FAM rate

RESTART OF THE SEASON
Portugal Jul 3 rd AmaDouro; Jul 27 th AmaVida
France Jul 22 nd AmaLyra & AmaKristina; Jul 29 th AmaDolce Sept 16 th AmaCello
Danube River Jul 21 st AmaMagna; Aug 15 th AmaBella; Aug 16 th AmaLea; Aug 21 st AmaCerto; Aug 29 th AmaVerde; Sept 6 th AmaViola; Sept 11 th AmaSonata
Rhine River Jul 29 th AmaSiena; Aug 5 th AmaMora; Aug 14 th AmaSerena & AmaLucia; Aug 24 th AmaPrima

Company Training Notes for July 8, 2021 RCCL by Ginny Tujague



Find Tools & info @ PleasantAgent.com

CWC AND FCC UPDATES

Updated 6/27/21

UPDATED - CRUISE WITH CONFIDENCE, & BEST PRICE GUARANTEE UPDATES:

- * Now eligible for bookings made on or before **JULY 31, 2021**
- * Applicable to all sailings through **APRIL 30, 2022**

FUTURE CRUISE CREDIT EXPIRATION EXTENSION:

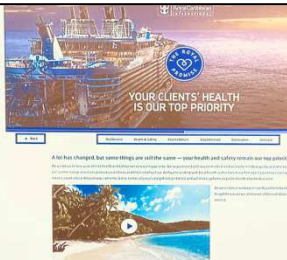
- * The expiration date has been extended:
 - Book by: **April 30, 2022**
 - Sail by: **September 30, 2022**
- * Applicable for the following types of FCC's:
 - FCCs issued due to Sailing Suspension & Cruise with Confidence
 - Non-Refundable Deposit FCC's issued after March 16, 2020

FCC EXPIRATION EXTENSION (all OTHER open FCC's):

- * The expiration date of any issued Future Cruise Credit with a noted expiration date ranging between **March 14, 2020 to December 30, 2021** will be pushed to **December 31, 2021**

ROYAL'S HEALTHY CRUISING HUB

- ✓ Our Mission
- ✓ Health & Safety
- ✓ First to Return
- ✓ Stay Informed
- ✓ Destination
- ✓ Onboard



Find Healthy Cruising Hub in Cruising Power

FCC REDEMPTION ENHANCEMENT Future Cruise Certificate

loyaltoyoualways.com/service/automationupdates

SEARCH, REDEEM & APPLY FCC'S

- Cruise with Confidence
- Global Suspended Sailings
- Nonrefundable Deposit

ACCESS THROUGH

- Espresso
- Latte
- CruisingPower.com



Cruise Safely and confidently

Now: Cancel, Refund, best price Guar. online!

CRUISE WITH CONFIDENCE

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



Request a Refund
Request a refund on a booking made on or before July 31, 2021. The refund will be credited to your original form of payment within 90 days of the request.

Best Price Guarantee
If you book a cruise with us and find a lower price elsewhere, we'll refund the difference. Book by July 31, 2021.

Cancel My Cruise
Cancel your cruise on or before April 30, 2021. We'll refund your deposit and any applicable taxes. Book by July 31, 2021.

Select Program

Finally back in the water!



3-5 NIGHT GETAWAYS
FREEDOM OF THE SEAS from Miami, Florida, starting July 3, 2021 NOW OPEN FOR SALE
MARINER OF THE SEAS from Port Canaveral, Florida, starting August 12, 2021 NOW OPEN FOR SALE
7 NIGHT TROPIC TREKKING
NEW! ODYSSEY OF THE SEAS from Fort Lauderdale, Florida, departing July 3, 2021 NOW OPEN FOR SALE
ALLURE OF THE SEAS from Port Canaveral, Florida, starting August 8, 2021 NOW OPEN FOR SALE
SYMPHONY OF THE SEAS from Miami, Florida, starting August 14, 2021 NOW OPEN FOR SALE
INDEPENDENCE OF THE SEAS from Galveston, Texas, starting August 15, 2021 NOW OPEN FOR SALE
EUROPE EXPEDITIONS
HARMONY OF THE SEAS from Barcelona and Rome, starting August 14, 2021 NOW OPEN FOR SALE

RETURN TO SERVICE Redeployments Supporting July & August 2021 Ship Restarts

ORIGINAL SHIP	SAIL DATES	NEW SHIP	PORT
NAVIGATOR of the Seas	July 2, 2021 - October 11, 2021	FREEDOM of the Seas	Miami
EXPLORER of the Seas	September 27, 2021 - October 20, 2021	INDEPENDENCE of the Seas	Galveston
LIBERTY of the Seas	August 15, 2021 - September 19, 2021	INDEPENDENCE of the Seas	Galveston
INDEPENDENCE of the Seas	July 31, 2021 - October 23, 2021	ODYSSEY of the Seas	Fort Lauderdale

Refunds can be requested through June 18-2021

2021-2023 WEST COAST



NAVIGATOR of the SEAS	LOS ANGELES	3 Night Ensenada
November 2021 - April 2023	November 2021 - April 2023	4 Night Catalina & Ensenada
		5 Night Cabo & Ensenada
		7 Night Cabo, Vallarta, Mazatlan

Navigator sailing from LAX starting July 31 >>>>

Everything's online

WHERE CAN I FIND IT?

1. LoyalToYouAlways.com
 2. CruisingPower.com
 3. RoyalCaribbean.com
- www.royalcaribbean.com/plan-a-cruise/brochures/view



NEW! DIGITAL BROCHURE 2021 - 2022



- Easy Navigation
- Latest Information
- Embedded Videos
- Mini Brochures Included- Perfect Day at CocoCay, Cruisetours & more
- Downloadable & Printable
- Shareable link- Easily send to your clients

Current offers.

GROUP GAP INCENTIVE

FOR EVERY NEW GROUP CREATED, RECEIVE AN ADDITIONAL 2 GAP POINTS!

Book between
June 22nd - July 16th, 2021

Sailing Window:
April 1 - December 31, 2022

7-Night Caribbean
+
6/8Night Caribbean departing from Florida, Texas & Puerto Rico

JULY OFFERS



BOGO60
60% OFF SECOND GUEST
30% OFF 3rd & 4th GUESTS

2022 KICKER
EARN UP TO \$150 INSTANT SAVINGS

Ginny Tujague, CTA, CTC

Strategic Account Manager
N. California, N. Nevada & Utah
Ali Ozan - Inside Sales Support
Ginnysupport@rccl.com
Phone: 800.327.2056 ext. 83653
Customer Service: 800.529.6918
Reservations: 800.327.6700
Groups: 800.327.2055
Royal Caribbean International
www.CruisingPower.com
www.LoyalToYouAlways.com

Flight Finder FEATURES & BENEFITS

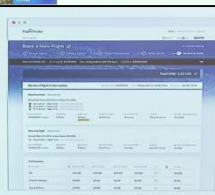
ADVANCED SEARCHING
Quickly and easily search for the best flight deals. Automatically shows flights that will work with your sailing dates and ship. Select the airline and flight that work best for your client's needs. The system will automatically show the best flight options.

SPECIAL NEGOTIATED RATES
Access to exclusive rates only available to members who are directly booked agents, charterers, etc.

LIVE PRICING
Real-time pricing and access with reservation ready to book.

CONVENIENCE
Book flights and access with booking agents through Flight Finder on CruisingPower.com. No need to book with a travel agent. Add airport transfers at a point of the flight shopping process.

BOOK NOW PAY LATER
Book flights now and charge your credit card with the ability to reserve your flight with the "Book Now Pay Later" option. This option allows your client to see the flight details and the price before they book.



ROYAL CARIBBEAN APP

- MOBILE CHECK-IN
- SAFETY BRIEFING
- DAILY PLANNER
- DINING RESERVATIONS
- TICKETLESS SHORE EXCURSIONS
- PAPERLESS DINING MENUS VIA QR CODE
- MAP OF PERFECT DAY AT COCOCAY
- GUEST-TO-GUEST CHAT**



Download from Apple App store or Google Play store

Company Training Notes for July 1, 2021

Pleasant Holidays by CJ Rogers

Pleasant Holidays®



CJ Rogers, BDM
Pleasant Holidays &
Journese
800-442-3234
805-358-3969

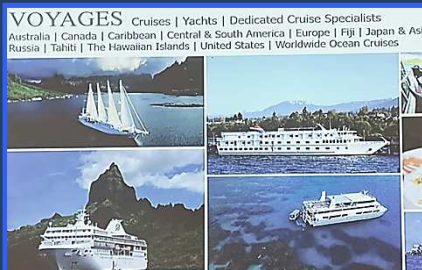
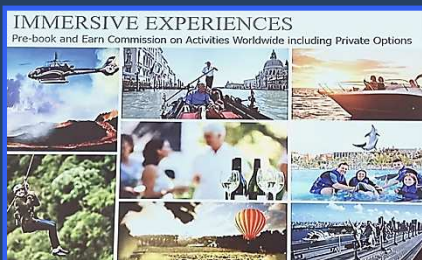
Cj.rogers@pleasant.net

Your one stop shop for Hawaii, Mexico and Caribbean!

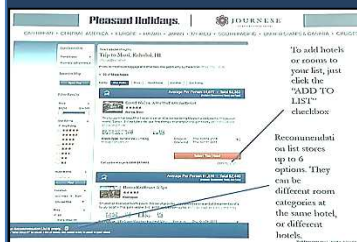
Featuring: Am Resorts,
Palace Resorts,
Playa Resorts,
Sandals & Beaches,
The Excellent Collection.

**But Pleasant is So much
more... World-wide!**

Trusted Testing sites for Hawaii



Hotel Comparison/email client



Find Tools & info @ PleasantAgent.com
Journese.com/insider-tips

- Weekly Deals
- Insider Tips
- Social Media tool Kit
- Trip Protection Commission protection
- Ask for a call back & more!



Find them on Facebook!
Pleasant Connections
Journese Connections

Contract & Boutique Groups

Tips & Company Business

Kari: if anyone needs information on the Orland area in Florida, Kari just returned. Give her a call.

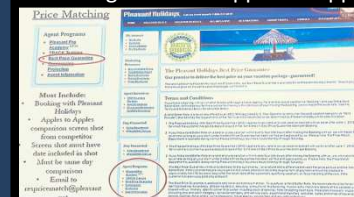
Lara- Beware and watch you cruises closely. Lara had RCCL cruise cancel and she didn't get a notification. Luckily yesterday she went in to the Portal and there was a banner at the top warning her, but when she refreshed or went back to the page, it was gone. No email or anything else to alert her. Sylvia and Kathy chimed in that they have had the same problem with other cruise lines as well. Sometime the alert comes in the HQ email box and if that box isn't cleaned out for a couple days, you may be in trouble with some cruise companies that make you get back with them within 24 or 48 hours to claim the refund. Could be a huge problem!

Brian Jokes of the day!

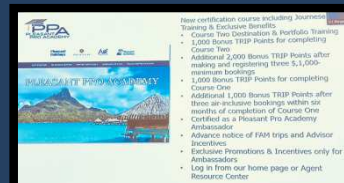
Did you know the UK has a 4th of July? Yup. it comes right after July 3rd! ☺

Have you seen the flags talk to each other in the 4th of July parades? Well... actually they don't really talk they just waive! haha

Price matching. Must be Apples to apples



Get trained and earn rewards!!!



Company Training Notes for June 24, 2021

Globus brands by Amanda Ward

Tips & Company Business

No Sharing today.



GLOBUS family of brands | GLOBUS COSMOS. MONOGRAMS AVALON WATERWAYS

AMANDA WARD

Business Development Manager
AK, AZ, CO, ID, MT, NM, OR, UT, S.WA, WY
303.968.4707 | award@globusfamily.com

WENDY STANCEL

Inside Sales Account Manager
866-270-9850 ext. 8746 | wstancel@globusfamily.com

5301 S Federal Cir, Littleton, CO 80123 | www.globusfamilypartner.com
Reservations (800) 221-0090
Groups (800) 221-0097

Benefits of Globus:

Pricing, Everything paid for; guaranteed departures;
straight forward promo's; affordable travel protection
Choice Touring; choose your tour

Groups:

8 Pax – access to groups online

TC: 1 per 16 for land

1 per 10 for Avalon

1 per 20+ for Air

Group amenities:

- Drink vouchers
- Prepaid Gratuities

Website:

<https://agents.globusfamily.com>

- Manage Bookings
- Great Booking tools.
- See what countries are open
- Type in a destination /landmark (like Stonehenge) to see all Itineraries to that area.
- Training opportunities
- Agent Benefits & FAM's
- Add your own Call-to-action to email promotions

Signature Promo's

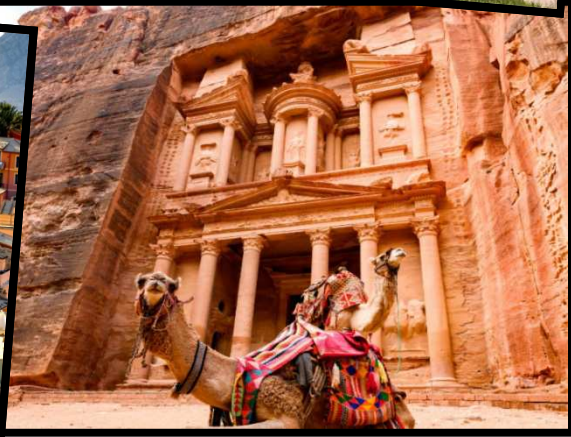
- Free night on Avalon

Insured: For covered reason – can get a refund

Uncovered reason – receive voucher good for 2 years.



Come Back!
Planyourcomeback.com



Company Training Notes for June 17, 2021

Regent Cruises by Sheri Pasternak



Regent
SEVEN SEAS CRUISES

Sheri Pasternak
Sales & marketing
spasternak@rssc.com
914-475-7232

Notes:

- Begin sailing in September out of UK.
- 60% capacity.
- Vaccinated passengers only
- Lots of new ports and over night ports
- All Crew coming back.
- Around the world cruises sold out for 2022 & 2023
- 2024 around the world cruise for sale July 14th

Includes

- Free Business Class Air on Intercontinental Flights
- Free Economy Air Caribbean, Canada NE & Alaska
- FREE Unlimited Shore Excursions
- FREE 1-Night Pre-Cruise Hotel Package in Concierge Suites and Higher
- FREE Unlimited Beverages, Including Fine Wines and Premium 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 Wifi
- FREE Valet Laundry Service - NEW

Safety

OUR GUESTS & CREW

PRE-CRUISE VACCINATIONS, TESTING, SCREENING & CHECK-IN

- ALL INDIVIDUALS (GUESTS & CREW) MUST BE VACCINATED
- UNIVERSAL TESTING FOR ALL GUESTS & CREW
- ADDITIONAL PRE-EMBARKATION HEALTH SCREENING
- SOCIALLY RESPONSIBLE CHECK-IN

CONTROLLED GUEST CAPACITY, CONTACTLESS SERVICE, HAND SANITATION

- REDUCED GUEST OCCUPANCY
- CONTACTLESS FOOD SERVICE SHIP-WIDE
- HAND SANITATION
- ONBOARD HEALTH MONITORING FOR GUESTS & CREW

NO FACE MASKS REQUIRED ONBOARD

New Itineraries

NEW ITINERARIES OVERVIEW

SEVEN SEAS EXPLORER

NOV 15, 2021 / ROUNDTrip MIAMI / 24 NIGHTS*
 DEC 9, 2021 / ROUNDTrip MIAMI / 11 NIGHTS*
 DEC 20, 2021 / ROUNDTrip MIAMI / 14 NIGHTS
 JAN 3, 2022 / MIAMI TO SAN DIEGO / 16 NIGHTS
 JAN 19, 2022 / SAN DIEGO TO MIAMI / 16 NIGHTS
 FEB 4, 2022 / ROUNDTrip MIAMI / 10 NIGHTS
 FEB 14, 2022 / ROUNDTrip MIAMI / 7 NIGHTS
 FEB 21, 2022 / ROUNDTrip MIAMI / 10 NIGHTS
 MAR 3, 2022 / ROUNDTrip MIAMI / 10 NIGHTS
 MAR 13, 2022 / ROUNDTrip MIAMI / 10 NIGHTS
 MAR 25, 2022 / MIAMI TO ROME / 16 NIGHTS
 APR 10, 2022 / ROME TO VENICE / 10 NIGHTS
 APR 20, 2022 / VENICE TO BARCELONA / 12 NIGHTS
 MAY 2, 2022 / BARCELONA TO ISTANBUL / 12 NIGHTS

SEVEN SEAS VOYAGER

FEB 15, 2022 / ROUNDTrip BARCELONA / 12 NIGHTS
 FEB 27, 2022 / BARCELONA TO JERUSALEM / 15 NIGHTS
 MAR 14, 2022 / JERUSALEM TO ROME / 12 NIGHTS
 MAR 26, 2022 / ROME TO BARCELONA / 10 NIGHTS
 APR 5, 2022 / BARCELONA TO LISBON / 10 NIGHTS

Become an Expert!

RSSC UNIVERSITY

Four NEW courses
Graduation Benefits

REGENT EXPERIENCE

WORLDWIDE DESTINATIONS

ONBOARD LIFE

SELLING LUXURY

- \$100 Bonus Cash per booking when a new booking is made and registered within 120 days of completing the course
- CLIA Elective Credits
- CEUs from The Travel Institute
- A Downloadable Graduate Certificate per course
- Downloadable RSSC Luxury Cruise Expert Logo

What Is New?

- **NEW EXPLORER SHIP CLASS**
 - Name of new ship to be announced this month
- **WORLD CRUISE 2024**
 - Will be open for sale July 14th so if you have anyone interested – please be sure to book as soon as it opens since it sells out within a week!
- **NEW DEPLOYMENT OPENING**
 - New deployment for remaining 2023 and early 2024 voyages will open August 18, 2021. Be sure to request your groups early.

Tips & Company Business

Amber Lee: you can add commission to a beds-on-Line booking, it's easy!

Karen J: Car rentals are still hard in Hawaii. Found that you can book a Car in VAX, Blue Sky Tours. Also some have had success with cars from Auto Europe.

Kathy: Please make sure to tell your clients that you will review virus restrictions and other details 2 weeks prior to trip. Sylvia tells clients she will review and deliver docs 2 weeks prior to departure.

Brian Joke:

What is the difference between a jazz basketball game and a dollar bill?

You can still get 4 quarters out of a dollar! 😊

Upcoming promotions

- First 3 MMT people to make a Regent FB post (email Sheri proof) will get a \$50 Gift card!
- 30 anniversary celebration with 30 unique sailings
- 2022 - Kids sail for \$999 on select cruises
- 2022 – Free First class air on select sailings to Alaska & New England

TRAVEL PARTNER CENTER

www.rssc.com/agent

UNIVERSITY SPACE AT SEA - 100% FREE LUXURY MEETING

UPGRADE IN EUROPE EMAIL: Voyages to Explore July 21-April 23

VALUE CREATION CLUB: Loyalty & Rewards

Company Training Notes for June 10, 2021

Fun Quiz. Getting to know our new co-workers!

MORRIS MURDOCK TRAVEL



Welcome Columbus!



MMET Groups

Ogden

Drape

Billings

St George



Top answers:

How many countries have you visited?
Linda Hofer - 75

How many cruises have you been on?
Mark Faldmo Jr. - 151

Favorite places you have travel to...
Italy and S. Pacific

How many total years experience do we have as a company? **1021**

Thanks for sharing everyone!

We had a lot of fun Travel stories and Claim to Fame.

A. Went to Thailand for my 40th Birthday. I found great airfare through Manila, and thought a stay in the Philippines would be a good idea. I looked at the map and found an island called Tara Island. With the Tara Island Resort. I thought it was meant to be. Well, it wasn't really a place we should have been. We could have been taken out and no one would have ever found us - it was quite the travel experience and place. The story is long. Just one of the minor parts was a transfer where they jammed 18 people in a van for a transfer - literally - I have a picture. Let's just say - don't get hooked on a place just because of a silly thing like it has your name. lol. We have a great story now though, especially since we made it back alive!

Worked as a flight attendant. On one flight a Lady with Dementia tried to open the door because she wanted out. I told her the first step would be a doozy and gently got her back to her seat. Later she went to the bathroom and afterwards I went in to clean. I found her Girdle (now called Spandex) in the sink. I discreetly put it in her purse.

B. I had remains (ashes), of my father in law, to scatter in Fiji. Imagine my surprise when the forms to enter into the Country told me I could not enter with said ashes. So I devised a plan! If they found them, I was going to say a witch doctor gave them to me for a problem I was having. I had even decided I would go as far, if needed, as putting some on my tongue and swallowing them, Better than being thrown in Jail.

1984, I was traveling solo. I got off a train in the middle of the Gobi desert at night in a snowstorm and realized the only way to Tibet was to Hitchhike, which took me 3 days in a Lorry that was delivering Green tea and collecting Yak Poop at villages along the way.

In the Bahama's, a Bar fight broke out and a guy came flying through the doors right in front of us, Beer bottles flying everywhere. And then we watched while a guy threw him into a parked car and then he got his foot cut while trying to get a way!

A. I was labelled by Fox news and National media as the "Winningest coach in America", being the Highland Rugby coach for 26 years, with 418 wins, 10 losses and winning 20 national Championships!

I believe I am the only employee that has worked for all 3 companies... Morris, Murdock and Columbus. And could give the same answer on questions: "How long have I been in the Industry" and "How long have I worked for this company" ☺

My sisters and I sang the National Anthem on a regular bases for the Bee's, Grizzlies, and SLC Real soccer teams.

I bowled a 267 at a state bowling competition.

Company Training Notes for June 3, 2021

Cayman islands by Cheryl Hudak & Allison Johns

Things to know:

- Cayman is not open to tourism yet. Possibly Nov. 2021
- 3 islands: Grand Cayman, Little Cayman, & Cayman Brac
- Travel between islands by plane only
- Known for beautiful 7 mile beach, & excellent Diving,
- Culinary Capital of the Caribbean
- Clean, friendly and Safe!
- Owned by the British, speak English
- Driving is on the Left side of the road
- Modern amenities, Medical, etc.



CAYMAN BRAC

- Adventurous
- 2,000 residents
- Visit the 155 ft Bluff
- Activities
 - Scuba Diving
 - Hiking
 - Bird watching
 - Cave exploring
- 20-minute flight on Cayman Airways Express

LITTLE CAYMAN

- Tranquil, secluded, relaxing
- 190 residents
- Cycling
- Diving
- Wildlife
- Owen Island
- 40-minute flight on Cayman Airways Express

GRAND CAYMAN

- Cosmopolitan
- 60,000 Residents
- Excellent variety of accommodation
- 200+ restaurants
- Attractions
 - Stingray City, Camana Bay, Turtle Centre
 - Seven Mile Beach, Crystal Caves

Cayman Rewards - <https://www.caymanrewards.com/>

Cayman Islands Website - <http://www.visitcaymanislands.com>

Travel Agent University - <https://www.travelagentuniversity.com/>

Global Citizen Concierge Program - <https://www.visitcaymanislands.com/en-us/about-cayman/travel-partners/global-citizen-concierge-affiliate-program>

Social Media Links

Facebook - <https://www.facebook.com/VisitCaymanIslands>

YouTube Channel - <https://www.youtube.com/user/CaymanTourism>

Twitter - https://twitter.com/Cayman_Islands

Facebook Group for Travel Agents

- <https://www.facebook.com/groups/357153441012106>

Travel Guides - <https://www.visitcaymanislands.com/en-us/plan-your-trip/travel-guides>

CAYMAN ISLANDS SPECIALIST PROGRAM

- Cayman Islands Specialist status title and diploma
- 4.5 Continuing Education Units from The Travel Institute
- Automatic enrollment in Cayman Rewards
- e-newsletters, featuring product updates & exclusive offers, as well as participation in Zip-code locator
- Exclusive invitations to join Cayman Islands Specialist FAMs (limited availability)
- Welcome graduate gratitude package

Resources

Become a Specialist & Earn rewards!

Complete your specialist program by July 1st and be entered into a drawing for a Cayman Swag bag!

Contact Info

Cheryl Hudak / Sales Rep West
646.634.4430 chudak@caymanislands.ky
Allison Johns
Allison.johns@seafireresortandspa.com

Tips & Company Business

Annette: The Problem with RCCL and SigCruise Pro should be resolved now. Please let Annette know if you have any other problems.

Some procedures are a little tricky, like doing a payment. Another thing to note is that it is best to start a reservation from Cruise Finder, not directly in SigCruise Pro. There are some features (like holding a Cruise) that you can only do if you start in Cruise Finder. Signet has a lot of good recorded trainings. You would be wise to review them, when you start booking in SigCruise Pro.

Upcoming Trainings:

SAVE THE DATES FOR JUNE SCP WEBINARS

Friday, June 4: Basic Fare Codes

Friday, June 11: Advanced Fare Codes

Friday, June 18: Advanced Best Practices

Registration links will be posted on SigNet and shared in STN Headlines

Help Desk at Signature"

QUESTIONS???

SCP@SIGNATURETRAVELNETWORK.COM

Kimpton Seafire Resort



The only Triple A, 5 diamond resort on the Island

Company Training Notes for May 27, 2021

Barceló Hotels by Ana Diaz & Elizabeth Sanchez

Ana Diaz
Senior Director of Sales – USA
Allegro Resorts Marketing Corporation, Member of Barcelo Hotel Group.
Los Angeles, Ca. | (310) 600-1232 | ana.diaz@armcus.com

Barceló

HOTEL GROUP

Barcelo Resorts

Why sell Barceló?

7 REASONS TO SELL BARCELÓ

- Spectacular beach fronts
- Among the best all-inclusive companies
- Multi-generational resorts to suit everyone's taste
- Best family rooms and suites
- Vast variety of culinary experiences
- Great diversity of services and facilities
- Consistent international standards

Tips & Company Business

Karrie: Please do your Sig Cruise Pro training if you haven't. There are 7 of you left that need to do it.

SigNet is holding SigCruise Pro classes that focus on a particular topic over the next few weeks. They are only about 25 minutes long and great for learning tips. Here is what is coming up:

SAVE THE DATES FOR JUNE SCP WEBINARS

Friday, June 4: Basic Fare Codes

Friday, June 11: Advanced Fare Codes

Friday, June 18: Advanced Best Practices

Registration links will be posted on SigNet and shared in STN Headlines

Annette: To see the classes you missed, go into SigNet -> training -> SigCruise Pro & you will see all classes.

****The Future for CB Live Connect will be through SigCruise Pro. At the moment you can't import from Polar Online, so make your reservations in SigCruise Pro, then everything will import and work as it should.**

QUESTIONS???

SCP@SIGNATURETRAVELNETWORK.COM

Today's jokes:

Why do Eskimo's wash their cloths in Tide? Because its too cold to wash out-tide. LOL (Patty)

Submitted By Julie ☺



Barceló HOTEL GROUP	MEXICO	DOMINICAN REPUBLIC & ARUBA	CENTRAL & SOUTH AMERICA
ROYAL HIDEAWAY COSTA RICA	✓ Royal Hideaway Playacar	El Embajador, a Royal Hideaway Hotel	
Barceló HOTELS & RESORTS	✓ Barceló Maya Grand Resort Barceló Maya Palace Barceló Maya Riviera Barceló Maya Colonial Barceló Maya Tropical Barceló Maya Caribe Barceló México Reforma Barceló Huatulco Barceló Tulum Barceló Karmina Barceló Puerto Vallarta ✓ Barceló Gran Faro Los Cabos	✓ Barceló Bvaro Grand Resort Barceló Bvaro Palace Barceló Santo Domingo ✓ Barceló Aruba	Barceló Guatemala City Barceló Honduras Barceló San José Barceló San Salvador Barceló Tampa
Occidental HOTELS & RESORTS	✓ Occidental at Xcaret Destination Occidental Costa Cancún Occidental Tuxandla Occidental Nuevo Vallarta Occidental Cosumel Occidental Querétaro	Occidental Caribe Occidental Punta Cana	Occidental Papagayo Occidental Tamarindo
allegro HOTELS	Allegro Cosumel Allegro Playacar		

*Currently 33 hotels and resorts open May 25.



Royal Hideaway, Riviera Maya



Bvaro Grand Palace, Punta Cana



Gran Faro, Los Cabos



Aruba



Xcaret, Riviera Maya

In the heart of the Riviera Maya, this resort combines an ecological experience with modern amenities & service.

Airport: 39 min
Rooms: 765
Restaurants: 11
Bars: 10
Swimming pools: 7

Occidental at Xcaret Destination

Maya Grand, Riviera Maya

Elizabeth Sanchez

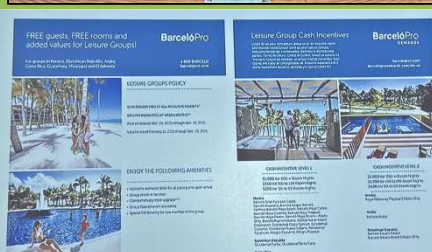
Barceló Maya Grand Resort
Marketing and Advertising Manager

011529848751500 x 6795 Work
marketing.mx@barcelo.com

Carretera Chetumal – Puerto Juárez Km. ...
Xpu Ha, Solidaridad. Quintana Roo | 777...



Group Program



Company Training Notes for May 20, 2021

Princess Cruises by Bret Gove

Tips & Company Business

Sylva: A Client in Hawaii was asked if they had their Covid Vaccination card. Luckily they did and it probably save them time. Maybe it's a good idea to tell our clients to take their card with them as they travel.

Brian: Reminder that we shouldn't offer our opinions. Just state the facts, send them Sherpa Lunks, focus on requirements, and let them make their own decision.

Brian's joke:

If you say the work Gullible slowly backwards, it sounds like Oranges. ??

If you get this and can explain it to me, I'll send you a candy bar!! ☺

All Princess ships are now MedallionClass!



More than just an App!

Skip the lines!
Accelerate check in



An investment on an epic scale (per ship)

7K+ sensors
72+ miles of cable
650 readers
4k interactive stateroom portals
100+ access points in every stateroom
touchscreen portals in public areas
New TVs in every stateroom



Want more?

MedallionNet – the best Wi-Fi at sea
Keyless stateroom entry
stream your favorite shows
Video chat & text messaging

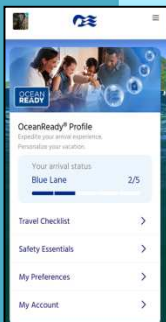
Find your way with OceanCompass wayfinding

Find your shipmates

Whatever you need, delivered!

Play time for all ages

CrewCall Chat Work remotely



OCEAN READY

- ✓ Input personal information
- ✓ Upload Travel Documents
- ✓ Accept the Passage Contract
- ✓ Upload your security photo
- ✓ Set up MedallionPay
- ✓ Create your PIN Code
- ✓ Indicate your Emergency Contact
- ✓ Identify your Emergency Return Airport
- ✓ Fill out your Health Questionnaire
- ✓ You're now OceanReady & put in the GREEN LANE!



Dine My WaySM

Giving the guest the ultimate flexibility to craft their dining journey



Dine My Way

Personalize Your Dining Experience

Reserve for the same time each day

View or book individual daily reservations

Order for delivery with OceanNow

Dine when you want
Dine how you want
Dine with who you want
Dine where you want

After paying in full, Clients have access to Dining My Way. Still working out the details! ☺

JourneyView – Interactive itinerary planner

"Vacations are the ideal space to optimize our time – our **scarcest resource**. Every minute you wait in a line or are otherwise inconvenienced is a minute you can't enjoy elsewhere. Given that many of us spend months planning for vacations – we want the best experience imaginable while we're off the clock."



Nobody beats Princess Group program!
Check it out and start holding Group Space now!

THE PRINCESS GROUP ADVANTAGE

- Advantage pricing
- Below Launch Fares for group allocations
- Rate and guest amenities guaranteed from first booking
- Minimum allocation of just 10 beds (5 staterooms)
- Group bookings are combinable with most promotions outside of final payment
- No group (bulk) deposit required for up to 16 beds

Company Training Notes for May 13, 2021

Selling with Confidence in a COVID world by Nolan Burris

Don't waist this opportunity to Sell yourself!!

INSTALLING CLIENT CONFIDENCE

NOT

Confidence that it's "safe to travel"

INSTEAD

"It's your choice to travel".

You can provide detailed info and links to help them choose.

AND

You are here to support with up-to-date information and your personal connections to ensure their vacation goes smoothly.

INSTALLING CLIENT CONFIDENCE

- "We know that health and safety are concerns for travelers today."
- "I'll send you links to our online tool with the latest travel and health restrictions for every destination in your trip."
- "It will include requirements such as testing and vaccine, quarantines, documentation and more. And of course, I'm always here to help with any questions or concerns."
- "We also have **connections** with travel suppliers and tourism officials around the world to help support and to assist you during your trip."

It's not your trip, not your check book and not your opinion!

KNOWING WHAT TO SAY, OR NOT SAY

"**You said** you were only comfortable with destinations with entry testing required, but no vaccine required. You also mentioned that testing facilities within the resort was important to you."

"The following destinations **CURRENTLY** meet your needs, and I've included links since those details can **change quickly**."

"I've also included **our preferred partner** resorts that **offer onsite testing**..."

KNOWING WHAT TO SAY, OR NOT SAY

AVOID all opinions and health advice

- "It's totally open and safe..."
- "I think you should get the vaccine"
- "Cruises are safer than staying home..."
- "You're vaccinated so don't worry..."
- "I'm sure you'll be fine there..."
- "It will all be back to normal by then..."

ALWAYS Include Sherpa Links!

Let's look at how to email...

Tips & Company Business

Brent: Please touch base with your clients and remind them to use their Future credits, let them know about the new Viking sailings, etc. Now is the time to be proactive! Thanks!

Your Value is Well-known

Why Fees Now?

- **The Time Involved**
More than ever before
- **But... It Proves Your Value**
It shows you've got their back!
- **A Window of Opportunity**
Don't miss your chance

Factors for Success

- Consistency
- Mindset
- Selling fees and your value
- Delivering superior service
- Image

As a travel ADVISOR, I conduct a highly individualized consultation. I have access to insider information; I use systems not available to the public, and we maintain close relationships with the best travel suppliers in the industry.

We regularly save our clients money, because we know how the industry "works". We also frequently get extras or upgrades you can't get on your own. But most of all...

We can help you avoid wasting money on the wrong trip or getting stuck because of details you might have missed or didn't understand. We have your back every step of the way.

These days, that matters more than ever.

BEST PRACTICES

Focus on Flexibility

- Does the partner offer a flexible cancellation policy?
- Ex. what happens if a traveler does not want to get a vaccine, but a supplier requires it?
- Always have alternatives to provide to your clients.
- "The pandemic has forced us to be more flexible with travel planning, but you can benefit from it..."
- "Many suppliers now offer more relaxed cancellation policies, and attractive incentives..."

Tips:

Rather than saying "they are a preferred vendor, say: "we are a preferred agency of ..."

Rather than saying "I'll send you a quote", say "I'll send you the results of my research"

Rather than calling it a 'Fee', call it our 'service program'

Make sure you sell yourself!
You are worth it!

BEST PRACTICES

A Few Helpful Phrases

- "I access to the most current COVID information, testing, travel restrictions, documentation ..."
- "We continually monitor changes that could impact your vacation..."
- "I'm here to help with changes that may be required along the way..."
- "We have close relationships with our preferred partners..."
- "Should something go wrong, I'm here to help. It's our partner relationships that make it work..."
- "Our partners are constantly updating us with critical details..."

Company Training Notes for May 6, 2021

Viking River & Ocean with Reiner Marks



Reiner Marks
818.261.8525
Reiner.marks@viking
cruises.com

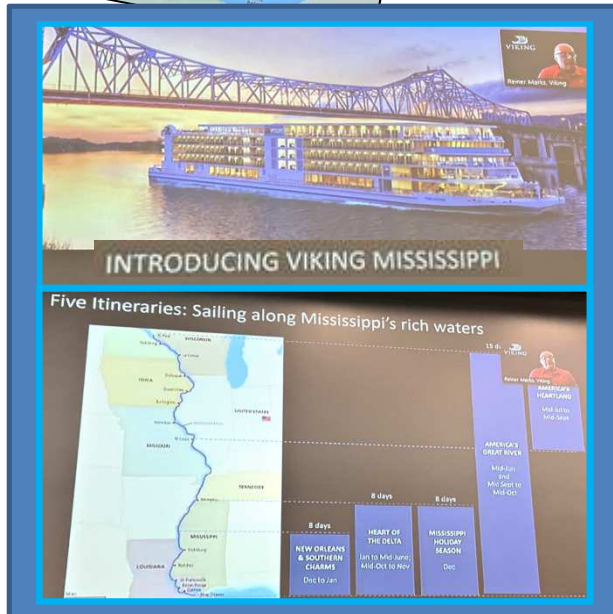
New 'closer to home'
cruise options

Officially the
 Largest
 Luxury Cruise
 line!

Viking Star	VIKING
Viking Sea	Reiner Marks, Viking
Viking Sky	February 2017
Viking Sun	September 2017
Viking Orion	June 2018
Viking Jupiter	February 2019
Viking Venus	2021
Viking Ship 8	2022
Viking Ship 9	2022
Viking Ship 10	2023
Viking Ship 11	2024
Viking Ship 12	2025



Niagara &
 the Great Lakes



BIG News!
Malta, Adriatic & Greek
island cruises open for
sale today!

Hurry! They will sell out fast!



Special Contest
for MMT advisors.
Top sellers
between now &
August will win a

Free cabin
on a
Europe
River Cruise!



Iceland was
sold out in
9 hours!
Watch
for new
sailings!



Tips & Company Business

Karen J: Reminder that you can get commissions when booking UA, AA, and others through Frosch!

Annette: Client Reach messages are going out again. Remember to go into SigNet to manage your messages.

Dave: Please Invoice all your trip changes! It is very hard to track Commissions without current invoices. When emailing Accounting for information, include Client name, Booking Number AND Month of travel please.

ALSO... if you took over a booking for a past advisor, change the productivity sign to your own please.

VIKING VOUCHERS: We have A LOT of Viking Vouchers. With the new announcements today, don't forget to use them and give your clients a great deal!

Mark: Please Invoice all your trip changes! It is very hard to track Commissions

State of the art Safety on board every vessel!

PCR Testing
Robust & adaptable testing for guests and crew

THE LEADER IN HEALTH & SAFETY
 Viking was the first cruise line to complete installation of the first full-scale PCR laboratory at sea.

THE GOLD STANDARD
 There is wide agreement among global health authorities that PCR is the best testing method for COVID-19 and other illnesses.

DAILY PCR TESTING & HEALTH CHECKS
 Unlike uncomfortable nasal testing, PCR is quick, easy and non-invasive—completed via a simple saliva sample.

A full-scale PCR laboratory on ocean ships for regular testing of guests and crew.

River ships partner with Viking-dedicated shore-side labs.

Short, daily Health Questionnaires. Temperature checks will be conducted via automated thermal cameras.

Company Training Notes for April 29, 2021

Marriott Int'l by Deaner Snively



Deaner W. Snively
Senior Account Executive
E: deaner.snively@marriott.com



MARRIOTT COMMITMENT TO CLEAN

OUR APPROACH

A LONG-TERM COMMITMENT

Since our founding over 70 years ago, health and safety have been at the heart of our business. We have a long history of being a leader in health and safety, and we are committed to being a leader in health and safety for the future. We have a long history of being a leader in health and safety, and we are committed to being a leader in health and safety for the future.

GLOBAL GUIDANCE, LOCAL EXECUTION

We believe that health and safety is a global issue, and we are committed to being a leader in health and safety for the future. We have a long history of being a leader in health and safety, and we are committed to being a leader in health and safety for the future.

A SHARED RESPONSIBILITY

We believe that health and safety is a global issue, and we are committed to being a leader in health and safety for the future. We have a long history of being a leader in health and safety, and we are committed to being a leader in health and safety for the future.

MARRIOTT COMMITMENT TO CLEAN

OUR COMMITMENT

We believe that health and safety is a global issue, and we are committed to being a leader in health and safety for the future. We have a long history of being a leader in health and safety, and we are committed to being a leader in health and safety for the future.

DEEPER, MORE FREQUENT CLEANING

YOUR SANCTUARY

LESS CONTACT, MORE CONNECTION

REDEFINING THE NEW NORMAL

Dedicated to Clean & safe!

→ [MARRIOTTHAWAII.COM/AGENTS](https://www.marriott.com/hawaii/agents) to see details on all Hawaii properties.
Starting May 15th,
Vaccinated passengers can fly interisland freely.
Hopefully by June /July
Vaccinated people can fly to Hawaii without 72 hour testing.

DISCOVER OUR FULL RANGE OF HOTEL AND DESTINATION INFORMATION AT [MARRIOTTHAWAII.COM/AGENTS](https://www.marriott.com/hawaii/agents)

KAUAI

Koloa Landing Resort at Poipu, Autograph Collection
Sheraton Kauai Coconut Beach Resort
Sheraton Kauai Resort

O'AHU

InterContinental Honolulu, a Hilton Hotel
Grand Hyatt Honolulu Mahele
Moana Surfrider, A Westin Resort & Spa
The Ritz-Carlton Residences, Waikiki Beach
The Royal Hawaiian, A Luxury Collection Resort, Waikiki
Sheraton Princess Kaiulani
Sheraton Waikiki
Waikiki Beach Marriott Resort & Spa

MAUI

Courtyard by Marriott Maui Kahului Airport
Residence Inn by Marriott Maui Wailea
The Ritz-Carlton, Kapalua
Sheraton Maui Resort & Spa
Wailea Beach Resort - Marriott, Maui
The Westin Maui Resort & Spa Ka'anapali

HAWAII ISLAND

Sheraton Kona Resort & Spa at Kona Bay
Courtyard by Marriott King Kamehameha's Kona Beach Hotel
Waikoloa Beach Marriott Resort & Spa
The Westin Kona Resort & Spa

New Mobile App makes things easy and safe for Clients. Just download the app and use it to check Schedules, make reservations, order room service, maid service, etc.

Warning.. Book activities & cars, early! Limited capacity is making things sell out quickly!

Agent Programs are re-instated now. If you have problems using your FamTastic rate at a Hawaii hotel, call Deaner. He may be able to help!

AGENT RESOURCES AND PROGRAMS

ALOHA AMENITY

- Visit: www.marriott.com/hawaii/agents

MAHALO REWARDS

- Will resume in May for future bookings
- New Marriott Bonvoy points will be awarded.

HOTEL EXCELLENCE

<https://hotelexcellence.marriott.com/home>

Travel Advisor Benefits

- Exclusive access to FamTastic Rates
- Receive dedicated E-Newsletters on our latest news
- CEU's for maintenance of the Travel Institute's CTA/CTC certification, the Association of Canadian Travel Agencies certification or CLIA credits.
- Access Tools and Resources to sell our brands

Tips & Company Business

Brian: There is no ideal way to return and get our office open. It will be a challenge, but we are doing our best. Demand is up and we need to get back, This is a great moment. Thank you for your sacrifice and hard work this past year to keep things going.

Annette: We realize your skill may be a little rusty and need help with some programs. Please email me your needs and we will get you the help you need. We can even put together a few small classes, if there are enough that need similar help. Thanks.

Cindy K/Brian: You do need to apply for 4 jobs this week, in order to get paid for this week. Next week you do not will not apply for jobs, but you still should go into unemployment and mark that you did work 40 hours. They won't pay you and that will end your need to go into unemployment again.

Brands



Company Training Notes for April 22, 2021

SeaDream by Denis Roche



Thanks to
Denise for
a great
presentation

It's Yachting, not Cruising!

- Small Ships: 56 staterooms, 112 passengers.
- 90+ staff, one-to-one service!
- All inclusive: Drinks, tips, Water toys & activities
- Al Fresco dining
- Casual always!
- World class Cuisine
- Magical Nights
- Port intense. Early mornings, late evenings or over night.
- Private events, (weddings)
- Land activities like biking, hiking, shopping in the market included. Other Shore excursions are extra.



Amazing Itineraries. Small Ships, mean more options!

Mediterranean



Caribbean



Taking extra safety steps
SeaDreaming the Future!

To get an into their Website and to do
bookings, email: info@seadream.com



Tips & Company Business

Debbie: NCL is requiring everyone to have a vaccination, including Baby's! (through October) There isn't a vaccination for baby's right now, so Keep that in mind.

Sylvia: Attended the Disney Webinar for reopening of Disneyland. Sounds pretty much the same as DisneyWorld. No ETA on when they will open up for folks outside California, but it will be at least 90 days. Probably after summer season. They are checking individual ID, so you can't sneak in with someone that does have CA ID. **Kathy/Karrie:** Nolan's 'best practices' webinar was great this week. We will have Nolan join us on May 13th and talk about some of the same items. If you would like to see the Webinar, you can find it in SigNet, or let Karrie know and she will send to you.

Dad joke of the week:
I ordered a Chicken and an Egg on Amazon. I'll let you know. haha



Find all this and more at
bookseadream.com
& New TA Portal

<https://seadream.com/travel-agent-center/>

Company Training Notes for April 15, 2021

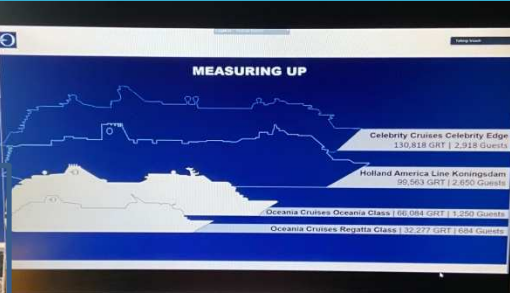
Oceania part 2 with Kari Roach

Thanks to Kari for Part 2
(See Jan 14th notes for Part 1 review)

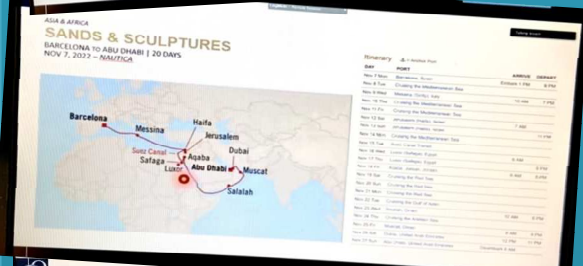


Why do people love and return to Oceania? The people and service are extraordinary!

Our Ships →
Introducing our 2 new Allure Class ships coming in 2023.
On sale 9.21.2021



Exciting Itineraries



8 Cabins = Group!



Lots of SigNet Groups! Check it out.

Compare Value! →

VALUE WITHOUT COMPROMISE		OCEANIA CRUISES	
		PREMIUM	PREMIUM
2 for 1 CRUISE FARES		42,213	77,341
FREE Roundtrip Airfare* after choice of FREE Shore Excursions FREE Beverage Package FREE Stateroom Credit			
NEW VALUE ADDED FREE AIRPORT TRANSFERS*			
EARLY BOOKING EXCLUSIVE \$149 Premium Economy Air Upgrade Available*			
EXCLUSIVE BENEFITS			
FREE Internet		✓	✓
FREE Specialty Restaurants		✓	✓
FREE Room Service 24 Hours a Day		✓	✓
FREE Shuttles from Port to City Center		✓	✓
FREE Fitness Classes		✓	✓
FREE 100% & Sparkling Wine Water		✓	✓
FREE Sun Deck & Specialty Coffers		✓	✓
200% Gratuities		✓	✓

PLUS. LOOKING FORWARD

SIGNATURE TRAVEL NETWORK

DATES TO REMEMBER

April 1st – June 30th
Reduced Single Supplement Sailings –
May 10th – June 30th
Past Guest 10% Savings –
May 18th & June 15th
VISTA Reveals –
May 27th – June 1st
Memorial Day Sale –
Price Increase – July 1st

Tips & Company Business

Kathy: Delta Vacations has announced that beginning April 30th, Penalties and other restrictions waived due to Covid will expire. Be sure to sell your clients Insurance after April 30th.

Wendy: Israel will begin allowing a limited number of visitors on May 23rd. All visitors must have proof of Vaccination and will still be tested upon arrival. Many details are still unknown. We have a group on June 4th and June 24th. Not sure if both will go, but hoping. Fall tours are very full and we are adding more tours to Israel next year.

Brent: We have seen a few bookings on Regent Cruises...thank you! Remember you need to book on HQ ARC for higher commissions.

Brian asked that we announce our Back to work date: May 3rd. Please prepare for that. Your manager will reach out to you individually with more details.

*Thanks to Janette
for presenting today.*

Things to Note:

Eventually Brian will make Sig Cruise PRO mandatory for all Cruise bookings. So please take the training classes (if you haven't already) and start using it. Kathy made a good comment ... once she started using Sig Cruise Pro, she went back and watched the classes again and they made more sense and helped her a ton! Great idea!

If you have Questions, need help or have a problem to report, please email SigCruise PRO help desk at:

CruiseBookings@signaturetravelnetwork.com

If you email them, please CC Annette so we can be informed on issues, concerns or problems.



Tips & Company Business

Brian: Bookings are improving and things are looking better industry wide! We are working on a 'Return to work' plan. You can anticipate returning to Work within a few weeks. Please mentally prepare yourself for returning soon! 😊

Karrie: Signature's now partnered with Sherpa! This is a great way to find all the Covid19 information you need for travel to any country in the world! If you missed Gina & Nolan's class, you can watch the recording, or just jump in and figure it out. It's super easy!

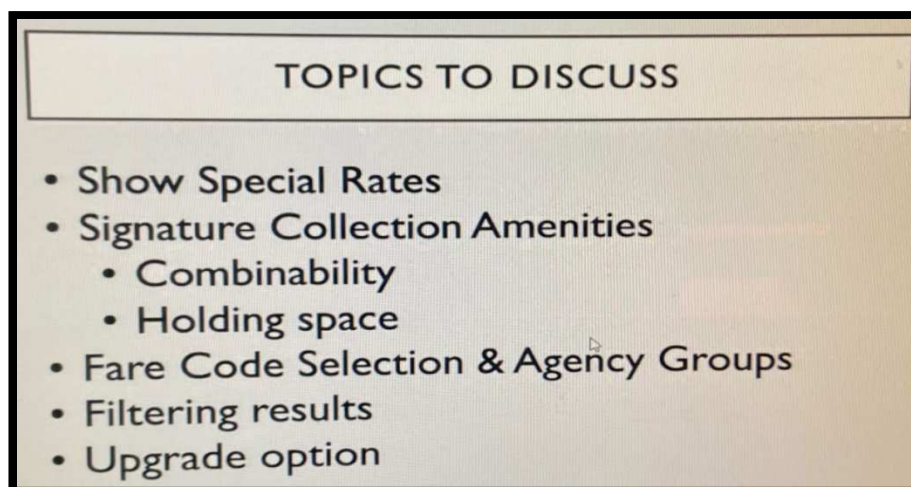
After logging into SigNet, click on this header:

STAY INFORMED & BE INSPIRED

View Covid-19 Updates & Sales Connections Calendar →

Scroll down to the Sherpa option. Underneath it you will find a quick reference page and a link to Gina & Nolan's recorded class. Or just click on 'Learn More' and start playing! You will figure it out pretty easily.. It is amazing how much information is in Sherpa! You shouldn't need to go anywhere else for information.

These topics were discussed. There is too much detail to include in these Notes, so please take the classes on SigNet to learn more.



You can import Cruise bookings into Client Base. If your not sure how, see 'Live Connect Training' on SigNet for more information.

If you are still having problems, contact the Help Desk or Annette.

Company Training Notes for April 1, 2021

RCCL update by Ginny

Adventure is Back!



ADVENTURE OF THE SEAS

Sailing from NASSAU, BAHAMAS
June 12 - September 11, 2021

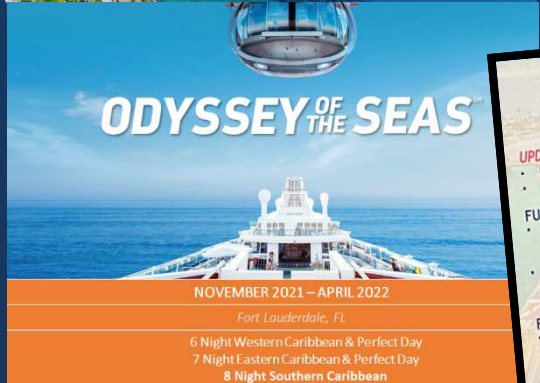
VISION OF THE SEAS

Sailing from BERMUDA
June 26 to August 28, 2021



JEWEL OF THE SEAS

CYPRUS • JULY 2021



ODYSSEY OF THE SEAS

NOVEMBER 2021 - APRIL 2022

Fort Lauderdale, FL

6 Night Western Caribbean & Perfect Day
7 Night Eastern Caribbean & Perfect Day
8 Night Southern Caribbean



Introducing our newest homeport

BARBADOS

GRANDEUR OF THE SEAS



NEW ADVENTURES FROM

LOS ANGELES

SUMMER 2022

Newly renovated beautiful Ship. Doing 3,4 and 8 night sailings from LAX

NAVIGATOR OF THE SEAS

Itinerary examples

- 1 NASSAU, BAHAMAS
- 2/3 TWO DAYS AT PERFECT DAY AT COCO CAY
- 4 CRUISING
- 5 COZUMEL, MEXICO
- 6 CRUISING
- 7 GRAND BAHAMA ISLAND
- 8 NASSAU, BAHAMAS

- 1 BERMUDA
- 2 CRUISING
- 3 GRAND BAHAMA ISLAND *Technical Stop
- 4 PERFECT DAY AT COCO CAY
- 5/6 CRUISING
- 7 BERMUDA
- 8 BERMUDA

CWC AND FCC UPDATES

Updated 3/9/21

UPDATED - CRUISE WITH CONFIDENCE, & BEST PRICE GUARANTEE UPDATES:

- Now eligible for bookings made on or before **MAY 31, 2021**
- Applicable to all sailings through **APRIL 30, 2022**

FUTURE CRUISE CREDIT EXPIRATION EXTENSION:

- The expiration date has been extended:
- Book by: **September 30, 2022**
- Sail by: **September 30, 2022**
- Applicable for the following types of FCC's:
- FCC's issued due to Sailing Suspension & Cruise with Confidence
- Non-Refundable Deposit FCC's issued after March 16, 2020

FCC EXPIRATION EXTENSION (all OTHER open FCC's):

- The expiration date of any issued Future Cruise Credit with a noted expiration date ranging between March 14, 2020 to December 30, 2021 will be pushed to **December 31, 2021**

LIFT & SHIFT UNDER THE CWC PROGRAM EXPIRED ON 1/31/2021

SUSPENSION UPDATES

Updated 3/9/21

Global Sailing Suspension extended through **May 31, 2021**

Spectrum of the Seas - China
Sailing Suspension extended through **April 25, 2021**

Odyssey of the Seas - Europe
Sailing Suspension **May 9 - October 28, 2021**

Quantum of the Seas - Alaska & Transpacifics
Sailing Suspension **April 25 - October 14, 2021**

Canada Cruise Ship Travel Ban through **February 2022**

EXCLUDES:
Sailings departing from Singapore & Israel
Sailing departing from China after Apr 25, 2021

Flight Finder

LOWEST AIRFARE PRICE GUARANTEE

ASSURED ARRIVAL

PAY LATER

ESPRESSO

Royal Caribbean

www.cruisingpower.com

NEW! DIGITAL BROCHURE

2021 - 2022

COME & SEEK

- Easy Navigation
- Latest Information
- Embedded Videos
- Mini Brochures Included- Perfect Day at CocoCay, Cruisetours & more
- Downloadable & Printable
- Shareable link- Easily send to your clients

1. LoyalToYouAlways.com

2. CruisingPower.com

3. RoyalCaribbean.com

www.royalcaribbean.com/plan-a-cruise/brochures/view



Will Vaccines be required? Yes, all crew members must be vaccinated, all PAX over 18 must have proof off vaccination, and under 18 will need a negative test.

Tips & Company Business

Brent: Lots of great bookings coming in now! Thank you all for your hard work

Sylvia: Clarified the new tax for CUN is a departure tax and controlled at the airport. You must do it online.

Brian: Bookings are improving and things are looking better industry wide! We are working on a 'Return to work' plan. You can anticipate returning to Work within a few weeks. We hope everyone will have their Vaccine by then. Thank you!

Karrie: Next week we are excited to have Janette Losada from SigNet join us to review SigCruise Pro. This isn't a basic review, but more tips and tricks and how best to use the product. If you have NOT taken the classes, please make time to do that this week, so you will be better prepared for class next week. Thank you!

Company Training Notes for March 24, 2021

Columbus Travel merge announcement by Brian

Brian announced the intention to merge with Columbus Travel pending Government approval.

Tips & Company Business

Brian's Joke of the day:

Why is Mushroom invited to all the parties?

Because he's the Fungi haha

Talking Points from Brian (Email sent out at 9:30am, March 24th from Brian)

Internal Major Talking Points for Morris / Columbus Merger:

(This isn't meant to be emailed out in place of press release, but provides items for discussion with clients in person or by phone)

Merger is not out of necessity but opportunity. Both companies made it through the difficult period this past year. This merger offers us significant new opportunities with escorted tours, groups, charters, suppliers, incentive groups, etc.

Combined company will continue to be largest travel provider of leisure, luxury, tour, meetings and incentives in Utah and Intermountain West

Brian Hollien will continue to be President of the company. **No management changes** will take place on either the MMI or MMT side.

We anticipate NO reductions in employees, but rather an increase in employees in the months ahead

The current owners of Columbus Travel will continue with the combined company in critical and important roles, Mark Faldmo Sr. working with MMI and their incentive client base, and Larry Gelwix on the MMT side with media relations and escorted tours

The combined companies provide growth in critical areas; leisure vacations, escorted group tours, luxury travel and incentive programs **adding significant volume** which will in turn help our clients through our strength.

The Columbus Bountiful office will continue and will be, by sales and count, the largest of our leisure offices.

Morris Murdock is continuing affiliation with Signature Travel Network and Columbus continuing with Travel Leaders. Decision will be made after merger is completed.

The **merger will take place after we receive the necessary banking and government approval**, not before. We anticipate that may take 4-6 months but prior to year-end. In the interim we can work on best practices, automation needs, training and a number of important areas that will help us once the merger is finalized.

The name of the combined companies will be evaluated and decided after the merger is completed. There is no immediate change in entity names.

There is **no one receiving money or personally benefiting** from this. It is a merger of companies. (this is intended for MMI employees, not for clients)

Please keep Confidential until Friday, March 26.

Company Training Notes for March 18, 2021

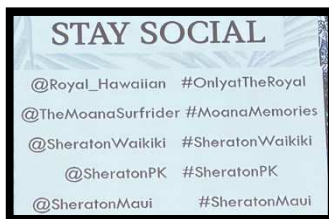
Marriott Hawaii by Krystal Bourget



Waikiki just moved to Tier 3, which means 10 people can dine together. More shops and most restaurants are open. Now is a great time to travel! Things are open, but less people!

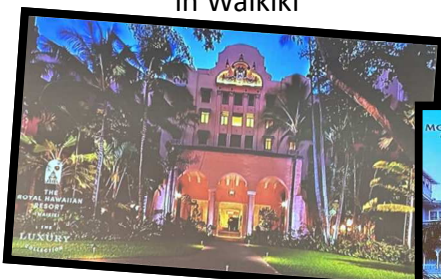


Waikiki Collectio:



Oldest Luxury Hotel in Waikiki

First Hotel on Waikiki, built in 1901. Banyan tree on property is 7 years older than the hotel. Private Beach.



Maui is about 70-80% of normal right now. Waikiki is 40-50%, but growing quickly!

Tips & Company Business

Brent: FYI.. We do have an online booking tool on our website. If you happen to get a call from a client that booked online, please sent them to Sylvia as she fulfills online requests. PLEASE NOTE – please ask the client what kind of travel they booked. It could be they booked on our MMET online booking site, which would be fulfilled by our Groups department folks, not Sylvia. THANK YOU.

Kathy: If you have clients going to Mexico, please warn them that they need to be at the Airport for their return flight at least 3 hours prior. With the new form and long lies to the ticketing Counter, they will need 3 hours.

Annette : Sabre Pricing overview: be careful with you book. Don't book in Basic Economy classes of service, instead book in 'Y' class and then click on the down arrow on the right hand side of the screen and look at the options that will come up in graphical view. Its easy to read and you can compare prices for different fares and click on the one you want. This is the best way to be safe and know the rules of what you are booking.

Wendy: Groups Update: Hill Cumorah: Pageant is cancelled permanently. Waiting for communications from the church on other church sites and when they will open. The tour will still go, just not sure what it will look like exactly. More info to come. **Isreal:** They are string to allow people in from surrounding countries. Will most likely need a Vaccine card to go there. There are reports saying the Gov't won't make any official decisions until Passover is over...probably end of April before we will know more. **Kenya:** We have a tour going to Kenya with Brad Wilcox that has openings. It will be a 30 person tour and due to cancellations there are 4 or 5 spaces left. There is a meeting tonight with Brad, if you have clients interested, they could join. Let Wendy know.

**Mahalo &
a hui hou**

Company Training Notes for March 11, 2021

Support , Destination report & Success stories

Security by Austin: Technology is getting so sophisticated, you need to always be on guard. Austin showed us that people can (and do) take pictures and voice recordings and changed them to make people say and do whatever they want. You can't believe everything you hear or see. If someone is asking for a password or confidential information, (even your co-workers) make sure you know for sure it is us. That may mean calling us on the phone. If we ask your for a password, we will do it by phone or aks you to text it to us. Please be careful.

Sabre: everyone has PCC-WH5B on your computer now. If you have questions, please call Annette or Karrie. Only use WH5B for new bookings. To see everyone's queue number, enter N*AGENTS. IF you have active PNR's in the old PCC, you can Triple AAA back to work queues, do exchanges, etc. It is important you do any Exchange in the original PCC the record was created in. Always turn ticketing on and OFF please. Here are the formats:

1st step: **SI9**

Turn Ticketing on:

Turn Ticketing off:

W/TICKETING#ON

W/TICKETING#OFF

*Please build every PNR using the 3 steps: 1) Client Base Profile, 2) Sabre Profile, 3) FINISH script.

The 2nd step is important to bring your QSORT info into your PNR. To see if it's in your PNR enter: QSORT*

To change Colors, Fonts, etc. Go to Tools, Options:

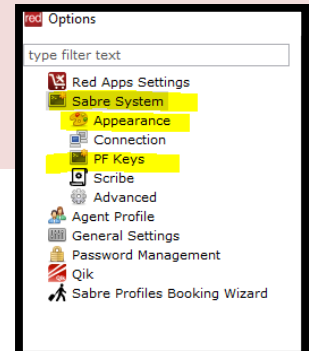
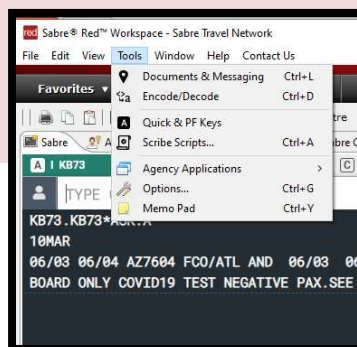
Elaine's report in Punta Cana, and Cancun IT is such a great time to travel. Resorts in DR are only about 10% full... you have the place to yourself. Testing to come home is very easy. The resorts at very good about making it easy. Airplanes are not full, people should be traveling now before it gets busy again. IF you have questions about these destinations, give Elaine a Call "Empty beaches, Restaurants, etc. It's like having your own private resort."



Tips & Company Business

Brent: Virtual Expo has been successful. As of yesterday we have done 894,644.00 in EXPO 2021 business. Please continue using the EXPO 2021 marketing code for anything coming in that is related.

Sylvia: Delta announced they are blocking middle seats through April.



Susan: Reached out to one client that had to cancel last year and upsold them to a great River Cruise Suite using EXPO deals. They were excited, Susan was excited. Reach out to your clients. They may not know what kind of deals they can get by booking now.

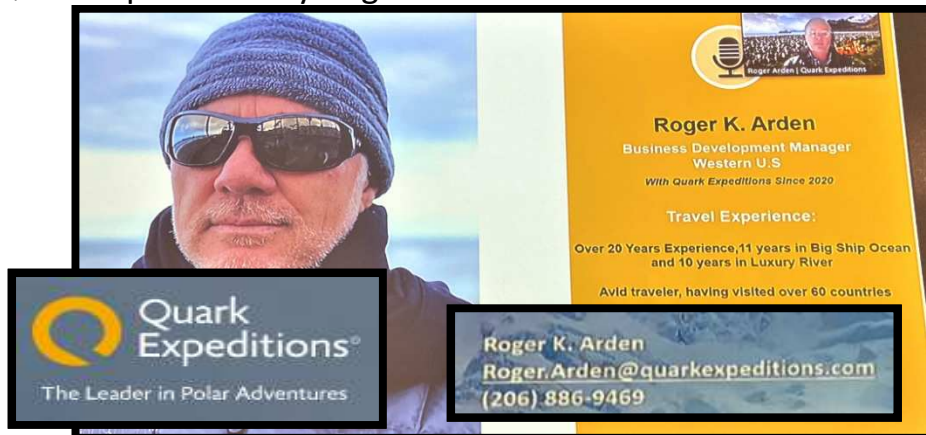
Sandy: Super busy all of a sudden. Sandy has had several great bookings, due to the Virtual travel show. She is most excited about 2 world cruises for 2023!

Business is coming in! Please reach out and let your clients know they can (and Should) book before things get back to normal and everything is sold out or very expensive.

Thanks everyone!

Company Training Notes for March 4, 2021

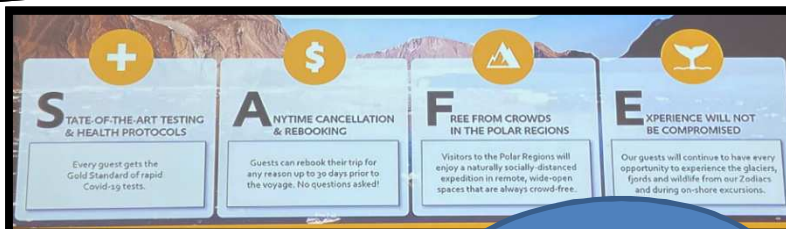
Quark Expeditions by Roger Arden



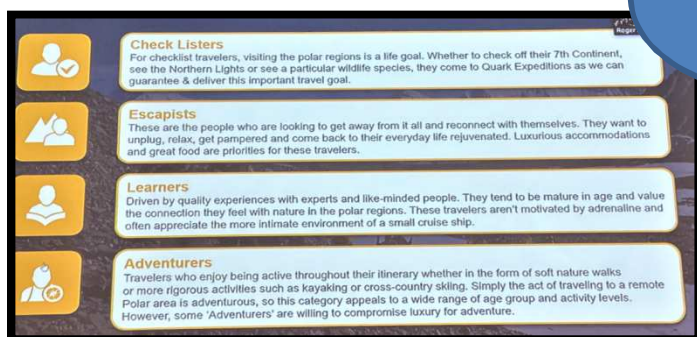
Visit the Arctic
May - October.

Visit Antarctica
November - March.

Taking
extra
precautions.



Who are our Customers?



For more info,
see email sent
out from Karrie
on 3.4.21

Our Ships:



Tips & Company Business

Brian: vaccines are rolling in. Please get your shot as soon as you can. Johnson & Johnson Vaccine has 100% no hospitalization, so don't worry that some are saying it isn't as effective.

Karen J: FYI... Book UA domestic on Frosch and get commission!

Kathy: If you have Avanti credit for clients that expires in 2021, call them they should extend to 2022.

Brian: Still watching congress and believe they will extend unemployment to August or Set. Please don't worry about it saying it will expire march 13th. That should be extended...with an extra \$100 per week!

Karrie: Sabre is pretty much done. Please everyone use WH5B now. Please build all records using all steps... Pull CB profile, pull your personal Sabre Profile and then run finish script ...even if you are doing a Branch Credit Card Rec. Thanks.

You can book with Confidence that customers will be taken care of if travel is interrupted due to the virus.

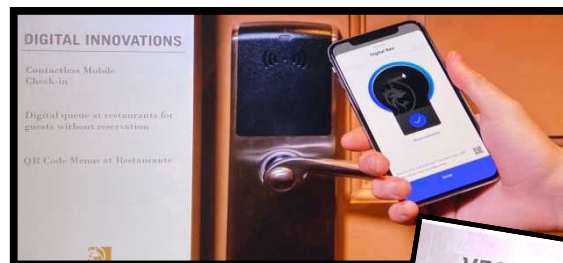


Want more Info? Go to www.quarkexpeditions.com and search for PolarPro training.

Company Training Notes for February 25, 2021 MGM Las Vegas Resorts by Adolfo and Sarah Best



With 13 properties along the strip, there is something for everyone



Used the downtime to upgrade technology and procedures. They are ready for visitors safe return.



Some Shows are back



Items to note:

- Free parking at all MGM resorts
- Handwashing stations on Casino floors
- Bellagio renovations. Beautiful new rooms. Can book beginning in April.
- Great new restaurants in several properties
- New Allegiant Stadium open next to Mandalay Bay.
- Park MGM & NoMad Hotels & Casino's are smoke free.

Tips & Company Business

Brent: Just a reminder that the travel Show information will stay on the website until March 1st. We fell that the show went well. We have received some great bookings, including Viking Ocean Cruise bookings Susan booked. Thanks for your support!

Brian: Encouraging news with the Vaccine. Johnson & Johnson's vaccine will be out soon and everyone should have access to it very soon. Please everyone get it!

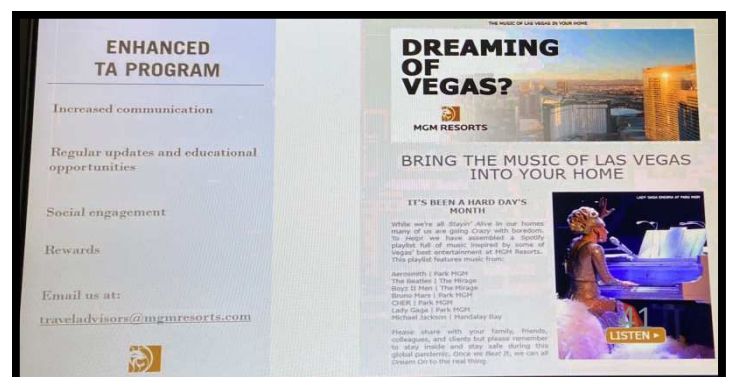
We received our Stimulus PPP Money, so we are in good shape. Stand by for details on returning full time.

Elaine: Just returned from Punta Cana and had a fantastic time. Not many there, so they had the place to themselves.

Debbie: had clients recently return from a Micato African trip and it was perfect. Everything was safe, well planned out.

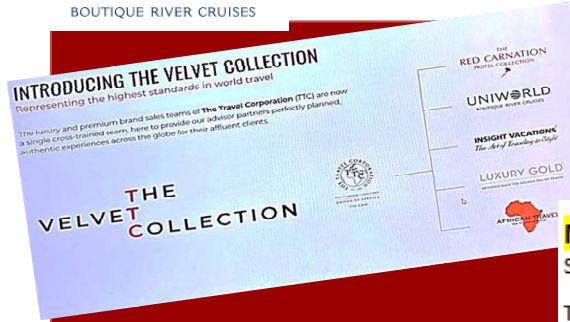
Karrie: Moving along quickly on the Sabre project. Everyone should be moved to WH5B next week.

For Signature Amenities to apply, , you must book direct with MGM. You can't get them through DLV or FunJet.



Company Training Notes for February 18, 2021

UNI^WORLD (Red Velvet Collection) by Nicole Hunter
BOUTIQUE RIVER CRUISES

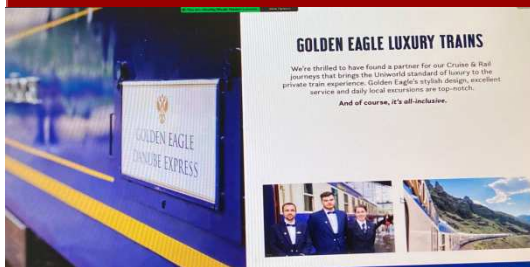


Nicole supports all 5 brands. Call her for all your needs.

Nicole Hunter
Strategic Account Manager | Mountain West

The Velvet Collection | TTC.com/Velvet
303-501-6542 | Nicole.hunter@ttc.com

A third of Uniworld business is repeat business. People want new & Unique experiences. Uniworld is announcing it's new Cruises/Rail Itineraries for 2021 and 2022. No one else is doing this.



GOLDEN EAGLE DANUBE EXPRESS

WHAT'S INCLUDED: PREMIUM ACCOMMODATION

- 5-Star pre- and post-tour hotels
- Quality en-suite accommodation onboard the Golden Eagle Danube Express
- Evening turndown service
- Complimentary tea and coffee all day
- Personal cabin attendant service
- L'Occitane toiletries
- Premium bath robes for use onboard
- Golden Eagle slippers and backpack
- Bottled mineral water daily

WHAT'S INCLUDED: DINING AND ENTERTAINMENT

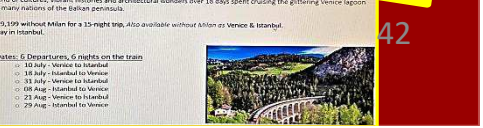
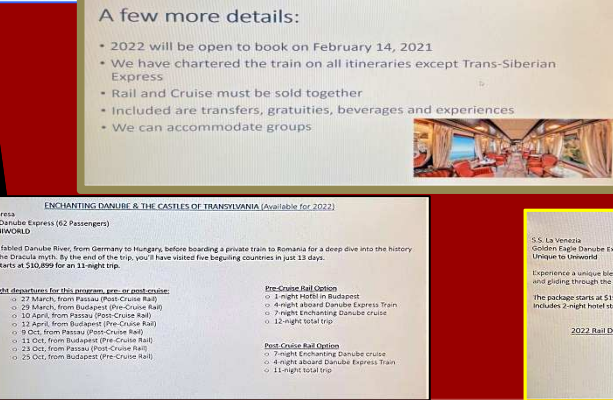
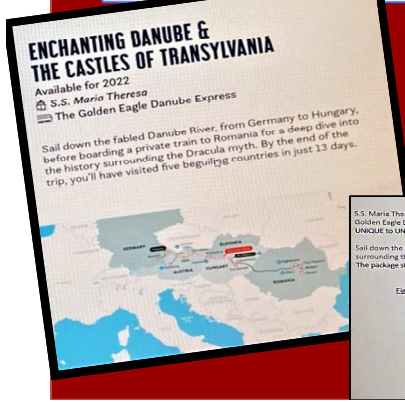
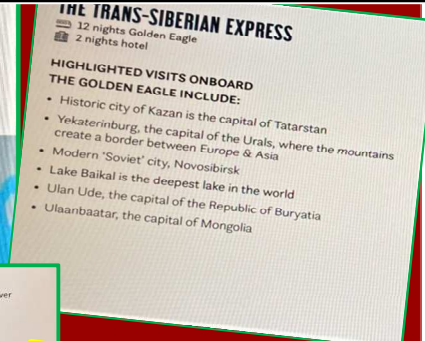
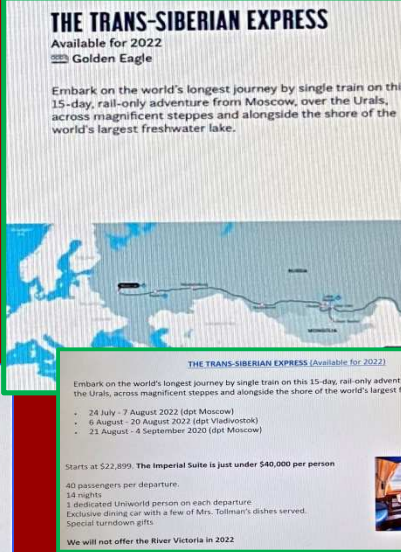
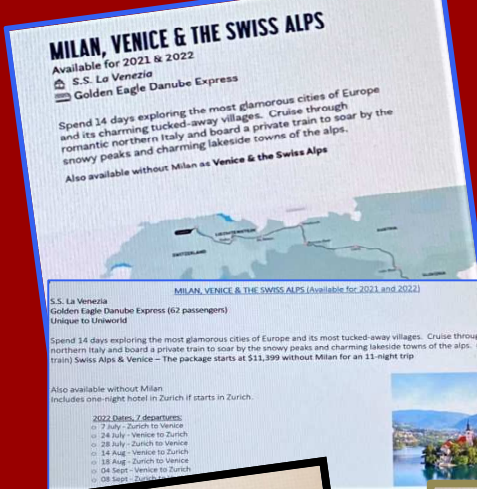
- Breakfast, lunch and dinner daily
- Inclusive alcoholic and non-alcoholic drinks
- Optional in-cabin breakfast
- Afternoon tea onboard the train
- Dining experiences in local restaurants
- Resident pianist in Bar Lounge Car
- Welcome and Farewell dinners

WHAT'S INCLUDED: OFF-TRAIN EXCURSION PROGRAM

All tours include a diverse sightseeing schedule, led by expert local that delves into the soul and spirit of the enigmatic destinations we visit. Freedom of Choice touring options also provide the flexibility to tailor make your experience in many of the featured locations.

The Train experience will be just as luxurious and inclusive as being on a ship. Attention to every detail!

Itineraries:



Company Training Notes for February 11, 2021

Trafalgar by Amber Wright

Only with TRAFALGAR

TOUR THE WORLD DIFFERENTLY

YOUR WELL-BEING IS OUR TOP PRIORITY

Safe travels

PRIVATE GROUPS

Travel your way! Fully escorted. Cost-saver or Custom. A Custom group is perfect for those worried about Covid and being around other people.

cs. talking cost saver

essentials by us

tailored by you

who's traveling

top tip

Cost-saver trips are about Choice. Clients can choose from many great options what they want to do each day. Still the same guides and expertise. Just more time on your own!

Choose One or Mix & Match TRAVEL FOR EVERYONE

- GUIDED VACATIONS
- PRIVATE CHAUFFEUR VACATIONS
- SEMI-PRIVATE VACATIONS
- SELF-DRIVE VACATIONS
- WINE-DRIVE VACATIONS

For Ireland, its Brendan!

Groups

WHY US FOR YOUR GROUP?

1. EXPERIENCES
2. VARIETY
3. ONE STOP
4. FAMILY-RUN
5. DRIVEN BY SERVICE
6. GLOBAL INFRASTRUCTURE
7. MAKE A DIFFERENCE

CUSTOM GROUP BENEFITS AND DISCOUNTS

BENEFITS FOR THE GROUP/ ORGANIZATION:

- #1: OPTION TO DONATE 5% BACK TO GROUP OR ORGANIZATION
- #2: FREE SPACE FOR GROUP LEADER
- #3: CREATE COMMUNITY ENGAGEMENT WITH YOUR AGENCY

SCHEDULED AND EXCLUSIVE GROUP BENEFITS AND DISCOUNTS

CHOOSE THE RIGHT OPTION FOR YOU:

- OPTION #1: 5% DISCOUNT FOR ALL GUESTS
- OPTION #2: FREE SPACE(S) WITH CONTRACTED COMMISSION
- OPTION #3: FREE SPACE(S) WITH 10% COMMISSION

Doing a Group is a great option for safety with Covid19.

Special incentive. With just 15 guests you can earn \$70 bonus commission. With 30 or more guests, earn \$1000 additional bonus commission! (Insight is doing the same promotion right now. 😊)

Tips & Company Business

Kathy: Learned a lot about the Covid situation on her FAM to Sandalls in the Caribbean. There are some inconveniences, but for the most part, the airlines and Hotel have clear processes and do a good job keeping us safe. People can travel Safely!

Gary: Applied for his passport around Christmas and just got it back. only took 6 weeks. Good time for clients to get it renewed if needed. People can travel Safely!

Annette: '2021 Virtual EXPO' code is in the Profile 'Referral' box list. The profile referral and the Res card 'Marketing Source' box are 2 different things. Please ask your clients how they heard about us (for Profile) and how they heard about the trip (for Res Card).

Brent: Our website hits is up 400%, so we know people are going to the site for our Virtual Travel show. Yay! We will extend the show another week through Feb 22nd, so please continue contacting your clients. XPO!

Amber Wright

Connect with me on FACEBOOK
District Sales Manager, Southwest
Cell: 925-872-1769

TRAFALGAR | BRENDAN VACATIONS | COSTSAVER | CONTIKI
Reservations: 800-854-0103
Partner Services: 800-626-6604 (select Option 2)
Groups: 800-626-6603

From: Karrie Stewart <kstewart@morrisimurdock.com>
Sent: Tuesday, February 9, 2021 9:24 AM
To: Amber Wright <amber.wright@trafalgartours.com>
Subject: RE: Morris Murdock Training Thursday

TRAFALGAR

Company Training Notes for February 4, 2021

Travel Guard Update by Tina & Bob Ford

Tips & Company Business

Brent: Virtual Travel Show is going great. Thanks for your help getting people to the live events. Please call your good clients and encourage them to participate and go online and watch the seminars, and register for prized. Thanks!

Annette: Please use the '2021 Virtual EXPO' marketing code in your res cards if you do business for anyone during the next 2 weeks. QUESTION on the 'Referred by' box in the Profile. It is a mandatory field, but it is freeform, so you can write what you want in there. Annette is going to add the 2021 Virtual Expo to that list as well.

Brian: Wondering where to get he Luncheon coupons! Ha-ha... Carole says they are on her desk. ☺

We do miss seeing everyone at EXPO!

Southwest Team

Travel Guard®



Bob Ford
Regional Vice President



Lorne Paulson
Sales Manager



Tina Oleksinski
Director of Sales

SouthwestTeam@aig.com | World Service Center: 1.800.454.7107

Today's topics

- Am I covered if get Covid-19 before I depart?
- What happens if I get Covid-19 on a trip?
- Is a Covid-19 test covered on my policy?
- What happens if I am quarantined on a trip?
- Optional Lodging Expense Bundle for Costa Rica & international destinations (coming soon)
- Trip Delay

Reminders

- CFAR
- financial default coverage
- Refunds & vouchers
- insuring future cruise credits

Remember that Covid is treated like any other illness. If you had a heart attack (for example) before or during your trip, how would that be treated by insurance? Covid would be treated the same.

Cancel for Any Reason* (CFAR)



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

We know you may need to re-use a Future Cruise that has already been used. Our procedure is to deny it if you are asking a 2nd time. DON'T GIVE UP... Send it in again and ask them to 'Please reconsider' your request. Also state there are no penalties with the supplier. It should be approved.



Advisor Academy

Building Success Together

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.

Contact the Southwest Team at SouthwestTeam@aig.com to learn more.

Want more info and training?
Go to the advisor Academy.

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.

There are so many unique scenarios' and situations that some may not be clearly stated in our policies. Please never hesitate to ask Tina or Lorne. As rules and situations change around the world, Travel Guard will evolve as quickly as possible. If you have a situation that doesn't seem to be covered, please ask or bring it to our attention... that is how change is brought about. Thanks for your support! Bob & Tina

Company Training Notes for January 28, 2021

Virtual Travel show, Star Clipper & Holland America updates

Brent: thanks for attending yesterdays kick off Seminar with AMA River Cruise! This year will be different, but we expect good attendance and lots of bookings. Banner ads and other marketing efforts started this week. Please reach out to your clients and personally invite them.



Jeremy: Jeremy gave us an overview of the EXPO Web pages. Goto: www.morrismurdock.com/EXPO Check it out... watch the Pre-recorded seminars, familiarize yourself with the specials, etc. Great info under each menu item. Send your clients here to get all the info they need. **** PLEASE NOTE** if you want to be listed as a specialist under vendor pages and destinations, you need to update your MMT Advisor profile. Send Jeremy your updated information ASAP... today or by tomorrow morning if you want to be listed for EXPO. Thanks!**

Tips & Company Business

No Sharing discussions today.

Karrie: There are 9 of you that have not completed your SigNet CruisePro training. Please get that done. The time is coming soon that we it will be mandatory to book cruises through the program. **Karrie:** thanks to all that shared your pictures, notes and stories for Claudia's book. It turned out great! Is you want to see it, I have done screen shots of every page. Go to the S Drive: S: Claudia book, each page has it's own file. After opening the Front cover photo, Click through using the arrows to the right. Thanks!

Star Clipper:

MORRIS MURDOCK TRAVEL EXCLUSIVE OFFER

21% Off Cruise Fare PLUS \$150 Onboard Credit per Cabin

Substantial Savings Using 2021 WAVE Offer + Your Signature Exclusive Amenity

Applies to New Individual Bookings MADE BY FEBRUARY 28, 2021

- MANY select Dates: All 3 Ships, All Destinations
- Combinable with 3% Past Passenger Savings
- Not Combinable with Other Offers or Groups
- Other Restrictions Apply

www.starclippers.com > SPECIALS Tab > 2021 WAVE

Star Clippers Updates

- NOW Open for Sale Through April 2021!
- NEW: Full Digital Brochure Available
- Popular Ports and the Path-Less-Traveled
- Mediterranean, Caribbean, Southeast Asia, Panama Canal & Ocean Crossings
- 6 to 19 Night Sailings
- Summer 2022 Mediterranean
- NEW: All 3 Ships, April-Oct, 7-19 Nights
- NEW: Athens - Istanbul, 2 Unique Itineraries
- Farewell to Southeast Asia
- 2021 - March 2022
- 7 to 14 Nights - Thailand, Malaysia, Singapore, Cambodia, Borneo, Bali & Indonesia
- Groups - Not too early to promote 2022 Mar/April 2023 (5 Cabins/Min, 10 Guests)



For more info.. See
StarClippers.com or
Agents.starclippers.com



Beth.lindsley.elwood@starclippers.com

Holland America Cruises

2021 ALASKA CRUISE EXAMPLES

Land option example



The Ultimate ALASKA CRUISE

- More ships in Alaska
- More convenient embarkation ports
- More of Glacier Bay National Park
 - 91 Glacier Bay permits granted
- More glacier viewing options
- Alaska-themed entertainment and programming

Help get your clients back to their happy place with bonus offers plus FREE gratuities, valued at up to \$3,800.*

Book by February 28 and they'll receive:

- Big stateroom upgrades to verandah or ocean-view
 - Signature Beverage Package
 - Free one-night specialty dining
 - 10% off all shore excursions
 - 50% reduced deposit
 - Free and reduced fares for kids
- (Taxes, Fees and Port Expenses additional)

Plus, free gratuities when they book by January 5th!

*Restrictions apply; see full terms on GoHAL.com. Ships' Registry: The Netherlands. For questions about this offer, please contact us at 1-800-544-0443, option 4 or sales@hollandamerica.com



BDM

Megan Ziegler
BDM
206-390-4024

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Company Training Notes for January 21, 2021

African Travel by Kevan Cowie

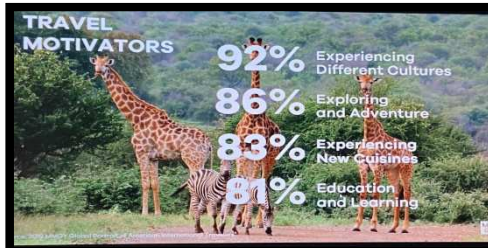
What do we do?



AFRICAN TRAVEL
WE KNOW AFRICA

Interesting Stats

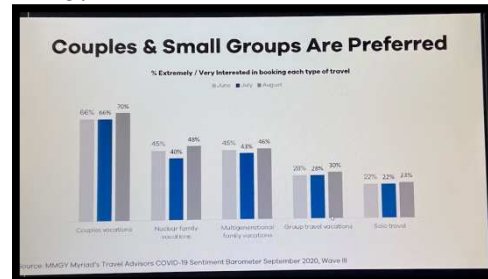
What Motivates people?



Where do they want to go?



Who?



What Motivates people?



Tips & Company Business

Brent: We need at least 50 attendees to our Live training seminars for AMA (Jan 27th at 4pm) and On stage Alaska with Holland (Feb 1st @2p). Please plan on attending yourself and invite your clients. If everyone could get at least 2 clients, we would be in good shape. These & other seminars will be recorded & can be watch from our website. Clients can sign up for giveaways on our website.

Brian: We have submitted our PPP Stimulus forms and expect it soon. Once it is here, we will be brining people back full time. That should happen soon and will keep us going until July, when hopefully Travel will be busy again.

Doni/ Kathy: The X-Press testing center in the airport is evidently open. Beware that there is a limited amount of people they will test daily, so don't tell your clients to reply on that. \$200 for a test.

Karrie: We are planning on moving all Leisure Advisors to one Sabre PCC- WH5B. If you have an issue or concern with that, please let Karrie know. More details coming soon.

Great website for advisors.



Contact Info:

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800-241-8907

info@africanTravelInc.com

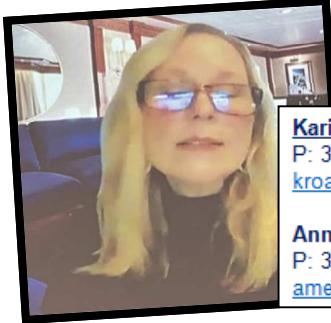
Become an African specialist. Get agent deals for you and companion!



- There is no better place to Social Distance!
- Africa is cautious and keeping guests safe.
- Keep your 2020 Brochure and use for 2021.
- Pricing for 2021 will stay the same as 2020.
- Seeing more ages 35+ with young families. They want the experience for their kids.
- People want to give back and see untouched places. No better place to do that than Africa!

Company Training Notes for January 14, 2021

Oceana Cruises by Kari Roach



Kari Roach | Director Of Sales

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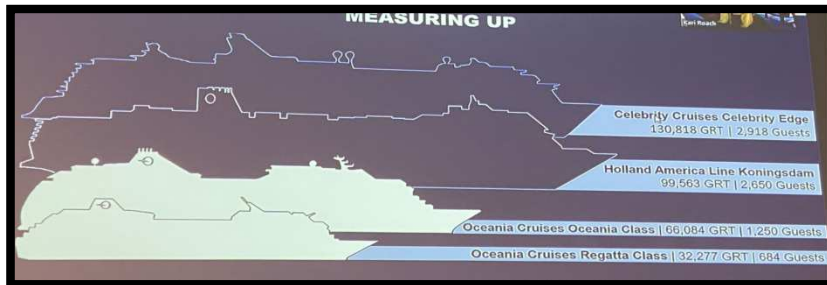
Anna Melnick | Sales Development Specialist

P: 305.514.2292

amelnick@oceaniacruises.com

Why Oceana?

-Smaller ships (50% capacity when we start again, giving lots of space)



- Exquisitely Crafted Cuisine
- Curated on-shore experiences
- But mostly our service!

SAILING THE WORLD

Voyages ranging from 7 to 180 days
 100+ Countries Visited | 450 Ports called upon

Tips & Company Business

Brian: Work force services has agreed to defer our Job search once a gain until March. By then we should have the PPP stimulus money and can bring everyone back full time. Please call them if you are still not waived.

Brent: We are excited about our Virtual trade show. We have the 2 live seminars and many more that will e pre-recorded. More information to come. Please contact your top clients and invite them personally. There will be prize drawings for those that attend seminars. More information will come in our meeting Jan 28th, so don't miss it. ☺

Doni/ Kathy: Regarding new Covid testing requirements for people traveling back to US, we are still trying to figure it all out. Some resorts in Mexico will provide a test for free (Sandals and Beaches) while others will do it for a fee of \$150 - \$250 per person. Lot's more info and changes coming for sure.

RAMBLAS TO RO
 BARCELONA to LONDON
 15 days | Jun 2, 2021 - INSIGNIA

		Embark 1 pm	6 pm
Jun 2	Barcelona, Spain	9 am	6 pm
Jun 3	Alicante, Spain	8 am	7 pm
Jun 4	Almeria, Spain	8 am	5 pm
Jun 5	Gibraltar, UK	7 am	6 pm
Jun 6	Seville, Spain		
Jun 7	Seville, Spain	3 pm	6 pm
Jun 8	Lisbon, Portugal		
Jun 9	Lisbon, Portugal	8 am	5 pm
Jun 10	Oporto, Portugal	8 am	5 pm
Jun 11	La Coruña, Spain	10 am	7 pm
Jun 12	Bilbao, Spain	11 am	
Jun 13	Bordeaux, France		9 pm
Jun 14	Bordeaux, France		
Jun 15	Cruising the Bay of Biscay & English Channel	5 am	5 pm
Jun 16	Saint-Malo, France	Disembark 5 am	
Jun 17	London (Southampton), UK		

Great Itineraries
 Excellent Shore Excursions
 (clients will be required to take Oceana SE when sailing resumes for Covid protection)

Tons of stuff included in the price!
 Check out the O Life deal!

EXCURSIONS FIT TO YOUR INTEREST

OVER 3,000 TOURS & EXCURSIONS

- Culinary Discovery Tours
- Go Local Tours
- Wellness Tours
- Food & Wine Tours
- Oceania Exclusive Excursions
- Oceania Select Excursions

Included

- Internet
- Specialty Restaurants (No Fees)
- Room Service 24 Hours a Day
- Shuttles from Port to City Center
- Fitness Classes
- Still & Sparkling Vero Water
- Soft Drinks & Specialty Coffees
- Launderette



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 EUROPE and NORTH AMERICA
 NEW ITINERARIES JUST RELEASED

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 plus choose one:
 FREE Shore Excursions
 FREE Beverage Package
 FREE Shipboard Credit

NEW VALUE ADDED
 FREE AIRPORT TRANSFERS*

EARLY BOOKING EXCLUSIVE
 \$149 Premium Economy Air Upgrade Available*

Welcome to Kari Roach our new Oceana Rep! Sailings are paused through April. Stay tuned. Things are changing daily!

See Signet for sailings with additional amenity's.
 ** Oceana will be SigNet's partner of the month in March, so look for more incredible offers.

DISCOVER THE WORLD
 TAP INTO YOUR INNER *explorer*

See email sent from Brent on Jan 14th for special Oceana deals going on right now and near future. ☺

Thank you Alicia for updating us
on Delta Vacation today!
People before profits!

*We so much appreciate Delta
Vacations support! Thanks also
to Alica for being a great Rep!*

Please see Alicia's power
point, sent out with Karries
notes on Jan 7th.

Tips & Company Business

Murielle: Beware ... S. African Airlines
has gone out of business.

Kathy: Had a problem with Fun Jet and a
resort in Kauai, Hotels get to decide if
they will give future credits or not, even
if your client can't fly there. So be
careful.

Murielle: Cruises have been pushed
back again. Haven't heard from Viking
yet, but will probably be delayed as well.
couple days.

Brian: Please make sure you read the
email he sent last week. You should
have received the \$600 stimulus this
week. The \$300 additional
unemployment money should have
kicked in this week or next. We should
be in good shape with unemployment
through march and then we will get the
PPP company stimulus and that should
bring everyone back full time through
may. Hopefully by May we will be doing
somewhat normal business and getting
back to normal. Thank you all for
hanging in with us and doing all that you
have done to keep us open!