

2022 Training contents

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Company Training Notes for February 24, 2022
 Rocky Mountain Railroad by JoAnn Taylor



LIFE CHANGING EXPERIENCES



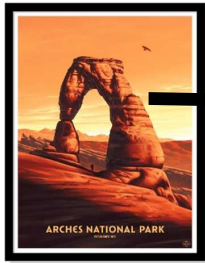
RAIL ROUTES.



SPECIAL RTR AGENT FARES

\$275 per person
 You and a guest

Rail Only
 Includes 2 days on Silverleaf
 and the hotel overnight in
 Glenwood Springs



Questions?

Cell: 720-492-0360

jtaylor@rockymountaineer.com



SILVERLEAF CUSTOM-DESIGNED SINGLE-LEVEL COACH



GOLDLEAF CUSTOM-DESIGNED BI-LEVEL COACH



Tips & Company Business

Marsha – Beware of booking AA flights for Clients. They cancel flights constantly and can't protect them on other carriers. Recent client was headed to CUN with Fun Jet. Couldn't get them there so changes last minute to PVR.

Mark – Please INVOICE at least by Final payment! At deposit is even better.

Murielle & Kathy – Some Europe clients are getting scared about War with Russia & Ukraine and wondering if they should cancel. Not sure what to tell them. Fingers crossed this doesn't get bad again.

Brent – Gift card company out of business. New procedures coming soon!

Annette – Please help us keep CB clean. DO NOT enter a bad email address. Leave it blank instead. Please verify with your clients that everything is correct. Any questions, please call us rather than entering bad information.

PACKAGE EXPORT TOOL.

- Download & share
- Customize
- Add contact details
- Access on Agent Portal

www.rockymountaineer.com/agent

Export Tool for Rocky Mountaineer Packages

Export Tool for Rocky Mountaineer Packages

This is a web tool to export a list of packages to a spreadsheet. You can use this tool to export a list of packages to a spreadsheet. You can use this tool to export a list of packages to a spreadsheet.

You can export the following:

- All packages and export as a PDF document with the same layout as the website or as a spreadsheet.
- All packages with agent or agency contact information.
- All packages with "Package ID" (This is the same as the "Package ID" on the website).
- All packages with "Package Name" (This is the same as the "Package Name" on the website).

If you have any questions or need help, please contact us at 720-492-0360 or jtaylor@rockymountaineer.com.

Form fields:

Name: _____
 Job: _____
 Role: _____
 Company: _____
 Email: _____
 Phone: _____
 Address: _____
 City: _____
 State: _____
 Zip: _____


Buttons: [SEARCH] [EXPORT] [PRINT]

Table: [Table with columns: Package ID, Package Name, Package Description, Package Price, Package Status]



THANK YOU, SHANNON! for a great review on SigCruise Pro!

You can watch the recorded meeting on the S Drive:

- 1- Access File Explorer up by holding down the  Key and pressing E
- 2- Find the S Drive and click on it
- 3- look for the Folder called ZOOM recordings
- 4- inside the folder click on 'video1321652495.mp4'

IF YOU NEED HELP WITH ANY PART OF SigCruise Pro,
don't hesitate to email:

SCP@signaturetravelnetwork.com.

It is helpful if you send a screen shot with your question.

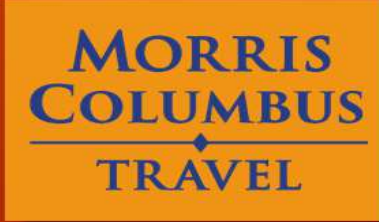
Please CC Annette in your email so we can keep track of
problems and can help those who call us.

Thank you!

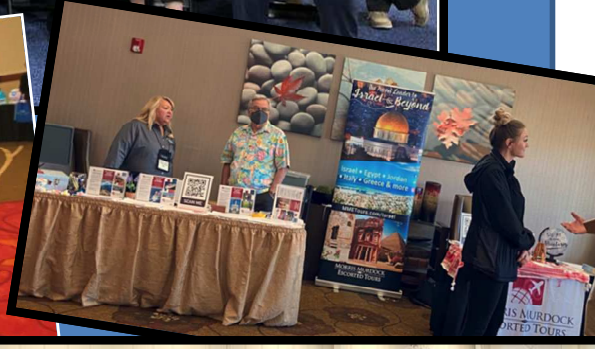
Company Training Notes for January 20 & February 10, 2022
Morris Columbus EXPO! Ready or not 😊

Pre & Post
Meetings

26th Annual Morris Columbus Travel Expo



January 26th - St. George
January 28th - 29th - Sandy



Great show!
Thanks everyone!!

South America

We have our very own South American experts right here at MCT. If you have clients interested in S.A. please use Carlos or Carol as a resource. They would love to help your clients have an amazing trip!



Carlos Fida
cfida@morriscolumbus.com
D: 801-483-5212



Carol Alegre
calegre@morrismurdock.com
D: 801-483-6165

No one knows all 12 countries in S.A as well as Carlos! He has been doing trips to these countries all his life.

Be sure to use his expertise. 😊



Magical South America



Tips & Company Business

Don't forget we have a contract directly with Polynesian Cultural center. Check with Brent if you need the details.

Brian – Covid Rules differ if you are crossing borders in a Car versus airplane. Example - Some folks that can't get home from Mexico (because of a positive COVID Test) are flying to Taiwan and crossing the boarder in a car. They don't ask for a test if you cross in a car. Then they fly home from San Diego home.

Annette – if doing Groups Air, make sure you give them the HQ Leisure ARC # 46809350. For air (sabre), we are all using the HQ ARC now.

Marsha – Tell your clients to pay the tax at the airport (if asked) when leaving Mexico. She had a group fill out the forms and pay taxes beforehand and they were never asked for the form or proof of payment. They were upset.

Thanks to Brian for kicking off 2022 for us!

Brian's tip's:

- **Referral Power! Successful advisors ask for referrals.**
Can boost your sales up 20%. Proven by Cruise line Direct sales teams.
- **Focus on Story telling.**
- **Identify the Customer's passion!** (Listen with intent to understand, not the intent to reply!)
- **We must adapt to Change!** (Blockbuster Store Story)
- **Ask: "Tell me about the best Vacation you have ever had"**
(This will tell you so much about the client)
- **Offer just 1 option that is truly the best for them**
- **Stop focusing on price and Focus on Value!** (you are selling yourself.. That is what you are really selling!)
- **Sell Cruise track. Brand it as your own.**
- **Have a Brand statement prepared for all you meet** (Elevator statement)
- **Its OK to fire a client. Stop dealing with Time waster's, or Charge a Consultation FEE!**
- **Schedule time for Referral Activity. As important as our best Customers.**

Become an Norwegian Ambassador. Let Brian know if you would like to participate in the program. It includes Monthly meetings, success stories shared among participants, etc. Successful advisors will be treated to Dinner in December with brian and Lisa!

Take the dive, you can do it!