



Vietnam Travel Promotion Group

Tuan Linh Travel Co., Ltd.

Checklist for tour operator

All services for tours must be booked before hand, after receiving confirmation from customers. In case the service provider refuses to confirm long in advance, tour operator have to note in work list and book as soon as possible.

Key services

- Guide (must be appropriate to the group, updated with customer information)
- Hotel (specific requirement)
- Transportation (capacity, color)
- Restaurant (specific requirement, avoid double-menu)
- Halong Bay (type of cabin, specific requirement)
- Sapa train (type of cabin, time, date of departure)

Other package, operated by local service providers must be updated with customer information and specific requirement.

Pre-operating (3-7 days)

- Double check all service, remind customer.
- Meet in person with tour guide, hand-in related documents

Operating:

- Print, take along all the tour-related documents: itinerary, customer information, mobile, office, home phone of driver, tour guide and other service providers.
- Updated with news, weather forecast
- Daily contact with tour guide, local service providers, well prepare for any change.
- Contact customer to confirm any change.