

# Business Travel Consultant – Questionnaire

**Name:**

**Date:**

**Question 1**

Your VIP client is waitlisted onto a flight that they desperately need to be on, what steps would you take to try to secure a confirmed seat for them?

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**Question 2**

What is the easiest way to get to Den Haag from this office?

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**Question 3**

Do you prefer dealing with clients via email or phone? Please explain why?

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## Question 4

You are unable to pre-assign your travellers preferred seat in J class, on the upper deck at the point of sale. What do you do?

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## Question 5

Your VIP client has flown into CDG from SVO for a connecting to LHR, the inbound flight to CDG has been delayed and his transfer time has been cut short giving him 30mins for his flight to LHR. What advice do you give him?

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## Question 6

Can you give your thoughts on what going the 'extra mile' means for a client and give an example of something exceptional you have done?

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## Question 7

One of your clients is on separate transaction fees for air and hotel bookings, they regularly book their flights with you but seem to be booking their hotels elsewhere, how could you find out where they are booking them and what would you do to try and encourage them to book with yourself instead?

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## Question 8

You have been dealing with your account for many years, you know all the bookers, most of the travellers and your relationship is fantastic. A new PA joins and has 'issues' with travel. Nothing you seem to do can win her round; it could become a problem as she's the CEO's PA. How are you going to rectify this and ensure it doesn't become an issue?

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## Question 9

If you had the following itinerary, how would you go about costing this?

LH	0911	J TUE 21AUG12	LHR	FRA	SS1	17:05 19:45
SQ (LH)	2007	F TUE 21AUG12	FRA	SIN	SS1	21:35 15:50 22AUG12
LH	0779	F THU 30AUG12	SIN	FRA	SS1	23:05 05:40 31AUG12
LH	0900	J FRI 31AUG12	FRA	LHR	SS1	07:35 08:15

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### Question 10

*“Exceeding expectations is important but it is even more important to consistently meet expectations”* Quoted from Raving Fans by Ken Blanchard

What is your interpretation of this statement and how would you apply this in your everyday work?

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