



Travel By Design
Dream. Design. Discover.

Travel By Design Best Practices Guidelines for Independent Contractors

Our mission at Travel By Design is to offer high quality service to our valued clients while making vacation dreams come true. We feel it is important for all members of our team work as a unified team and grow together.

Our team motto: One Team, One Dream, One Mission

Our Agency Motto to our clients: Dream.Design.Discover
(You Dream it, We Design it, They Discover it)

Team Communication

Communication is key within this industry. As the owner, I am here to answer questions and provide guidance anytime. Should you have a question or concern, please reach out to me anytime. My goal is to help you learn and grow your business as a travel agent.

Communication within the team is also valued within our agency. We have an agency Facebook group set up to share ideas/knowledge, ask questions and even serve as support when dealing with a tough booking. It is important to be active within the group, respond when you can and converse with the team. We want you to be an active member of our team and to get to know you as a person.

Training & Events

Maintaining your College of Disney Knowledge training is required. All agents must be college graduates and complete the yearly training update. Certificates must be up to date.

Training for other suppliers is not required but highly encouraged.

We also encourage you to attend webinars offered by our travel suppliers and resort chains. These trainings are meant to help you grow as an agent and in turn grow your business. Having in-depth knowledge of certain destinations helps boost your validity as an expert, which our clients value. They put trust into knowledgeable agents.

Attending in-person training events and meetings are also highly encouraged. Regular local events are offered on a continuous basis. These events offer in-depth training with representatives from our suppliers. Attending regular events build your knowledge and develop relationships with your team and our supplier representatives.

FAM's/AEP's

Familiarization trips and Agent Education Programs are optional programs offered by the agency's preferred vendors. Some are extended to the agency by invite only. These events are not required but highly recommended when offered. Being on site to self-explore and learn is the most valuable way to build yourself up as an expert.

Code of Conduct for Training, Events, FAM's/AEP's

Travel By Design is a professional well-respected agency. When attending in-person events, please follow our recommended guidelines.

1. Please dress in business casual attire. Please do not wear athleisure wear, tennis shoes (unless you are participating in site tours) or other casual attire.
2. Conduct yourself in a respectable manner, speak to others kindly and do not become overly intoxicated.
3. Attendance to all scheduled events is required. In scheduled free time, you may do as you wish.
4. Soliciting guest is not permitted at any time

Marketing

Active marketing your travel business is very important and key to the success of your business. Spread the word of what you do and business will come. Ways to market: send emails, mail fliers, place fliers in public spaces, share things about your business through social media and participate in local events by renting table space or offering a door prize/gift basket. We encourage you to remain active with your marketing while you are an agent with our agency.

Travel By Design has a Facebook page. We encourage you to invite your friends/family to like the page and then allow me to market for you. You may also create your own page to share things the main page posts or to create your own posts.

Vacations

Our agents may take vacations anytime they wish. However the agency does have suggested best practices during your absence. We highly suggest putting up your away message/out of office message within your email Stating the dates you will be away is suggested. If you will be 100% unavailable to check messages for emergencies, we also highly suggest you make arrangements with another agent to be your clients point of contact during your absence and list that agents information in the away message. We also suggest changing your voicemail to an out of office message. If any important services need performed on a reservation during your absence and you cannot personally service the reservation, please work with another agent to arrange their assistance.

I have read and understand Travel By Design's best practices guidelines.

Agent Name

Agent Signature

Date