

Qualifying Questions

- **What type of hotel accommodations are you interested in? Or what hotels have you stayed in the past?**
 - This will help you determine which hotel would best fit your guest
- **What do your children like to do on vacation?**
 - Do they want to take a day to relax at the hotel? Do we need to add additional nights so they can have a resort day?
- **What're they excited to see?**
 - If it's Harry Potter/ Minions/Superheroes this can lead to offering Exclusive Vacation Package, Despicable Me Character Breakfast/ Marvel Character Dinner
- **What are the adults looking for on this vacation?**
 - Maybe they want to take advantage of the child care available at the hotels to go to the Mandara Spa or for dinner?
- **What type of food do you all enjoy?**
 - Great question to transition into offering the dining plans that fit your guest
- **What activities do you like to do as a family? Or are they celebrating something?**
 - Do they know about the Wantilan Luau or Blueman Group?
- **Have they been to theme parks before? What was their experience?**
 - This will help you determine how to make their vacation awesome! Do they hate waiting lines? You can offer tips on how to avoid crowds or offer Express. Want to be close to their hotel? Onsite properties! Want an all-inclusive feel? Club level rooms and Universal Dining Plans!

Remember that we're asking these questions to get to know our clients and be able to tailor a vacation package to THEIR needs. Once you've collected the info and are putting their package together, remember to bring it back to THEM and why that product is a good fit for your guest based on what they've shared with you. For example, *"You mentioned you didn't like waiting in line, Royal Pacific Resort would be a great option for your family, you can walk to the theme parks, take the water taxi and your family doesn't have to wait in the longer lines because they all get unlimited express passes"*

Educate your clients, most people like to know what they're actually spending their money on and how their purchase is benefiting them.

If you get objections, dig a little bit without being too probing on why they're not ready to commit. They may share something with you that they need/don't like which at the point you can either bring back to them or change for them 😊

Remember to always **offer a complimentary hold** on vacation packages with no airfare. When you hold their package, more times than not, they'll take the itinerary back to their families, review it and go back and place a deposit.