

Get Your Mindset

1. Be energetic
2. Have confidence
3. Be sure to control the conversation

Qualifying Questions

1. Where are you planning on going?
2. Are you planning this trip for an occasion, (e.g. honeymoon, birthday, anniversary, reunion, destination wedding, etc.)
3. How many people? Kids? Ages?
4. Where are you coming from?
5. How many days? How long?
6. Have you been researching your destination?
7. Why did you choose this destination?
8. The destination is always great and you can help them for that destination—or if not great tell them why. You are the expert, they need your advice.
9. Do you have a certain budget in mind?
10. Get the budget, based on where they are going you will have a better idea if you can send them there.
11. Tell the reasons why they need to go to xyz resort or location for what they are looking for.
12. What do you like to do? (e.g. Europe, art, history, adventure, experiences, wines, food, etc.)
13. Where have you traveled before?
14. What was your favorite thing about that vacation?
15. Do you want to go back or experience something else?
16. Under promise and over deliver: I will get back to you within 48 hours with a proposal. However, there is an exception to this if the travel is FIT, no more than 3 to 4 days in travel length, or if it's for two years out.
Send proposal within 24 hours!!!! You become a hero!
17. If I get you exactly what you need, are you ready to book now? (You are getting them to make a commitment with you before you even get the rates.)
18. What would be holding you back from booking now? Usually the problem is money! Finances: deposits. Air has to be paid right away.. or ask suppliers about the pay later on the air plan.., reduce the deposit amount. And you can make monthly payments.
26. Get their email address, phone numbers, and I always ask for legal spelling on your name as it is on your Passport. (Sometimes I will ask for birth dates because of the airfare and insurance. I will say.. Can you give me your birth dates, if I find a really good deal, I want to be able to hold for you.. no cost to you... just courtesy.
27. How would you like to communicate? Email? Text? Phone?
28. What do you do for work? And when are the best to communicate with you?
29. Thank you again for choosing xyz us.. and I look forward to working with you.
30. Any other questions before I let you go?