

Questions to ask:

First get their names.

What did you have in mind? Why?

What dates?

How long

How many people?

What do you like to do?

Coming from where?

Budget? No budget no sale

Where have you been?

Have you worked with a travel agency before or booked on your own online?

What did you or did not like about it?

If I get you into your budget, will you be ready to book? most important question!!!

I will send you two options

What is the most important part of this trip that we need to include? Or do for you?

Evolution of the sales process:

Identify leads

Qualify them

Initial call

Presentation
Follow up
References
Handle objections
Proposal
Demonstration
Negotiate
Close

5 pre requisites for closing sales

Recognize the need
Viable solution
Value must justify the cost
Sense of urgency
Authority to buy

Spending a few minutes to make customers feel special is more significant than spending hours to make them feel average