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The name of the travel agency that I took my practicum with is Shroff International Travel Care Incorporated. It was named after the family owner's last name, which is Shroff. The company was of 19 years in service and one of the IATA accredited travel agents here in the Philippines. Generally, the location of the company is at 2nd floor, RCBC Building, 1932 Taft Avenue Malate Manila, Philippines 1004.

It is located between LRT-1 Quirino Station and Remedios Street. The nearby landmarks are the Reyes Haircutters and Ksem Cafe which are a few blocks away and the RCBC Savings Bank which is located just below the travel agency. Objective/Travel Agency's Philosophy Shroff Travel's tagline " We Care" is their main philosophy. They don't just go after providing service for their clients. They make sure it's the best they could offer and that they satisfy their clients' demands. One of the best attributes where in Shroff Travel stands out is versatility.

They are able to adjust with every special and even weird request of their clients without sacrificing quality in their service. They are able to make the client feel that they care. Company Profile GOAL: Customer care and efficient service. Fast, fun and friendly. WHO WE ARE: Shroff International Travel Care Inc. (SITCI) " Your airline centre".

SITCI Started its operation on March 10, 1994 with only a team of six staff. And suffice to say, we now have 2 branches located at Taft Avenue Manila and Shopwise Festival Mall Alabang to cater to our customer's needs. We have competent staff to handle all your travel queries and needs. As of this date we are online with all international airlines worldwide through Global

Distribution Systems ABACUS, AMADEUS and GALILEO. SITCI's dynamic growth in terms of client percentage is through the referrals of our customers who have experienced firsthand, our friendly, efficient and quality service. Heading the team is Mr.

Arjun Shroff, Managing Director, who has trained with IATA/UFTA in Switzerland and 28 years of experience in the travel industry in various countries. SITCI is an active member of the following prestigious organizations: 1. International Air Transportation Association (IATA) 2. Philippine Travel Agencies Association (PTAA) 3. Network Association of Independent Travel Agencies (NAITAS) 4.

Filipino Indian Chamber of Commerce Inc. (FICCI) 5. Skat Makati International (SKAL) 6. Philippine Tour Operators Association (PHILTOA) 7. Department of Tourism (DOT) 8. Philippine Convention and Visitors Corporation (PCVC)
Affiliations: WHAT WE DO: SITCI is your one stop shop for all your travel needs.

We meet your requirements by providing you a wide array of choices, options and flexibility of service to the best we can. We offer complete service and facilities for domestic and international travel. 1. Instant flight reservation using top GDS reservation facility. i. e.

Abacus, Amadeus, Galileo. 2. Airline ticketing/ Facility of immediate ticket issuance/ E-ticketing 3. Hotel reservations/ Special hotel rates worldwide 4. Local and international tours and cruise packages 5. Tours: Insights, Trafalgar, Cosmos 6.

Cruises: Princess Cruises, Star Cruises and Caribbean Cruises 7. Competitive/ Exclusive fares to all destinations 8. Travel insurance (covers legal, medical baggage, loss, etc.) 9. Passporting, visa and immigration assistance 10.

Special passes: Visit USA pass, Greyhound bus, Eurail, Britail, Japan rail and Orient Express 11. International credit cards issuance/ Travellers cheque 12. Group incentives 3. Convention handling 14. Destination management company 15.

Worldwide hotel reservations system OPERATIONAL SYSTEM AND

PROCEDURES: 1. How are reservations handled? When an inquiry comes the client is asked for the complete details and requirements. The client is given the proposal based on their request. A booking is made with a deadline to confirm. Once the client agrees and confirms, ticket/ tour package is finalized.

The client is sent the voucher, e-tickets etc. 2. What are the different sources of reservation? Sources of Reservations: Walk-in Clients, Corporate Clients, and Personal Clients. . How are tallying and charting of reservation made? Each reservation is monitored and scheduled properly by the reservations officer handling it.

It is arranged based on the date of travel. The transaction that is due the nearest date will be handled and replied first. 4. What files are kept for reservation purposes? Files kept for reservation purposes are- original inquiry, printed flight itinerary and tour itinerary. 5. What are the procedures for accepting and rejecting reservations? Acceptance or rejection of a reservation is based on feasibility and authority scope of travel agents.

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6. What are the codes used per group, FITs, VIPs, etc? VIP- Very Important Person/s FIT- Frequent Individual Traveller GIT- Group Incentive Travel MICE- Meetings, Incentives, Conference, Events 7. What amenities are given to guests specially VIPs? Amenities given to guests are Business class tickets, 5* hotels, luxury vehicles, personal butlers, special service assistance, etc. 8. What are the forms used for reservation and describe their functions? BOOKING ORDER- This is to check availability with a supplier PURCHASE ORDER- Once booking is finalized this is sent by client to confirm all travel arrangements. WHAT ELSE CAN WE OFFER: We also conduct seminars n “ Airline and Travel Agency Procedures” to different travel enthusiasts, professionals and students.

An International Travel Consultant registered with IATA/UFTA in Switzerland conducts this professional seminar. In plant offices to our customers who have a substantial travel requirements with state of the art online hotel and flight reservations system with E-ticketing. Friendly reminder: -Passport must be valid at least 8 months before your arrival in another country -Make your flight bookings early -Secure your immigration clearance and visas ahead of timeVISION: The Shroff International Travel Care Incorporated, a travel-based, service-oriented institution, is committed to provide the highest quality of service and care for all clientele’s travel needs, which leads each member of the institution to become worthwhile individuals and thus improve one’s quality of life and establishes a worthwhile relationship by ensuring the highest degree of customer satisfaction. Continue to set leadership in the travel industry with value for its people and maintain

profitability with high regard for efficiency and quality service supported by e-commerce. MISSION: Shroff International Travel Care Incorporated aims: 1.

To provide clientele services which are of the highest degree, personalized, globally-competitive and responsive to changing times, regardless of a client's creed, status, race and age. 2. To provide employment and progress to improve one's quality of life wherein the company enjoins everyone in a spirit of prayer. 3. To provide satisfaction to clientele, income to the institution guided by moral and social accountability. 4.

To develop a deep love for work by encouraging respect for the institution, its rules and its properties, ready to share themselves, one's capabilities, training and service. 5. To be updated continuously with the latest trends and techniques used in the industry and thus improve the system of the company and oneself. 6. To ascertain that employees must be able to plan, organize, implement, coordinate and evaluate in their job compliance with the company's goals, rules and regulations, travel and airline guidelines and compliance to government requirements.

We aim to provide the highest quality of travel-related products and services to all customers and contribute to the society by creating and providing fair job opportunities. Ownership/Management Shroff Travel is a family-owned travel agency. Mr. Arjun Shroff, the head of the family is the Managing Director while his wife, Mrs. Emerita Shroff is the President.

Their 2 daughters, Ms. Sheena Shroff and Ms. Kristine Shroff are the Business Development Director and Marketing Director respectively. Mr. Arjun Shroff was an Indian national who settled here in the Philippines for his wife and
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later on established Shroff Travel. I can say that they do very well in managing the business and are very professional and hardworking individuals.

They are a loving family outside work but very professional when it comes to business that's why they are one of the best in the industry and have maintained good credibility for 19 years. Organizational Chart President ;
CEO EMERITA SHROFF COO ; Managing Director Arjun shroff
Finance Head SHEENA SHROFF Operations Head Cash CARISSA VILLABLANCA
Payables JOCELYN DUMARAOS Credit and Collection MARJORIE GELVIS BSP /
IATA ROSEMARY LAGARTO Documentations (Supervisor) MAREYLOU MATIGA
Support Head KRISTINE SHROFF Human Resources General Admin MIS
Reservation/ Ticketing (Supervisor) MAREYLOU MATIGA Marketing/ Events
Inbound Tours (Supervisor) PAULA CHUA Outbound Tours President ;
CEO EMERITA SHROFF COO ; Managing Director Arjun shroff Finance
Head SHEENA SHROFF Operations Head Cash CARISSA VILLABLANCA
Payables JOCELYN DUMARAOS Credit and Collection MARJORIE GELVIS BSP /
IATA ROSEMARY LAGARTO Documentations (Supervisor) MAREYLOU MATIGA
Support Head KRISTINE SHROFF Human Resources General Admin MIS
Reservation/ Ticketing (Supervisor) MAREYLOU MATIGA Marketing/ Events
Inbound Tours (Supervisor) PAULA CHUA Outbound Tours Facilities, Outlets,
Name, Type There are 7 areas/offices the company hosts. Executive Office:
This is where Mr. Arjun Shroff, the Managing Director is posted. Job
interviews and meetings are held in this office. Confidential and important
documents are filed here.

Outbound Office: This is where the Outbound employees are posted. This is the first area you will see when you enter the office. It is like a front office/lobby of the office. The area is composed of 5 reservations agents headed by Ms. Mara Matiga. **Cashier:** This is where payments and collections for and from the office are done.

It is situated beside the Outbound Office. **Inbound Office:** This is where the Inbound employees are posted. It is situated at the inner part of the office, at the back of the Outbound office. The area is composed of 4 Inbound agents headed by Ms. Paula Chua.

The Marketing and MICE is also here held by Ms. Kristine Shroff. Product Development, 2 more Outbound reservations agents, and IT is also situated in this office. **Accounting Office:** This is where the Accountants are posted. This is situated also in the Inbound Office; but primarily at the back and separated by a divider.

The area is composed of 3 accountants, headed by Ms. Mary and guided by Ms. Kristine Shroff. **Pantry:** This area is situated across the Outbound office, enclosed by a door. This is where the employees eat their lunch and happy hour (merienda provided by the company). This is the noisiest part of the office, and also the liveliest part.

It is where laughs and stories are shared through coffee breaks and lunch breaks. Utensils, cups, mugs and other utilities are also found in this area. Some employees even leave their plates and mugs here so they don't have to bring it every day. **Restroom:** The restroom is situated at the other side of

the pantry, separated by a wall. There is only one restroom for the employees, top management and clients.

Facilities Office Areas: Conference Room, Client Receiving Area, Pantry, Comfort room
Departments: Reservations/Outbound, Domestic/Inbound, Accounting, IT Computer System: ABACUS, AMADEUS
Office Equipment: Telephones, Cellphones, Fax Machines, Printer, Scanner, Photocopy Machine, Air-conditioning, Electric Fan
Safety Features: CCTV Camera, Electronic Door Lock
Outstanding Characteristics I would use the company's name; Shroff as an acronym to describe its outstanding characteristics. S is for Safe. Shroff Travel makes sure that their customers are safe and well cared in every way at their extent. They make sure that every information their client/partners provide them will be kept with confidentiality. H is for Hospitable.

The moment you enter the office, you will surely feel a very welcoming feeling. Unlike some travel agencies who offer a boring atmosphere, you will surely feel that they are ready to be of service to you without hesitations and second thoughts. They are always not busy when it comes to interacting with clients and partners. I myself didn't have a hard time going along with them. R is for Reliable.

They can easily adjust to what the client demands and would surely find the perfect product for a specific customer. If a client throws at them a specific situation or went with a conflict along a tour or something, they could easily remedy the problem and gain their client's trust. O is for Open. The company is very open for changes and innovations. I think it is one of their greatest assets; to be able to cope up with the changing industry, changing demands,

and changing clients. They can easily shift gears if needed and plans ahead of time so they don't need to decide on risk when time comes.

They are open and accepting future changes which makes them one of the best in the industry. F is for Fast. Shroff travel provides fast service for everyone. They work with efficiency and do it fast. Whatever you request for them to process, they provide soon and fast feedback. The last F is Fun.

The whole office will never bore you even if it handles paper works and the like. I think that this is their most outstanding characteristic. The employees treat each other as family and are very close-bonded. The company is also fond of holding fun events where they could not only promote their products but also have the chance to bond together. Every opportunity is really there to have fun. I've also witnessed the company's partnered Hotels who visit often.

They are very tight and looks like they've build strong relationship together. There is even a time for HAPPY HOUR. Happy Hour is held every day at 4 in the afternoon where the company provides snacks for everyone. It is like their coffee break and they get to bond at these times together. Even their clients are closely intact with them, not just pure business.

I can say that a strong relationship within the company would be its best feature. From this, they could connect and build strong relationship with other organizations and their valued clients and customers. Therefore, the company would not be breakable and vulnerable when they face through tough times. DISCUSSION OF FINDINGS/ANALYSIS/RECOMMENDATION Areas of Concern INBOUND: This is the department that deals with bookings and <https://assignbuster.com/practicum-report-online-free/>

tours of Filipinos and Non-Filipinos coming in and traveling within the country. It also processes Domestic Tours.

OUTBOUND: This department deals with the tours and trips of Filipinos and Non-Filipinos from our country, to other countries. The Outbound Department also includes the Documentations which scope visa processing, passports, travel insurances and the like. **ACCOUNTING:** This department covers the payments of the company to other organizations. Flight payments, document payments, ordering of office supplies all goes through here. It also manages the receivables and payables of the company.

MARKETING: This department covers the promotions and product development of the company. This department also includes the MICE and IT which helps them make layouts for the promos for e-mail blast. Strengths The strength of the company is the people working in it and their experiences. It is very important for a company to have credible employees. The company has it; their employees know what they're doing and know how to handle it even under heavy workload.

They are an asset to the company because they are more than capable of handling their job and have very good interaction with each other and towards their valued clients. They can go with the flow with the clients. They are very sensitive and versatile when it comes to what their clients want. Other than that, these employees are the best in their field and have expertise in the industry. A strong workforce like them would surely strengthen and will be the strength of the company.

Improvements/ Weaknesses It is very important in a travel agency to maintain file organization. I think that this is what the office needs to focus on. Though every office could be messy at times, they still need to control it. I've been assigned in requesting, tracking and filing Hotels' Contracted Rates and it's really hard to work in an area where it is not organized. Even the tracker system is not up to date so we need to start from scratch and make sure everything is in place and files are up to date. Another area which the company needs to improve is employee motivation.

Though they held fun events and reward the top sales agents every quarter, I think a small amount of money or a simple gift would be enough to appreciate an employee's achievement. Recommendation There are a few things I have observed that the company needs to improve. First is the System and File Organization of the office. The company should really exert effort and continue organizing these important files so loss of them could be avoided. The employees would be able to work well if the filing system is organized and updated.

The employee handling the files should pay a lot of attention to details and should carefully and mindfully arrange them. She/he should take charge alone so that there'll be no confusion and conflicts on lost files. On the other hand, the employees using these files should be oriented and endorsed on where to find it, where to return and where to look at. It is very important that both parties take good charge in handling these files so they'll be more efficient in the workforce. With this, I am recommending the company to maintain organization with the cabinet files and also their computer files.

Some files which are not used anymore could be deleted so it would not take up too much memory on the computer system which could help pace up the computer. Second is that maybe the top management should personally encourage and help employees especially in their low times. Also, they could create incentive programs or rewards to the employee who outstood every month. Like a simple hotel-stay or dinner could encourage and motivate them more in working. Work is a never ending process.

The Management should appreciate and be concerned with their employees' matters to motivate them. They should also be ready to assist them in times of needs. Also, is that the company should provide a uniform for the employees so that they would look more corporate and pleasing. The uniform would be the company's representation of themselves so they should use one. Though it would take effort and can be hassle at times it would still be nice to see the employees in uniform. So whenever the employees would be out to represent the company in an event, the company would be praised as well and this will add up to their credibility.

Last is the company should always look back to God and thank Him for the blessings he had given them in the past. They should always give back everything they do to God so he will be honored. I think it really goes well with that. A well rounded company should always put that factor first. After all, everything the company achieved won't be possible without Him.

SUPERVISED FIELD TRAINING REPORTMy On-the-Job Training this summer is really great.

I learned a lot of new things that I could surely bring when I work. Though I was officially assigned in the inbound department, I also got the chance to experience being in the Outbound, Accounting, IT, and Marketing. On the first day of my training, I was immediately tasked to participate with a specific event the company was holding. I was really grateful that of all the 6 trainee, where all of us are Lyceans, I was chosen to participate. It is a product-update where in other travel agencies in the Philippines are invited.

I was tasked to send email blast invitations, call them afterwards to confirm if they received the e-mail, and ask for the name of the representative who's coming for every travel agency. This task went on for a couple of weeks, and it was not as easy as I thought it would be; though it really challenged my patience and capacity to deal with different attitudes of people over the phone. And the hard part was that I was communicating to 270 travel agencies. 5 days before the event, I was asked to make a PowerPoint Presentation that would be used in the event. It was tricky, because Ms.

Kristine keeps on asking me to revise and change a few parts. At the night before the event, I spend the whole night revising and finalizing the presentation. The event went out well and I was really relieved and happy it was done. It was one of the most memorable events I participated in as I got to wear an Indian dress and a bindhi, courtesy of Ms. Kristine.

After the event, I was then tasked to lead another event. It was Shroff Travel's Quarterly Awards which is held to recognize top sales agent. This event devastated me 50 times than the last as I was tasked to lead. It was hard and fun as I got the time to bond with my co-trainees as well as come

up with everything needed for the event; from food, to presentation, script, trophies, crowns, games and the like. This event really helped me boost my self-confidence in speaking in front as I got the chance to be the event's host. On normal days, I was tasked to update the annual Contracted Rates for Hotel and Tour partners of Shroff Travel.

It was really a fun and easy experience for me because by then I've love talking and interacting with people. I get to talk with hotel's sales managers, transact with them, and deal with people with different nationalities and the like. I became more confident in speaking the English language. I was really amazed of how much a certain hotel was earning for a single room and how low they can offer it to travel agencies who partner with them. It was such a fulfillment for me to finish the NCR, Boracay, and Cebu Contracted Rates. I especially liked the part when a hotel's sales agent visits the office for a sales call.

I felt so privileged to talk with the Sales Directors, managers and even hotel owners. I also got the chance to learn and create a layout for a certain promo in the company. I get to work under the IT department and make promos for e-mail blast. I was working with Mr. Shroff; he sends me these promotions through e-mail and instructs me to edit and send it internationally or for a certain market to other travel partners. The best part of my training was when I experienced handling a family's trip at Ilocos-Baguio-Boracay.

Ms. Kim asked me to make the itinerary for the family trip with her guidance. She told me certain things the family could do in those destinations. I also

asked Ms. Irene to help me choose the hotels that would fit the family's budget. I made my own line-up of activities that the family would do in the trip, I checked the availability of rooms in the hotels, I created and sent my own booking orders, and Ms.

Queem taught me and guided me in costing. The hotels sent me back the statement of account and the confirmation of the booking, I rented a van for the family, and I sent the final itinerary to the client. It was such an achievement on my part on how to learn these stuffs. I was also taught on how to use Abacus as a certain client called and asked me to book a flight to Vancouver. Ms.

Sarah from the outbound department told me to get all the information needed for the booking. Name of the pax, number of pax, departure date, etc. Even though I didn't really book it myself, it was still a great privilege to learn using Abacus first hand. The whole training experience really contributed a lot for me. It was indeed a blast.

I will forever bring them in my life and apply what I've learned in certain situations. I am so thankful to Shroff Travel family for teaching me a lot and making me experience the things they do, first hand and for giving me a chance to be part of their great and strong team. I am also grateful to God for giving me this opportunity and bringing me into the right travel agency that would surely teach me a lot. This OJT experience had contributed a lot to my skills and will be of so much advantage for me when I start my career. They will always be a part of me, a part that no one could ever take away.

CONCLUSION Everything is just OVERWHELMING. The OJT experience is indeed beneficial, advantageous, and educational and is really a vital part of learning for students. I am so thankful to the school for letting us experience and implementing this training. I got the chance to experience a lot that one can't just experience when in school. It will let you encounter the things only real-life professionals get to see and experience. It will teach you to be tough and how to control situations during unexpected circumstances under pressure.

I am thankful to all the people that had been part of this training. I will forever remember this experience and this will be one of my stepping stone in achieving my bright career. Experiences will fill you as you live life, and this will be one of the evidences that life is worth-living. BIBLIOGRAPHY Here are some documents that are needed and used during the training. Pictures Office Areas Client Receiving Area Client Receiving Area Oubound Department Executive Office Inbound Department Accounting Department Comfort Room Cashier Pantry Equipments Server/OJT Computer CCTV Camera Scannner/Photocopier Printer Telefax Machine Events (Product-Update: Uncovering Mystical India) The Legend of India Restaurant Shroff Family and Me Ms. Moreno's visit at the office Shroff Travel's 1st Quarterly Award Saturday with Co-trainees and employees at the office Class Picture of TTM5 THM 37 THM 40