

THE GIVE PLAN

**COMPREHENSIVE
CORPORATE TRAVEL
MANAGEMENT**

GALBEN Travel & Business

THE GIVE PLAN

Comprehensive Corporate Travel Management



ABOUT US

Galben T&B is a leading company in the comprehensive management of corporate travel, boasting a team of skilled and experienced staff to provide your clients with a customised service.

This is supported by over 20 years providing specific independent travel agency services specialising in companies and groups.

We have been a member of the select group Travel Advisors Guild since early 2014, and of the Corporate and Professional Association of Spanish Travel Agencies since 1996. This association comprises a select group of 27 travel agencies, membership of which is subject to a rigorous selection process. The members of the same are all highly specialised in the field of business travel, incentives and meetings, in addition to having a deep-rooted tradition and proven professionalism within the tourism sector, and which together rank among the most noteworthy travel agencies in our country, employing highly qualified and multi-lingual staff.

Belonging to the Travel Advisors Guild enables us to provide a flexible service with competitive products, while maintaining standards of the highest quality.

THE GIVE PLAN

We meet the needs of our corporate customers.

THE GIVE PLAN

In 2013 we launched the GIVE Plan (Comprehensive Corporate Travel Management), which enables us to meet the needs of corporate customers in accordance with the highest standards of quality and professionalism.

Since then we have recruited new staff, concentrated on the creation of specific departments and invested in cutting-edge technology within the sector.

OUR PRINCIPLES OF IDENTITY

We at Galben T&B strive to satisfy our corporate customers by means of compliance with the following principles of identity

- Specialisation and professionalism in the provision of our services.
- Personalised customer service.
- Cost efficiency.
- Continuous improvement inside our organization.
- Constant investment in technology innovation.

Specialization and professionalism in the provision of our services.

Our organisational structure, based on four lines of work, enables us to meet all our customers' needs using the appropriate staff for each situation.

The Galben T&B Corporate Line. This line is compound of a team of professionals entrusted with the management of daily corporate travel procedures in accordance with several clear objectives:

- ➡ **Minimize travel costs.**
- ➡ **Personalize customer service.**
- ➡ **Quality and professional services.**

We process plane, train, boat, bus and private jet tickets, car hire, transfers, minibuses, hotel bookings, guides, translators and assistants at the destination, travel insurance or cancellation and any other need in relation to the management of your travel procedures.

“ WE MINIMIZE THE TIME YOUR EMPLOYEES SPEND MAKING TRAVEL ARRANGEMENTS ”

We deal with any unforeseen situation which may arise during the stages of your trip in an effective and efficient manner. We provide professional guidance with the best options available in accordance with your requirements.

The Galben T&B Congress Line. This line features the most advanced technical means to provide you with a multi-disciplinary team and the latest technological tools for the comprehensive management of your corporate congress and/or convention.

“ WHAT REMAINS IN THE MEMORY OF THE PARTICIPANTS IS WHAT WILL MARK THE SUCCESS OF YOUR EVENT ”

All this with the single aim of ensuring each and every participant in the event has a satisfactory experience.

We work on a daily basis with the foresight and creativity this type of meeting requires, proposing personalised and innovative plans for each of our customers.

We treat all the details of your organisation with the same professionalism and dedication, from the smallest to the most important. All this enables us to achieve the full satisfaction of all users and to ensure maximum performance for our customers, maximising the ROI of the event.

We boast a comprehensive team of associates which enables us to provide our customers with a wide range of complementary services: from the design of stands, online media and marketing campaigns to the creation of an event webpage and logo, the hiring of speakers and the implementation of media campaigns.



The Galben T&B Experiences Line. Boasting vast experience in the management and organisation of domestic and international events, our Galben T&B Experiences team possesses the most advanced technological tools and a broad network of associates and preferential agreements with providers. All the above enables us to provide the best quality-price ratio for our customers' incentive events.

**“ WE DON'T MANAGE GROUP TRAVEL,
WE CREATE EXPERIENCES ”**

Our objective is to not to manage business travel but to create experiences, with the aim of providing our customers with unforgettable memories. All with the maximum professionalism, imagination and dedication.

The Galben T&B Self-Booking Line. The creation of this line arose from our eagerness to accompany the customer at all times. Galben T&B Self-Booking is geared to advising, guiding and helping customers to implement our tool at their company.

An expert from this area will be in charge of training your company's Travel Manager, of jointly defining user profiles, the travel policy and of setting all the necessary parameters.

Although this powerful tool will enable the customer to process all travel procedures in a clear and simple manner, you will always enjoy the support of an expert from our organisation to deal with doubts, to assist in the analysis of results and to ensure the tool is functioning correctly.

Personalize customer service.

We at Galben T&B are aware that each customer has different needs, specific processes and a number of unique variables. This is why we work on a daily basis to expand the knowledge of each customer and to ensure we are capable of fully adapting to their needs.

Our personalised customer service includes all the following:

- We assign one contact person to each customer as an account manager who is aware of each and every one of the customer's needs.
- We manage our customers' service orders in the most convenient and rapid manner, either by telephone or e-mail.
- We facilitate the accounting and/or management of travel costs in accordance with our customers' requirements. We submit a monthly overall invoice, invoices per service, department or included by references.
- We prepare monthly reports with a detailed analysis of travel costs.
- We deliver boarding card to your e-mail. The customer receives his boarding pass the day before the flight and is merely required to print it out (whenever there is no baggage to be billed).
- We enjoy total flexibility in negotiating with companies providing different agreement models (management fee, transaction fee system, consumption and product bonus system) to enable the customer to choose what best suits his needs.
- We implement plans of corrective action and/or continuous improvement focused on achieving maximum efficiency for our customers.

WE PROVIDE A FLEXIBLE SERVICE ADAPTED TO THE SPECIFIC NEEDS OF EACH CUSTOMER

Personalised customer service



Cost efficiency.

We at Galben T&B advise our customers on the range of possibilities available on the market with the aim of achieving the maximum savings possible in relation to travel costs without affecting the business.

“OUR MAXIM IS TO SAVE AS MUCH AS POSSIBLE IN TRAVEL COSTS FOR OUR CUSTOMERS”

We hire the leading service providers in the market in order to obtain the best corporate rates for our customers.

Corporate rates are a powerful source of cost saving. Our team's experience in this type of negotiation results in major benefits for our customers.

Our efficiency in matter of costs includes all the following services:

- ➔ We book with all the airlines, including the low-cost companies, which enables us to always obtain the best price for the route in question.
- ➔ We book the seats when the trip is confirmed, which enables us to maintain lower rates.
- ➔ We apply management costs with discounts in accordance with volume.
- ➔ We reduce the time spent on administrative processes, managing invoices and payments.

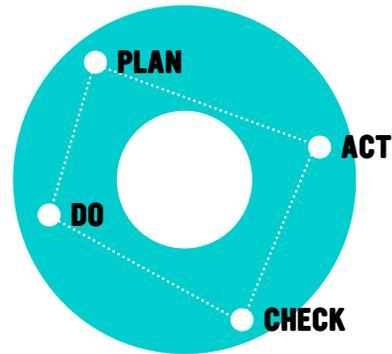
PERSONALIZE NEGOTIATIONS

Better quality-price



- ➔ We grant discounts to all the company's personnel for holiday travel. Despite not being a Leisure Travel Agency, we provide employees from your company who work with us on a daily basis with guidance and management in relation to this type of travel. **The GIVE Plan** grants your employees Travelling on Leisure time additional discounts.
- ➔ We have a comprehensive database of signed agreements.
- ➔ We conduct personalised negotiations with providers.

PDCA CYCLE



The continuous improvement of our organisation.

The continuous improvement of capacity and results should be dealt with in a **PDCA cycle** (Plan-Do-Check-Act). This is one of the bases which inspire the philosophy of excellent management.

We at Galben T&B identify strengths, what needs to be preserved and areas for improvement.

We know that excellence is achieved by means of a process of continuous improvement. Improvement in all areas: personnel capacities, resource efficiency, customer relations, employee relations, relations with society, and all that is happening at the organisation, that it may improve in the said organisation, resulting in an improvement in the quality of the service we provide.

We are more than just an external provider, we wish to be part of your company and accompany you on each and every stage of your trip.

The account manager will be entrusted with guiding, analysing and proposing improvements in relation to the customer's travel policy and with establishing plans for improvement as a means of achieving the targets set. We achieve a reduction in travel

costs, optimise the quality-price ratio, implement special services including travel management systems and personalised negotiations with providers, with the sole objective of guaranteeing a series of values which ensure your travel department is a competitive advantage for your business.

Constant investment in technology innovation.

Galben T&B innovates, creates and implements advanced management and information systems with the sole aim of providing a rapid, effective and quality service.



TECHNOLOGY INNOVATION

*Advanced management
and information systems*

OUR PRODUCTS

*Business,
Self-Booking Tool,
Report, e-Billing
Modules*

OUR PRODUCTS

We possess four different modules which enable us to implement the most efficient solutions for each type of customer:

THE BUSINESS MODULE

Enables us to provide our customers with the best service.

This module possesses all the following features:

- ➔ **Customer Profile.** A tool which registers all the data in relation to the company and its travelers in a simple, secure and rapid manner, preventing mistakes and duplicate work, thereby increasing the quality of the service.
- ➔ **Value Pricer.** An economic rate search tool which ensures the cheapest applicable fare and books a flight in seconds, providing the customer with an immediate response.
- ➔ **e-Boarding card.** You will receive your boarding card by e-mail the day before the flight (service available in accordance with the specific conditions of the service provider).
- ➔ **Multi-GDS.** We use the 2 most important GDS on the market, Amadeus and Galileo Travelport, in order to guarantee the best rates. We have technicians specialising in the use of both providers, thereby eliminating the dependency of some of our competitors on a single GDS, at the same time it enables us to minimise the possibility of error and/or the failure of these technological platforms.

SELF-BOOKING TOOL MODULE

This module enables our travelers to make their own reservations 24 hours a day 365 days a year. Always in accordance with the travel policies established by the company, complying with preferential agreements, specific agreements which optimise resources and management in a rapid and simple manner in real time.

This tool enables the customer to automate travel management to a maximum and to implement an effective travel policy.

For more information on this module please access the Galben T&B Self-Booking Tool Catalogue on our website <http://galbentb.com/>.

REPORT MODULE

The monitoring, analysis and assessment of results is vital to a correct travel policy. This module provides the customer with all the information required to establish plans for improvement and/or correction.

This online tool enables the user to obtain all types of cost reports by route, provider, traveler and/or department, the most visited cities, in addition to a countless other parameters.

For more information on this module please access the Galben T&B Report Catalogue on our website <http://galbentb.com/>.

E-BILLING MODULE

Our e-billing system enables our customers to reduce delivery and handling costs. The customer views the invoice in real time, thereby saving time and preventing administrative errors. Furthermore, this system enables the user to bill in accordance with the needs of each customer.

We can provide invoices per service, an overall monthly invoice or per department, thereby facilitating accounting and/or management of travel costs.

Ask us for more information on how to implement the GIVE Plan at your company and we will strive to achieve service excellence together.

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TRAVELADVISORS



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