



SALES SHEET

BUSINESS TRAVEL MANAGEMENT

AIRPORT CONCIERGE

BTM



P.O Box 71150, Nigeria



45 Oduduwa Way, GRA Ikeja,
Lagos Nigeria.



Email:





CONCIERGE

AIRPORT CONCIERGE

Airport concierge services are personalized travel services that offer assistance and support to travelers at the airport. These services include meet and greet, baggage handling, airport lounge access, fast-track security clearance and VIP Terminal access.

BTM has an extensive range of products and services, which may be specifically tailored to suit each individual clients' requirements.

Included in our bouquet of airport concierge services is the BTM Nigeria Protocol, Meet & Greet service as well as lounge access in Lagos and Abuja.

- BTM helps VIP travelers to enjoy the luxurious amenities in exclusive lounges with VIP assistance services
- A Personal assistant will guide you through all airport procedures
- Enjoy a hassle-free airport travel
- Cut the time spent on airport formalities
- Dedicated porter at your service to carry your luggage
- Fast-track your airport experience

As part of our mantra, BTM personnel follow the principle of '...PROVIDING CORPORATE TRAVEL SERVICES THAT ARE PERCEIVED AND RECEIVED AS EXCELLENT'.



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PROTOCOL

BTM Nigeria has a team of Protocol officers who are trained to offer efficient Meet and assist / transfer services to our clients. We have a dedicated office at the Murtala Mohammed Domestic airport where all the Meet & Greet and Transfer activities are coordinated.

BTM Nigeria's Protocol department is wholly owned and operated by BTM. Extensive and Executive Meet & Greet services may be contracted to vetted 3rd party contractors. BTM Nigeria's protocol Department is able to provide emergency ticket issuances and on-ground airport support 24/7, 365 days a week.

BTM Nigeria is the only TMC with an on-site office at the Lagos Domestic Airport (MMA2). Providing immediate and emergency support to our travelers is important to us. BTM Nigeria has on site help at the major airports in Nigeria and has a dedicated Meet and Greet and Airport Protocol Department in Lagos and Abuja to assist our passengers at the airport.

Due to the BTM worldwide network through our partners, this service can also be extended to passengers traveling to other BTM Partner countries.

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LOUNGE

BTM Lounges are the best place, bringing you total peace of mind and a relaxing atmosphere while your stay in the airport.

BTM lounges are open to passengers at a reduced cost no matter the airline they are flying with. It is the best choice for a connected flight, a cancelled flight, an early morning check-in or for a breakfast.

BTM lounges are equipped with comfy seats, Food (buffet or snacks) and an assorted selection of drinks, Wi-Fi.



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MEET AND GREET

Meet & Greet Process:

- All requests recorded in the daily travel register.
- Passengers and flights for the next 24 hrs. downloaded and manifested. Manifest is communicated to Protocol department and on duty Meet& Greet officers.
- Protocol Officers on duty will be given departure/arrival roster and schedules for the various passengers as well as airline information; delays, early arrivals and any cargo requirements for follow up.
- Confirmation of receipt of Meet & Greet request sent to the various travel booker and department for assurance.
- All BTM Nigeria protocol staff members are easily identifiable at the airport, in a bold grey vest with the red BTM logo emblazoned on the back, or dark suits with BTM logo/ badge.

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MEET AND GREET

(VIP AND EXECUTIVE SERVICES)

VIP and Executive Services:

- VIP consultants are available, and bring additional product value to our executive travelers. BTM Nigeria has a dedicated exceptional protocol team whose duties are to attend to VIP travel requests and demands.
- BTM Nigeria offers our clients various VIP Security options, which include; Helicopter transfers, armed transfers and bodyguards.
- VIP "meet and greet" is an extensive, seamless and hassle-free experience where the traveler is assisted from point of check in up to the plane door.
- Other enhanced traveler assistance include; cross-border assistances, 24hr personal security and bodyguards.
- Air charter as well as Emergency Evacuations services are also available.

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AIRPORT TRANSFERS

Transfers To And From The Airport:

BTM Nigeria has a number of vehicles and Air-conditioned mini buses for airport transfers purposes once a request is received from our customer/organization:

- Register request in the Log book
- Name of passenger
- Photo of passenger if provided to BTM NG in advance
- Confirmation of which airport to be met at
- Details of flight
- Arrival/departure date
- Passenger/group met at the requested location
- Transferred to the requested location
- International Airport to Domestic Airport transfer
- PAX to sign the acknowledgement form.



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SECURITY AND ESCORT SERVICES

We understand the global trends and we have invested substantially through alliances, acquisitions and development of new products. We can offer our clients on a need and request basis Security and Escort services.

- All request received for security or police escort are registered in the logbook and appropriately arranged.
- Register request in the log book
- Name of passenger/group
- Location to be met
- Time/Date
- Destination
- Passenger/group met at requested location
- Escorted to the requested location
- Passenger/group to sign the acknowledgment form.

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BTM Worldwide Service Standards

BTM has a series of service standards. The minimum service standards are outlined below:

Accessibility:

Telephone calls: 80% of calls should be answered in 20 seconds

Abandonment rate: 10%

Email response: Two working hours

Call-back: One working hour

Self Service Reservations (SSR)

No agent contact: Ticketed in five hours

Agent contact: Ticketed by end of next business day

Accuracy: Errors in transactions 98% error-free

Satisfaction Surveys

Measurement 85% good or above as a minimum

Low Fare

Fare audit: 98% within client policy

Data

Ability to deliver and measure: 95% accuracy at delivery

Issue Response

Verbal/written responses: Acknowledgement in 24 hours; follow up in five business days

Refunds Refund requests: Processed within five working days.

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PRICING

Standard Pricing Template:

Note: all fees are payable in Naira or USD.

| ACTION | ITEMS | CHARGES | REMARKS |
|-----------------------------|--|--------------------------------------|---|
| INTERNATIONAL (INCOMING) | VIP Meet & Greet (Corporate) VIP Meet & Greet (Leisure) | \$70.00/ ₦56,620 \$40.00/ ₦30,640 | Meet at PORT HEALTH, fast tracked through Immigration, and assisted with baggage handling |
| INTERNATIONAL (OUTGOING) | VIP Meet & Greet (Corporate) VIP Meet & Greet (Leisure) | \$70.00/ ₦56,620 \$40.00/ ₦30,640 | Meet at the MMA departure bridge, assisted with check in, flight confirmation and fast track through Immigration to boarding gate/ lounge |
| DOMESTIC | Meet and Greet (Corporate) Meet and Greet (Leisure) | \$15.00/ ₦11,490 \$15.00/ ₦11,490 | Meet at departure hall. |
| AIRPORT LOUNGES | Corporate & Leisure | \$20.00/ ₦15,320 | Lagos & Abuja Only |

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PRICING

Standard Pricing Template:

Note: all fees are payable in Naira or USD.

| ACTION | ITEMS | CHARGES | REMARKS |
|---------------|--|--------------------------------------|--|
| INTERNATIONAL | Standard Meet & Greet (Corporate) Standard Meet & Greet (Leisure) | \$20.00/ ₦15,320 \$18.00/ ₦13,788 | Meet at the MMA departure bridge, assisted with check in. |



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BTM Nigeria is committed to providing exceptionally high standard of services combined with stringent quality control.

The company's dedicated and enthusiastic staff members are experienced, friendly and fully trained professionals offering a consistently high standard of performance and productivity combined with a friendly and professional service.

BTM brings a new way of seeing, new ways of working and new ways of delivering superior corporate services to companies across the world.



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