

QUESTIONNAIRE

1. How do you currently promote your travel packages?

I mostly use social media and personal networks to promote my travel packages.

2. What challenges do you face in managing user inquiries about travel packages?

It's tough to handle all the inquiries because they usually come from different places like social media, email, and phone calls. It's time-consuming to answer the same questions repeatedly.

3. How do you handle pricing and updates to your packages?

I manually update prices across different channels, and it's a bit of a hassle to ensure everything is updated. If there's a sudden change in availability or price, I have to go to multiple platforms to update it.

4. How do you currently manage payments for travel bookings?

Payments are done manually, usually via bank transfers or third-party apps.

5. Do you provide a service where users can form a group of their own and plan a trip themselves?

No, I don't personally provide such a service. However, I think it's a great idea. If users could form their own groups and plan trips together, it would give them more flexibility and save me the effort of organizing everything.

6. What difficulties do you face in communicating with customers before trips?

It's hard to ensure that all customers get the necessary information before the trip, especially when I have to send the same details to multiple people through different channels.

7. How do you keep track of which travel packages are more popular?

A: Right now, I rely on how many inquiries or bookings I get to figure out which packages are doing well. I don't have a formal way to track this.

8. What are the challenges in handling customer inquiries or changes after a booking is made?

A: It can get complicated when customers want to make changes after booking. They usually reach out by email or phone, and it's easy to lose track of things.

9. How do you handle the itinerary and trip details for each travel package?

A: I usually provide the itinerary via email or WhatsApp once the booking is confirmed.

10. What features would make it easier for you to manage your travel agency on the platform?

A: A dashboard where I can manage all my packages, view bookings, handle payments, and communicate with customers would be ideal. If I could get automated notifications for bookings and have the ability to update package details in real time, that would save a lot of effort.