**PAGS AIRPORT REP NOTES / INSTRUCTIONS. PAGE 1**

**Things we need to remember and bear in mind when meeting clients:**

We represent many different tour operators and act on their behalf whilst their clients are here in the Algarve on their Holiday. Therefore, we need to show a cheerful greeting and a confidant persona and to check the details on the voucher in the order shown to make sure they are happy with everything and it is what they have booked. **They may have questions.**

Where we meet a couple (maybe husband and wife) we must not alienate one or the other, so we need to talk and show the voucher to both.

Where we have a group we need to identify the group leader and establish if there is the full quantity of people we are expecting and if not then get names of those who have not travelled and if they are likely to join their group on another flight or day. Record this on your arrivals sheet and then pass this information to the Office as soon as is practicable but after the clients have left to go to their transfer. This is important so that the office can inform Hotels and Golf Courses etc of the reduction in quantity and it also may impact on the transfer’s booked too.

It may need a quick phone call to the Office, Mark or Alison and a possible follow up on an email. Remember on emails to give the Booking name and order number in the subject line, also giving clients phone number in body of message. When an email is sent to the office regarding clients please make sure that Mark is on cc also.

If there are questions asked of us which we are not able to answer immediately, then we need to ensure the client knows we will get back to them with an answer, and this is also the **importance of obtaining a telephone number.**

**Do not hesitate to phone either Mark, Alison or the Office to ask for advice.**

You will normally receive the vouchers a minimum of 24 hours but probably 48 hours before your first arrival, please then check through each voucher and if any doubt on anything **ask.**

**Always check your flights the day / night before as sometimes they can change without notice. Use flightradar24 and ANA Airport apps for this. When meeting morning flights (IE Before 9.00am) these can be up to 40 mins earlier than specified so it is important to check the flight as early as possible.**

**PAGS AIRPORT REP NOTES / INSTRUCTIONS. PAGE 2**

***It is important to follow the voucher order so that nothing is missed:***

1. **Accommodation**, confirm with client the Hotel , if no accommodation we do not need to talk about it, however it can be useful for us to know where they are staying if not mentioned elsewhere.
2. **Car Hire** GolfAuto (GAAIg) are our normal supplier and Ana or Bruno or Marc will be there to take clients from you to the car. (If none on voucher but a note on arrival sheet that they have own car rental then this is up to them but help direct them if you can.) LST (Supertravel) Clients will normally have car with ZITAUTO and this will be on the arrivals sheet. Where possible escort these clients to car park 2 and show them to Zitauto car. Don´t forget the Golf Balls for LST clients, one sleeve per person in group.
3. **Golf:** Go through the Golf rounds with the client, but we do not need to mention every tee time if more than 6 rounds, but ask them to check themselves in case of anything they do not agree with.
4. **Transfers:** Check transfer times to and from Golf courses and Hotel (if private transfers) with client. Most important check with client for their departure day pick up time and clarify this with the client with their departure flight time on the voucher. NOTE: All return to airport transfer pick up times are to enable the clients to be at the airport a minimum of 2 hours before their flight.
5. **Extras:** These extras might be delivery and collection of Golf Clubs or Electric Trolleys. It is important for the client to meet the golf club rep to receive the clubs and to sign for them, so we need to point out the delivery time.
6. **Items:** This might list something that is complimentary or another item such as buggies pre booked, which is also important to mention to the client.
7. **Telephone Numbers:** Point out both Office and Emergency numbers and that if they do need to call then ask them to quote the order number on top right of voucher. (6 digit number).(All in Green)
8. ***Mobile Resort Guide: (QR Code)***

Always point out this QR code and their login details, with one exception, those going to SPAIN as the guide does not currently cover SPAIN.

This guide can be useful for larger groups as the whole group can scan it and then have all the information on their phones under Itinerary.

This also gives information for the Hotels and Golf Courses and uses Google Maps to enable the clients to Navigate to courses etc should they be driving. Where clients are on transfers we do not need to mention the google maps.

It also has restaurant recommendations and some local information.

The Mobile Resort Guide is valid for 30 days from the first time it is used.

***Order Reminder: IF IN DOUBT ASK SOMEONE***

**Accommodation MARK: 00 351 914 699 641**

**Car Hire ALISON: 00 351 915 353 475**

**Golf OFFICE: 00 351 289 310 630**

**Transfers PAGS EMERGENCY: 00 351 919 314 505**

**Extras**

**Items**

**Telephone Numbers Plus Order Number top right**

**Mobile Resort Guide (QR Code)**