



THE INTERNET AGAINST A TRAVEL MANAGER – A CASE STUDY

- As the following table sets out, internal staff members within your business are often spending an unnecessary amount of time in making travel bookings. Up to one hour on one simple point-to-point airfare booking is not productive, efficient or justified.
- The following example is based on one standard point-to-point domestic air booking with two nights' accommodation and two days car hire. It outlines the time taken currently by your staff in booking airfares via the Internet vs. using your Corporate Travel Agent.

YOUR STAFF ON THE INTERNET Action		Time taken	
		At best	At worst
1.	Connect to internet	.30 sec	1 min
2.	Log onto relevant website	.30 sec	1 min
3.	Navigate way through site	.30 sec	1 min
4.	Find appropriate flight options	1 min	5 mins
5.	Make booking (entering same data each time)	2 mins	5 mins
6.	X Check Qantas website (alternate airline may have greater seat availability) X Repeat steps 1-5	9 mins	20 mins
7.	Find appropriate hotel	5 mins	10 mins
8.	Make accommodation booking	2 mins	5 mins
9.	Ring car hire company (dependent on hold time)	2 mins	5 mins
10.	Produce itinerary	2 mins	5 mins
One Booking Time Total		24mins 30sec	58 mins
Changes x 1			
11.	Call Airline to make changes or log on to the internet	5 mins	10 mins
12.	Repeat steps 8-10 per relevant changes	6 mins	15 mins
One Booking + One change Time Total		35mins 30sec	1 hr 23 mins
<i>Average Two bookings per day + one change each</i>		<i>1 hr 10 mins</i>	<i>2 hrs 46 mins</i>

VIA YOUR CORPORATE TRAVEL MANAGER

Time taken to contact Complete Business Travel to make all arrangements in one phone call or e-mail.	2 mins	10 Mins
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- The key to reducing costs and improving time efficiencies is the ability to rationalise a customer's current number of suppliers to take advantage of one order, one delivery and one payment for all travel services including airfares, accommodation, car hire and more.
- It is not uncommon for travel coordinators within state offices to be spending up to 1 hour a day on a simple point-to-point domestic flight! This could have been arranged in less than 5 minutes by utilising a travel manager experienced in the industry and with the resources at hand to source all the best options and provide comparison quotes. Personal Assistants inevitably are spending significantly more time than is needed in performing this function.