

## MARKETPLACE SELLER CHECKLIST: LODGING

A comprehensive knowledge of your organization's product and/or service will help you effectively communicate during your seven-minute appointments.



- A minimum supply of 150 business cards.
- Concise Profile Sheet (approximately 100) highlighting your services, and key tour contacts. Include your toll-free, direct, and fax numbers, and e-mail and Web address.
- A presentation book such as a loose-leaf binder that offers a pictorial representation of your rooms, facilities and amenities/services. Also, have information on barrier-free facilities.
- A map that geographically positions your property and shows access to major roadways, attractions, cities and other tour regions or destinations. Also, be able to describe nearby services, including gift shops, drug stores, restaurants, recreation and emergency medical centers.
- A list of local service facilities for diesel repair, sanitary dump stations, bus wash racks, fuel stations and short/long term bus parking.
- Understanding of how the tour segment fulfills your market mix and revenue goals.
- Knowledge of when (days of the week/season) tours can most easily be accommodated and the number of discounted rooms allotted to the group tour market.
- Ability to block rooms together, handle early and late arrivals/departures.
- Provisions for mass baggage handling, hired security or lifeguards.
- Certainty that a bus will clear any signs, marquees, low trees, entrances and awnings. You must have a motorcoach-accessible area for parking.
- Multi-tiered pricing with net, tour operator rates (forecasted 12-18 months) to entice the Tour Operator's business.
- Complimentary or special considerations for the escort, driver or group.
- A definitive reservation/deposit/refund policy for tour groups and a billing policy.
- Does the property offer any packages including attractions, special activities or restaurants?
- Dates/descriptions of local events, festivals, or activities to assist an Operator's tour scheduling.
- Blackout periods when special events or conventions may preclude securing rooms and services. Also, highlight value periods/shoulder seasons when rooms are readily available.
- Capability of handling a large group of people for meal service in either the restaurant or banquet facilities.
- Special menus and pricing with the capability of accommodating dietary requests such as Kosher/modified Kosher, low sodium, low fat or vegetarian.
- Information regarding handicapped-accessible facilities.
- Examples of promotional brochures that can be sent to the Operator following Marketplace.
- Multilingual, Braille or large print menus or multilingual staff are available, if needed.
- Availability of transparencies, prints, separations or logos for the Operator's use in the tour promotion.