

# **Office Procedures**

## **Chapter 14**

### **Arranging Business Travel**

- 3 classes of air travel:

- First class
- Business class
- Economy class

## Air Travel



## ■ First Class

- The lap of luxury!
- Access to First Class lounges in airports
- Complimentary everything!
- Individual “pods” -- seat folds down into a bed for a restful sleep during the flight



**Air Travel**

## ■ Business Class

- Similar to First Class
- Access to Business Class lounges in airports
- Complimentary everything!
- Electricity ports and internet access in-flight



Air Travel

## ■ Economy Class

- Lowest priced seats on the plane
- Limited leg room
- Meals and snacks often at extra cost
- In other countries, this class is known as *coach* or *tourist class*



## Air Travel





## ■ Airline Clubs

- Private comfortable lounge
- Business and first class automatically have access
- Variety of services available





## ■ Ticketing

- Paper tickets
- E-tickets
- Checking in at the counter or the kiosk



## What you need...

- Passport
- Visa
- Health/vaccine documents
- Currency
- International drivers license

## Travelling Abroad





## General rules for business travel abroad...

- Learn the appropriate greeting for that country
- Learn to say 'please' and 'thank you' in their language
- Have business cards printed with your name & company name in their language
- Don't openly criticize the people or their culture

## Travelling Abroad



## General rules for business travel abroad...

- Remember that business is generally more formal in other countries than in North America
- Dress appropriately; casual business attire may not be suitable in other countries
- Eat the food that is offered. Don't say "Eww, what's that?"
- Be courteous and respectful at all times

## Travelling Abroad



## Most hotels offer...

- A range of accommodation
- Business centre
  - Printing, faxing, scanning
- In-room internet access (usually wireless)



## Hotel Accommodations

- Taxi
- Limousine
- Hotel courtesy van
- Commuter Train
- Rental Car

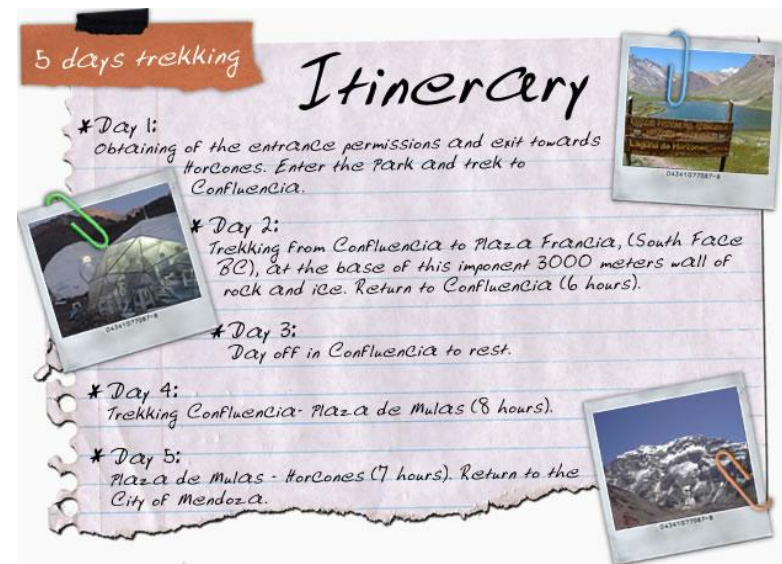
## Ground Transportation





- Prepare an itinerary showing details of flights, accommodations, meetings, etc.
  - Take one copy with you
  - Leave a copy at the office
- Obtain travel funds
- Prepare materials for the trip
- Confirm appointments with people you are meeting
- Review how matters will be handled while you are away

## Before the Trip



- Prepare expense report
- Write follow-up letters/ emails
- Prepare any necessary reports resulting from this trip



**After the Trip**

▪ End