

Week 1: Understanding Travel Operations

- .Overview of the travel operations flow
- .Booking workflows (flights, trains, hotels, transport, activities)
- .Vendor onboarding & management
- .Tour planning & itinerary structuring (FIT/GIT)
- .Tools used in travel ops (CRM, B2B portals, Google Sheets)
- .Basic introduction to destination knowledge (for ops coordination)

Week 2: Costing & Budget Management

- .Package costing breakdown (hotel, transport, tax, service fees)
- .Operational costing documentation
- .Supplier coordination & rate finalization
- .Working with standard rate sheets & seasonal pricing awareness
- .Maintaining costing logs for internal use.

Week 3: Documentation & Execution

- .Travel documentation (tickets, vouchers, IDs, visa support, insurance)
- .Preparing and verifying final travel kits
- .Client briefing checklist (only from ops view — what to send, when, how)
- .Pre-departure operational checklist
- .Emergency handling procedures & escalation matrix

Week 4: Live Operations Project

- ·Real-time execution of client itinerary (under supervision)
- ·Live vendor coordination (transport, hotel, activity confirmation)
- ·Daily status reporting to mentor
- ·Handling change requests (rescheduling, hotel issue, transport delay, etc.)
- ·Final report on execution experience and challenges faced