

# How to choose the best travel manager for your company?

Sales staff, technical staff, managers... Many employees at your company need to be on the move to carry out their work.

If you have decided that business travel management at your company needs to be carried out internally, without using an agency, we offer you the way to choose the right person.



## CHARACTERISTICS OF A GOOD TRAVEL MANAGER

### Must have proven negotiation and networking skills

The work will depend largely on establishing relations and negotiations with service providers and considering them allies rather than opponents. This will lead to better service and a better response from the service providers. Travel Managers also need to be subtle while being bold in negotiations and staunch defenders of the values and interests of the brand or company they represent. A combination between an "Iron Lady" and a brand ambassador.

### Must be flexible with their schedule

It is easy to come up against unforeseen events or to need to manage people who are travelling on the other side of the world, with a considerable time difference. It is therefore necessary to be prepared to respond to these situations at whatever time they may occur.

### Must be proactive

They must always have a Plan B on-hand, a quick response to unforeseen events or crisis situations that could affect business travellers, and in particular not to lose their temper in times of adversity.



### Must have knowledge of the corporate travel industry

Service providers, general tariffs, key players, new tools etc. The Travel Manager must be thoroughly familiar with these. He or she must also know what new options exist, how to test them and who to offer them to. This is a constantly evolving industry, so it is necessary to undergo a process of continuous improvement and training, always based on self-analysis.

### Must have experience in travel logistics

Whether it is domestic or international travel, it is vital to know the procedures, difficulties and practical tips regarding travel, in order to offer a comprehensive high-quality service and avoid mishaps.

### Respect confidentiality

The Travel Manager has to manage sensitive information regarding the company but especially about the workers on the move to whom he or she provides the service. Therefore, discretion and respect for data protection is very important.

### Must have skill in managing budgets

The Travel Manager's work is always focused on reducing costs and optimising the budget, but without compromising the quality of the services offered. Bear in mind that short-term savings in a service could involve more spending in the long term: booking cancellation insurance, choice of accommodation type etc.



Being a good Travel Manager is not easy... Would you like to know more?

Download our FREE e-book "The ABC of the Travel Manager" and discover the secrets of corporate travel management!

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