

Monday, August 31, 2009



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W E E K L Y N E W S L E T T E R



Sadhya – Onam Feast

Editorial

We are into the third month and No 10 in our release. THANKS to each one of you for your contributions and we sincerely expect the same from more members in coming days.

We are NOT presenting profile of any member in this issue due lack of submitting profile from the members' part. ISV members – India & Global --- please DO WRITE TO US. We would like to wish all our members on their Birthday as well as Anniversary. Your continuous support is highly appreciated. Thanks – Srikumar

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CEO' s DESK

Dear all members of The INTERSERVE Family, friends & partners in business,

We are more than happy and proud to present the 10th issue of ISVOICE – our own internal communication weekly to bring about glimpses on the various changes & happenings in the ISV family, trends, our plans and opportunities to touch upon 5 main areas other than our conventional travel/tours business namely: Changing business models, Growth of online travel, Consolidation & acquisition, Advances in Technology, our unique “Techno-Human Model” & Our OTA.

“ISVOICE” has been bringing remarkable achievements among us to the lime light – be it in Our OTA usage, winning new accounts, retaining business, handling difficult situations, suggestions to the management, motivational activities, initiatives... Delighted to learn that ISV's VOICE is well heard and recorded. It has emerged tool to recognize good performers, a catalyst to increase the usage of Our OTA (www.interserve.travel), bringing us the `extra' strength for market penetration, product distribution, special rates & deals with select suppliers, positional negotiation and branding -all leading to better benefits in many respects to each one of us.

I would like to thank each one of our members who contributed to ISVOICE. I would like to specially mention few names – Ms. Ira Narula, Ms. Tara, Mr. Subodh Rana, Ms.Magda, Dr. Nadir, Mr. Shekar Somaskandan, Mr. Ahintha, Mr. Herman Moniaga, Ms. Chi..... and every officer at the ISV OP Centre, especially Mr. Srikumar – without whom ISVOICE should not have been materialized. Just for your information, Manpreet is leaving ISV OP centre, but she will continue to be with us as co-ordinator.

Sincere request to write and let us share our experience, feelings, thoughts, suggestions, initiatives, joy, sorrows... among our own family members. Since “works made fun get done” – share your light moments too. We have so much to hear and share.

Together, we will continue to flourish.

Relax more, Read more, Record more. Regards ANIL KUM AR

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REPERTOIRE OF SERVICES

- + Online Booking & Fulfillment
 - o Flights - Domestic
 - o Flights - International
- + International Hotels
- + International Transfers
- + Domestic Hotel Reservation
- + Destination Management Services
- + Inbound Tours – Standard & Customized Packages
- + Outbound Tours - Standard & Customized Packages
- + Fixed day departures – Outbound & Inbound
- + Visa, Insurance & Travel documentation
- + Meet & Greet Services
- + Conference, Convention & Exhibition Management
- + Event Management
- + Cargo Logistics Management
- + Foreign Exchange Services
- + Travel Technology & Consulting
- + Travel & Tours BPO & Back office Services

- ↘ Wide presence
- ↘ 92 offices in India
- ↘ 22 offices globally
- ↘ Experienced board members in travel domain
- ↘ interserve.travel – State of the art technology B2B Portal
- ↘ Strategic agreements with suppliers & consolidators offering best deals in all verticals
- ↘ Innovative flexible business model enabling growth for members
- ↘ Group Travel Revenue (India) – US\$ 980 Million
- ↘ International – US\$ 735 Million
- ↘ Domestic – US\$ 245 Million

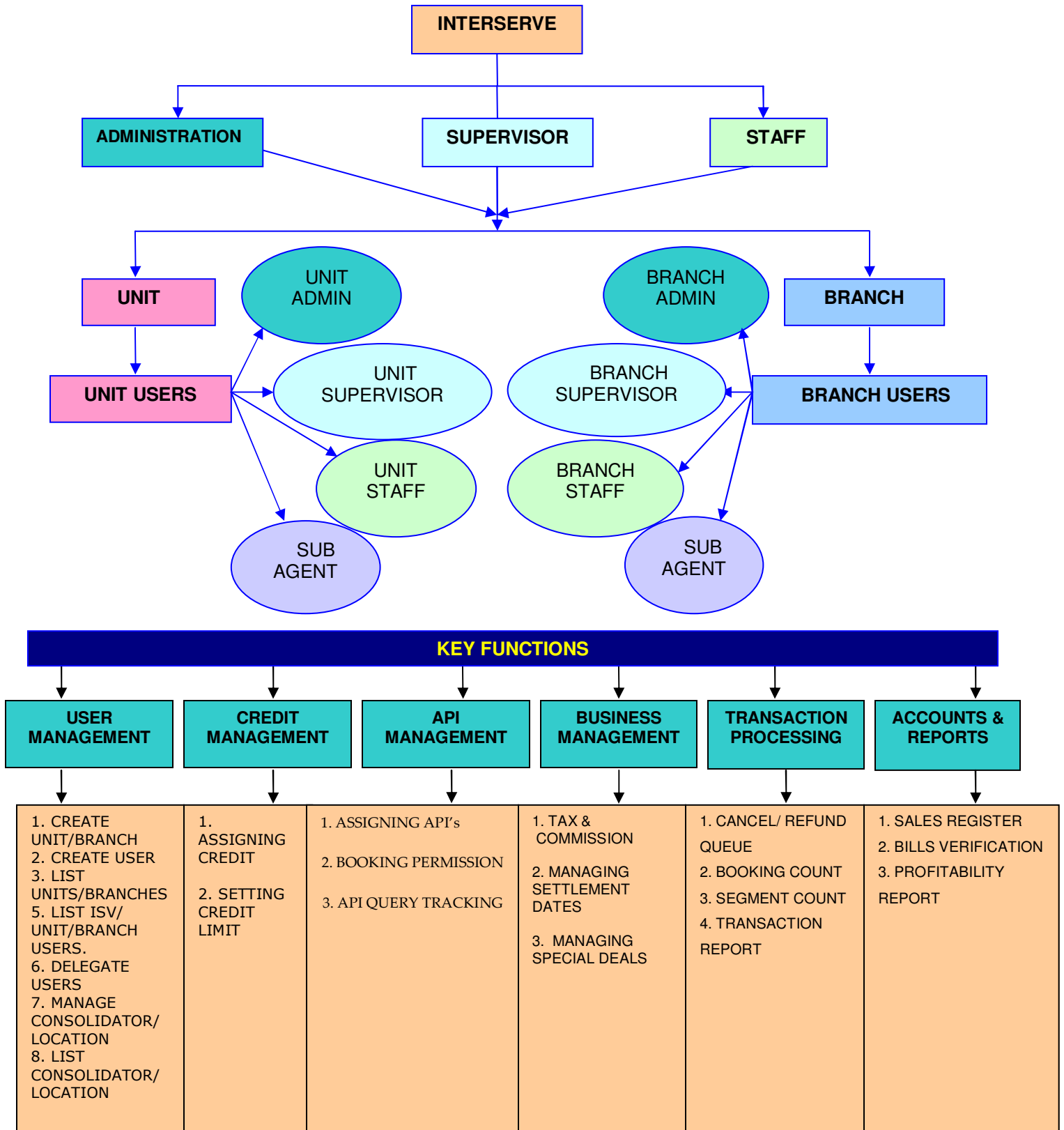


SIDDHARTH - INTERSERVE VIRGIN ATLANTIC SPECIAL DEALS

7% on all bookings through www.interserve.travel.

ISV charges- Rs 35 per ticket

ADMINISTRATION MODULE - OTA



Top users of www.interserve.travel*

VERTICAL	MEMBER	UNIT
Galileo	Ram Padman	Kerala Travels Interserve,TRV
Galileo	Bhavya Shah	Travel Centre, AMD
Amadeus		
GTA	Anapoorna G.V.	Chalo Travels, BLR
Galileo Hotels		
IndiGo	Debashish/Subransu	Vensimal Tours & Travels, CCU
GoAir	Archana Sawant	Universal Express, BOM

Special Mention – Ram Padman, Kerala Travels Interserve, TRV

*Users with highest productivity for the week are chosen for a vertical. Other higher performers get Special Mention.

No activities seen in Galileo Hotels. Amadeus for the previous week

Rajesh- ISV OPC

Prevention of Swine Flu

- Covering nose and mouth with a tissue upon coughing and sneezing followed by proper disposal of the tissue.
- Avoiding contact with ill persons.
- Avoiding the urge to touch nose, mouth and eyes in general.
- Staying home from work and/or school upon onset and for the duration of symptoms.
- Assuring adequate and thorough hand washing and use of alcohol based hand cleansers (in the absence of proper hand washing facilities).
- Providing tissues in common areas of homes, common and public areas.
- Encouraging pursuit of medical evaluation at earliest onset of symptoms.
- Use of masks to those who are exhibiting symptoms or who are ill.
- Maintenance of a 3 to 6 foot perimeter around a coughing patient.
- Calm analysis coupled with accurate and proper public education is the key to identifying, treating and minimizing a worldwide outbreak.

Rajesh -ISV OPC



SPECIAL WISHES

IsVoice wishes the following members: -

DATE	ANNIVERSARY	MEMBER NAME	LOCATION	COMPANY
30/8/2009	Birthday	Mrs.Manpreet Kaur	Trivandrum	Interserve Travel Pvt .Ltd

Released by Interserve Team

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