## Are you "international ready?"

**Build Your Inbound Tourism from Soup to Nuts** 



Jennifer Ackerson
President
Alon Tourism Solutions



Florian Herrmann
CEO
Herrmann Global







### **ALON TOURISM SOLUTIONS (ALON)**

Alon Tourism Solutions is a global tourism marketing consultancy that prepares and connects tourism destinations, suppliers, and global travel trade buyers to fast-track profitable relationships and mutual success.







25+ years of industry-specific experience and fiercely creative solutions to capture mindshare, generate visits, and close sales for domestic tourism businesses.

We assist our clients by bolstering their bottom lines through:

- 1. Tourism Activation Programs
- 2. On-Demand Sales & Marketing Initiatives
- 3. Direct Business Growth Planning & Implementation

Relationship building between domestic tourism destinations/suppliers and global travel trade partners/resellers for symbiotic success.



## **ABOUT STEPS TO SUCCESS**

In 2017, the International Inbound Travel Association (IITA) partnered with Alon Tourism Solutions to launch Inbound Insider: Steps to Success™, a nationwide international inbound travel trade activation and training program that has been put to work in many destinations across the USA.

**Steps to Success** is designed specifically for all tourism supplier type businesses to increase their international tourism ROI by providing tools, resources, and the know-how to work effectively with the travel trade.



**International Inbound Travel Association (IITA)** is the nonprofit trade association for international inbound travel to the USA. IITA members include U.S. inbound operators, DMOs and travel suppliers from across the country.

**Alon Tourism Solutions (Alon)** is the country's leading training and inbound marketing consultancy firm and has successfully helped tourism suppliers and destinations with B2B inbound tourism strategies for more than 20 years.





## **ABOUT STEPS TO SUCCESS**



## INTERNATIONAL INBOUND TRAVEL TRAINING PROGRAM

In 2017, the International Inbound Travel Association (IITA) partnered with Alon Tourism Solutions to launch Inbound Insider: Steps to Success\*\*, an international inbound travel training program that has been implemented

Steps to Success is designed specifically for destinations and tourism stakeholders to support tourism development by providing tools, resources, and insider know-how that allow you to effectively work with the travel trade.

- Steps 1-3: The strategy framework of principles and tactics. Our experts will teach the steps to you. Step 4: The implementation phase, with guided one-on-one instruction for suppliers by Alon Tourism Solutions. This step includes a customized approach with tailored support for participating suppliers as well as the

DMOs are the experts in promoting their destinations. Our goal is to set you up for success by properly training your suppliers and providing you with the competitive products and services needed to sell your destination on the global tourism stage and create greater ROI from your tourism marketing efforts and dollars.

DESTINATIONS

SUPPLIERS obtain a source and grow their products and expand

improved, tailored and unique USA travel

### CONSIDER STEPS TO SUCCESS IF:

- You want your suppliers to have sellable products, equitable pricing that works for international markets, and an understanding of systems and policies that result in great working relationships with the travel trade.
- You want your destination to attract inbound travel visitors that will expand your international market segments (FIT, Group, and DMC/MICE visitors).
- You want to inform GMs and revenue managers who make decisions but do not understand the tour and travel market.
- You want to add your destination to international inbound
- You want to successfully play your role in providing impactful destination stewardship to support your communities and tourism businesses.

"Pure Michigan, like many state DMOs, has been working in the international marketing arena for years to generate awareness of the state as a premium, four-season destination. For our efforts to be fully successful, we knew we would need to do a better job of engaging our local DMOs, hoteliers and attractions with tour operators, agencies and especially receptive tour operators.

IITA has helped to inform our industry about this complicated and important business, how it works and how they can generate additional international business."

VICE PRESIDENT, TRAVEL MICHIGAN



#### STEP 1: INTERNATIONAL INBOUND 101

Work effectively with the international travel trade

#### STEP 2: LAY THE GROUNDWORK

Create the building blocks: communication tool. product development and travel trade characteristics

#### STEP 3: SMOOTH OPERATIONS

Establish rates and polish protocols

#### STEP 4: ASSISTED DEVELOPMENT

Work 1-on-1 with Alon consultants to bring learning full circle

"ITA provides resources for DMOs and suppliers that are invaluable and are not replicated anywhere else within the industry. The Steps to Success program from IITA that our DMO provided to hotels, attractions and restaurants in my destination have been a game-changer for these establishments, giving them the tools and knowledge to gain market share of inbound international visitors.

#### KELLY M. DEFEBO, CMP

DIRECTOR OF SALES VISIT SARASOTA COUNTY

Do you want true ROI on your marketing spend and tradeshow attendance?

Do you want to build year-round business during your off season and outside of peak periods?

Do you desire travel trade partners that are confident about selling your destination?



Jennifer Ackerson Presenter & President



## IMAGINE ... If you could grow ROI without increasing marketing costs.

If you could dramatically expand market reach.

If you had abundant sellable product for visitors to your destination. If you could demonstrate the economic impact of your international tourism

These scenarios will be your reality when you bring the Steps to Success: Inbound Travel Training program to your destination!

INBOUNDTRAVEL.ORG



info@inboundtravel.org | 859.955.9098



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## **IITA STAMP OF APPROVAL**

Inbound Insider Specialists have completed specialized training in inbound tourism marketing through the Inbound Insider Steps to

Success™ program, powered by Alon Tourism Solutions. At the top of their trade, these experts not only know how to promote their destination, but also how to create sellable products for the travel trade.

Committed to their professional development, certificate holders have completed the 3-step education/training levels of the **Steps to Success** program, covering B2B marketing, resource development, product and operational strategy, and implementation.



## WHAT ARE THE STEPS



## STEP 1: INTRODUCTION TO THE INBOUND TRAVEL TRADE

#### **WHAT YOU LEARN:**

Learn the who, what, where, why, and how to work effective with the international travel trade, expanding your business's reach and visibility to new source markets increasing your customer base. Walk away with set guidelines and resources to enhance your ability to work effectively and efficiently with B2B inbound operators such as:

- The value of working with the international inbound market
- Prepare for this market via developing sellable products, services and operational resources.
- Strategic understanding of the travel trade distribution channel
- Fundamental marketing strategies to promote your products and services



## WHAT ARE THE STEPS



#### STEP 2: LAYING THE GROUNDWORK

#### **WHAT YOU LEARN:**

How to position your products to fit the needs of the travel trade to form B2B partnerships. Develop marketing resources, equipped to make your products appear attractive to this market, ensuring you gain immediate traction and equitable partnerships.

- Learn how your business can best work with different segments of this market and help you fill your need periods. International visitors travel year-round, often mid-week as individuals and groups.
- Build out a dynamic "communication tool/business profile" that addresses requirements of a 3rd party seller of travel products and gets traction to sell more easily.
- Dive into the travel trade levels and their unique characteristics to shape inbound tourism development.



## WHAT ARE THE STEPS



## STEP 3: SMOOTH OPERATIONS

#### **WHAT YOU LEARN:**

Strategically price your products and follow the operational protocols needed to build future, repeat base business that can fill your off-peak need periods for consistent year-round volume from the international market!

- Utilize pricing to manage your seasonality and maintain profitable business during peak and off-peak periods! Use pricing as a tool to incentivize booking off-peak periods.
- Develop your tiered pricing to switch on the travel trade distribution channel. Optimize your reseller funnel to watch your business grow year over year.
- Understand the operational intricacies of different buyer categories to set up specific operational
   practices, internal policies, and systems for effortless success. Welcome FIT, Group and MICE
   business optimizing the guest experience.

## THE BENEFITS: WORKING WITH THE INTERNATIONAL INBOUND TRAVEL TRADE

- An opportunity to receive repeat and consistent business that grows YOY
- The ability to procure seasonal and off-peak business when you want and need it
- Business in advance.
- No entry barrier! You pay nothing to the travel trade until they book.
- Diversification; eggs in different marketing baskets; tour and travel market is always the first to come back in cyclical market shifts

Inbound operators are based here in the USA with easy access through IITA!



## THE BENEFITS: WORKING WITH INBOUND OPERATORS

- Long-standing business relationships
- Based here in the USA = Easier interactions for a multitude of reasons
- Market and sell destinations, products, and properties throughout the USA to international markets and internationally based tour operators.
- Work only B2B
- Do all the ground-work negotiating and contracting every aspect of destination selling including accommodations, attractions, activities, meals, transfers, making it easy for you and international tour operators to package together and provide options which are attractive to their international clients.
- No exchange rates USA based company using US currency.
- Time zone alignment
- Fewer transactions to handle your global distribution vs. exchanging money globally
- Ease of booking for international tour operators through their booking systems, online portals, and handling of invoicing and payments for tourism suppliers serving as a global one-stop-shop.
- Assist international tour operators by possessing and providing USA knowledge that the international tour operator will never have based overseas.
- Work closely with regional, state, and local tourism offices to develop and market destinations creating promotional campaigns, coordinating FAM tours, and providing assets and resources.

## WHAT IS THE INBOUND TRAVEL TRADE?

Travel trade refers to companies that sell or package travel.



#### Relational

#### **INTERCHANGEABLE TERMS TO REFER TO 3RD PARTIES:**

- ✓ Travel Trade
- ✓ Reseller
- ✓ Buyer
- ✓ Travel Agent (TA)
- ✓ Tour Operator (TO)
- ✓ Meetings/Incentive/Congresses/Exhibitions (MICE)
- ✓ Wholesaler (WS)
- ✓ Online Travel Agents (OTA)
- ✓ Receptive Operator/Inbound Operator (RO/IO)

- ✓ Destination Management Company (DMC)
- ✓ Event Planners/Corporate Meeting Planners
- ✓ Bedbanks
- ✓ Unique Buyer Types





### **Distribution Channel**



#### Legend:

Consumers

Buyers

Suppliers

#### (B2B) Distribution Channel

(Business to Business)

#### **International Consumers**

Travel Agents (TA)/
Group Leaders (GL)

**International Tour Operators (TO)** 

Receptive/Inbound Operators (RO/IO)
Destination Management Companies (DMC)

**Variations** 

Wholesalers

MICE

**OTAs** 

Bed Banks

Unique Buyer Types

Attraction/ Activities/ Tour Art/Cultural/ Historic & Heritage

Accommodation

Dining/ Brewery/ Winery

Agritourism

Retail/ Service Powwows/ Events/ Festivals Park Recreation / Outfitters

Transport

Tourism Council/ Chamber/ Native Tribe Indigenous
Destinations
& Villages/
Visitor Center

### Reach & Visibility When Working with the Travel Trade

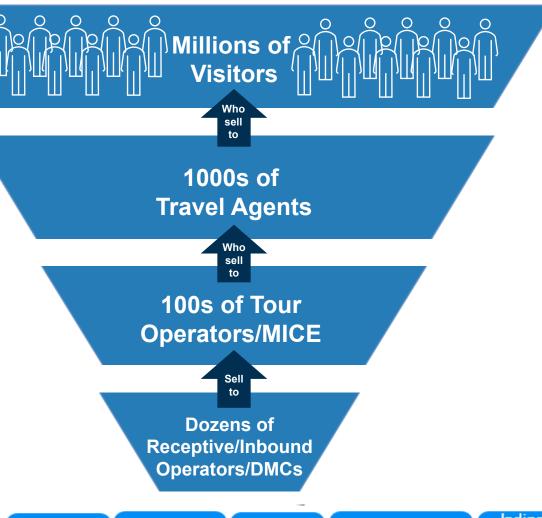




In all countries around the world

Throughout the country and globally

Based here in the U.S. major gateways



Attraction/ Activities/ Tour

Art/Cultural/ Historic & Heritage

Accommodation

Dining/ Brewery/ Winery

Agritourism

Retail/ Service Powwows/ Events/ Festivals Park Recreation / Outfitters

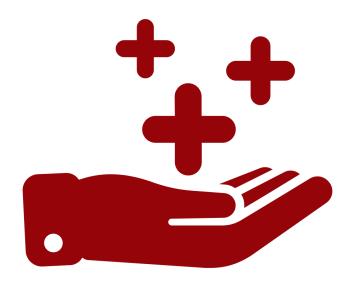
Transport

Tourism Council/ Chamber/ Native Tribe Indigenous
Destinations
& Villages/
Visitor Center

## VALUE OF THE TRAVEL TRADE AND TACKLING TODAY'S CHALLENGES

- ✓ Predictability & Control
- ✓ Visibility & Reach
- ✓ Relational vs. Transactional
- ✓ Existing Worldwide Network
- ✓ Cost for Promotion &

**Advertising** 





✓ Confidence & Reliability



## METHODS THAT 3<sup>RD</sup> PARTY RESELLERS USE TO PROMOTE

#### Internal network

THE USA

- ✓ Product & contracting departments
- √ Call centers
- ✓ Websites B2B
- ✓Online (OTA) B2C
- √ Confidential booking systems/API

#### **External network**

- √B2B & B2C tour brochures/catalogues
- √ Advertising via Sunday reader circulation
- ✓Brick & mortar stores
- √ Consumer tradeshows (USA pavilions)
- √B2B tradeshows
- ✓ Digital mailings & newsletters

FIT Group MICE

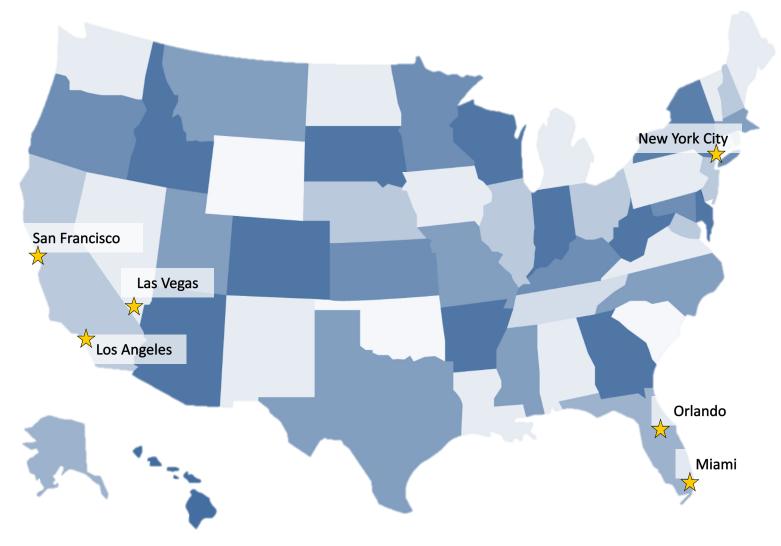




## USA MAJOR GATEWAYS FOR INTERNATIONAL INBOUND OPERATORS



Airlift and new routes make the international difference!







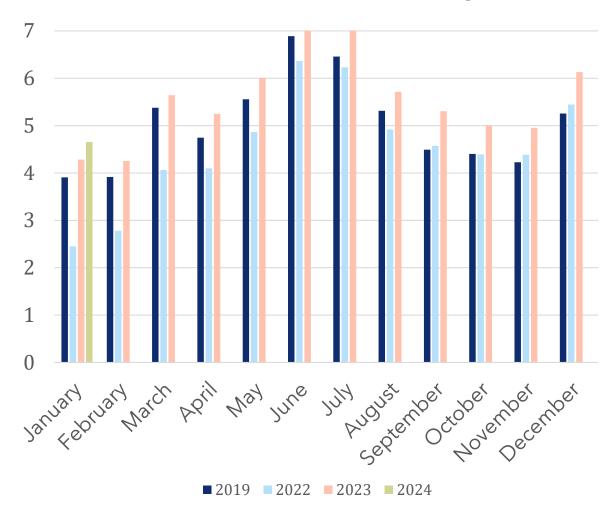
## INTERNATIONAL VISITORS

- International visitors stay longer and spend more
- International visitors purchase travel very differently than U.S. citizens
- The use of travel agencies and tour operators globally is dramatically higher outside the U.S. (the distribution channel)
- Benefits and understanding of how working with these travel agencies and tour operators
- International visitors utilize product inventory differently which will affect product development, the ways businesses operate, and can impact visitor arrival patterns
- International business does not compete, compromise or displace existing domestic business; international business supplements and strategically adds to domestic business
- International visitors arrive year-round and travel more frequently, often during U.S. destination shoulder/off-season/non-peak travel periods
- International visitors arrive 7 days a week
- International business creates an opportunity for gateway destinations to partner with nearby destinations who may be interested in filling hotel rooms and selling attractions tickets on opposite days than the gateway is trying to fill. This provides real opportunity for robust partnerships among destinations as it also provides opportunity to extend visitor stays.
- Cancellations are rare which is a domestic issue
- International citizens typically receive 4-6 weeks paid vacation. The U.S. heads the "dream vacation" list for many international visitors, who will utilize their long vacation time to explore the U.S., either as a "once in a lifetime" trip, or as a repeat destination



## **DOMESTIC TRENDING OVERSEAS**

### **U.S. Citizen Departures to International Regions**



In January 2024, U.S. Citizen Air Passenger Departures from the United States to foreign countries totaled **4.6 million** 

+17.0% compared to January 2023







#### Integral to Products and Services that are sold and destinations that are visited

#### FIT, Group, DMC & MICE

**FIT** (Foreign Independent Travelers)

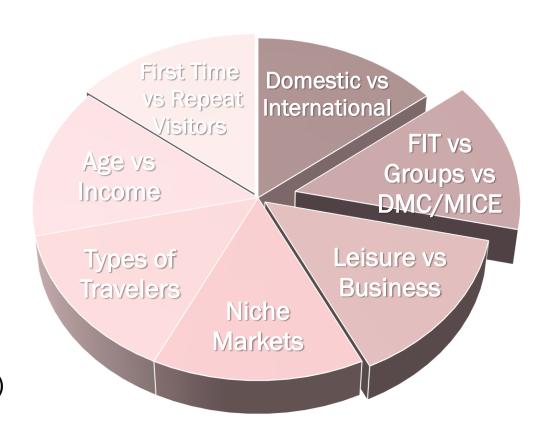
- ✓ Individuals, families, couples, less than 10 pax
- ✓ Arrive on their own or public transportation (Fly & Self-drives)
- ✓ Arrive pre-paid

#### **Group Visitors** (Typically 10 or more)

- ✓ Purpose or theme
- ✓ Arrive on a chartered vehicle
- ✓On a timed itinerary

**DMC** (Destination Management Company)

- & MICE (Meeting, Incentive, Conference/Congress, Exhibition)
  - ✓ Custom, events, VIP, unique, one-of-a-kind experiences





## How Visitors Arrive Affects Everything About the Relationship Between DMO's and Tourism Suppliers

- ✓ The products and services created
  - ✓ And then who the tourism suppliers work with as partners
- ✓ How business is tracked and when to expect results
- ✓ How a business operates
- ✓ How and where the business sells
  - ✓ The associations they belong to
- ✓ The technology and connectivity they use or don't use

## WHY PRODUCT; HOW PRODUCT

Rocky Mountain Holiday Tours, 3944 John F. Kennedy Parkway, Unit ROCKY MOUNTAIN HORIORY TOUTS, 1944 JOHN F. REDIRENT FARWAY, UNIT Rightours.com Chrisermhtours.com Reservations@rmhtours.com

Arrival into Denver where you will pick up the rental vehicle Arrival 2000 Deniver where your was price remain venture.

Tend American West. Transfer to a hotel in the "Mile High Cit.

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The American West. The Mile High Day 1- Arrival reas American west. Transact to a nover in one more right to skyline's beautiful mountain backdrop. Enjoy a dinner full of at one of the city's fine dining establishments.

This will be a full day in the area of Deriver, one of the most THIS WIR DO A THAT GAY IN GIVE A TOA OF DERIVER , GARD AS USE THAT WASKABLE CITIES IN the U.S. On the Deriver Culture Pass you will be able to access the Deriver Zoo, Botanical Gardens, ar Museum of Nature and Science. Naive sure to take a break and enjoy one of the many breweries Deriver has to offer. ensuringly one or the marry brewested better man or one Fuel up for tomorrow's adventures at one of Denver's runt up for transmires a deventuates as time or server a delicious food trucks before heading back to your hotel for

the evening.

Head into the majestic mountains today and explore the read into the majericic mountains solary and explore use beautiful Rocky Mountain National Park. While in the park Day 3- Estes Park, CO make size to drive along the beautiful Trail Ridge Road. known for being the highest continuous paved road in the PRINTED FOR STATES AND THE PROPERTY CANDIDATED AND ADDRESS OF THE STATES AND ADDRESS OF T feet, providing park visitors with tremendous views of the valleys and peaks of one of the country's most visited valueys and peaks or one or one country a most valued National Parks. Afterwards, head to nearby Estes Park to relax among the alpine scenery. Stay in a hotel overhigh rexax afficers one aignine sceniery, away or a sales on this city, known as the "Gateway to the Rockies."

Spend the day touring the western city of Cheyenne, Tri opens are any touring the western any or unevenue. If, enthusiants will love exploring the Cheyenne Depot and emunanens was vone explorers use unequated sector and accompanied museum. Known as one of North America. most beautiful rairoad stations, tourists will find many most peautiful rasings statum, tour old with the informative exhibits on the history of the railroad in the Priormature examina on the many or the removal a time Afterward, drive to see Fort Lararnie National Historic S the largest military post on the Northern Plains until the use usigns, missiony paint on use the users making to 1800's and key to the country's westward expansion. Overnight in Lusk, WY or Scottsbluff, NE.

Day 5- Keystone, SD or Rapid City, SD Head Northeast for a fun day full of sightseeing in the s negra next areas; rur a man cary num or approaching or one in Hot Springs, 50 where scientists are uncovering skell IN THOSE SERVICES, SALE WHEN TO SECURIOUS AND UNDERSTOOM THE PROPERTY OF THE P hiking around Sylvan Lake. Proceed to admike man-ma mixing around system used. Proceeds as access to near the Mount Ruelmore National Memorial. Check into a hot

its first class restaurants.

New England

Explore Boston & Combridge. Take a trolley tour of

the freedom froit board a harbor cruite, take a walking four of Harvard University.

DAY 3 Boston-Ogurquit Kenneburkport (55m) (13/km)
Wolk the 1-mile Morginal Way for breathfaking ocean views in Ogurquit, a charming beach town.

DAY 4 Kenneburkport-rontona-kenneburkport See the Wedding Cake House, Bush family summer home. Portland's Old Port for shopping and diving.

DAY 5 K bunkport Comden - Bor Harbor (185m/108m) Follow the coast to Comden, Stotl the High Street Historic Dilatical or take a windjammer soil before

continuing to Bar Harbor. Explore Acadia National Park's magnificent

DAY 4 Kennebunkpart-Portland-Kennebunkpart

DAY 5 Jackson-White Mountains-Jackson (68mi/110km) Explore franconia Notch, visit the Flume Gorge. dive along Kancamagus Highway.

Enjoy the many apportunities of taking and outdoor activities, or just relax at your charming Irin. DAY 7 Jackson-Woodstock [137mi/220km] BAY 7 Jackson—Woodstock [137mi/270km] Wind through mountain roads and into Vermonit, see Quechee Gorge before arriving in Woodstock, voted one of the most beautiful small towns in the

Day 6- Deadwood, SD

New England shopping experience. DAY 9 Woodstock-Williamstown-Lenox-Stockbridge (127mi/204km)
Visit the Clark Art Institute, Tanglewood, the summer of the Boston symptomy and Hancock Shaker Arrival and check in to downtown Boston hotel. DAY 2 Boston-Portunouth-Ogunquit (78mi/130km)

Neander through coastal towns—visit historic visige.
Pertamouth, walk the Marginal Way to qualif Strot through Stockbridge, Norman Rocks, canvas and visit the Rockwell Museum.

[78m/130km] Take a historic wasking tour through BAY1135octandge—Newport—Chatham face and bistoric wasking tour through BAY1135octandge—Newport—Chatham face and bistoric wasking tour through BAY135octandge—Newport—Chatham face and bistoric wasking tour through BAY135octandge—Newport—Chatham face and bistoric wasking tour through the property of the (248mi/399km)
Tour Ocean Drive, visit the Mansions of the Golden

Travel through Maine's scenic back roads to North

including Cadillac Min-the most eastern

DAY 7 Bar Harbor—North Conway (212m/3534km) drive through Maine's lake region, enjoy lunch and shapping in Horth Conway.

DAY & N Conway-Lincoln-N Conway [110ml/177km]

DAY 9 North Conway-Stowe [115mi/185km]

DAY 10 Slowe-Burlington-Slowe (72mil/115km) DAY 10 slowe-burngton-stowe (rzmr113km) Toke a crube on Lake Champtoin, walk Church Street or visit the Shelburne Museum of Americana.

terry's Ice Cream Factory.

DAT 8 N Conway-Uncoln-N Conway[T10m][17/km] Sightse the Write Mountains' Franconia Notch, hike Flume Gorge, drive the Kancamagus Highway.

BAY 9 North Conways 10we [1:3mt/1834m]
Trovel scenic mountain roads, stop of covered bridges, Morse Farm Maple Sugarworks, or Sen & Tennebusk

Visit Hildene, the Lincoln family home, visit country stores en route to the berkshires.

DAY 12 Lee-LenowStocktn/kige-Lee [16mi/26km] Take in

a performance of Tanglewood, visit the Norman Rockwell Museum or Hancock Shaker Villa

DAY 14 Mystic-Newport (50mi/80km)

DAY 13 Lee-Mystic (122mil 198km) travel through CI's tinchleid County, aligned with antique shops and colorful gardens.

Volt Mystic Seaport, America's Eving markine museum and historic visage before continuing to

VAT Is newport

Tour Ocean Drive and Millionaire's Row, visit
mansions of the Ociden Age in America.

Travel the Cape Cod National Seashore; visit the artist colony of Provincetown, take a whole watch. mway. Make a stop for some fax free outlet DAY 12 Cope Cod [117mi/188km]

DAY 13 Chofhom—Plymouth—Boston (90mi/145ki Viii "America" home lown and tour the Mayflower E and the Plenoth Paturet Plantation.

x1 Copley Square Hotel 12 Meadownere Resolt 13 Christmas Farm Inn 12 506 on the River Inn x2. Queen Anne Inn

BATS Woodstock

Epplare The charming villages tucked into the
Epplare The charming villages tucked into the
Epplare The Carendows Working four. Eichet for freehold the Carendows Working four. Eichet for freehold the Epplare The Carendows Working four. Except four freehold the Carendows Working four. Revent of Records The Carendows The C T&C for more info).



DAY 16 Newport-Plymouth-Hyannis

and the Plimoth Powtuset Plantation

Morning of leasure. Return to Boston.

Travel the Cape Cod National Seathers, Board a whole watch in Provincetown (incl.).

x2 Wyndham Boston Beacon Hill

x2 Nonantum Resort x2 Best Western Acadia Park Inn

x2 Golden Gabes IIII x2 frapp Family Lodge x2 Black Swan Inn x1 Whaler's Inn

x2 Atlantic Beach Hotel x2 Hyannis Harbot Hotel

Package includes Accommodations, Portland: Old

Port Culinary Walking Tour, Newport Mansion Duo Tickets, Dolphin Reet Whole Watch, Taxes and

TourMoppers Self-Drive Travel App (see 1&C for



DAY 2 Boston-Portsmouth-York (Pamil ) Them | Stop is Portsmouth to visit its basicio battor clip in Portsmouth to the Bestiment, visit bildene, the Lincoln Enrolled for the Lincoln

DAY\$ 4 - 6 Aboard the Windjorsmer
Saling Maine's Islands aboard a restored
Windjorsmer. Help sall or relax, swim. enjay a

oven, Aquinnah Cliffs, Ook Bluffs' Gingsduread inhemational Tennis Hall of Fame, And the historic

DAY \$ Nemport—Boston (f/tmi/1187m)

DAY \$ Nemport—Boston (f/tmi/1187m)

Dave \$ solon: espice freedom tool or do some entry one of the many beaches.

DAY 6 Martho's Vineyard—Newport (113mi/182km) Return ferry. Continue to Newport. Visit historic Bock. Marketplace. Dine glong the waterfront.



Wind through the lakes and highlands of Maine &

Enjoy the linn's amerities and exploring the region.

Hike, paddleboat, kayak or golf,

ride the

prgan.

Parciage standes Accurreculation and Vehicle Parcet Patrick Museums, Passenger and Vehicle for the Ferry to Martha's Vineyard, Newport for the Ferry to Martha's Vineyard, Newport



New England

frovel south to Phynouth. Tour the Mayllower I. Psymouth Rock, Planoth Powturet Plantation (incl.)

Stroll main street, relax on the beach or avail of

DAY 3 Chatham—Hovencetown—Chatham feorel the Cape Cod National Seashore: visit the ortst colony of Provincetown, take a whole watch,

DAY 4 Chatham-Mortha's Vineyard (20mi/32km) Trovel to Falmouth and board, the ferry to Martha's Vineyard. Explore the Island: Edgartown, Vineyard.

before continuing to Cape Cod.

hotel services.



DAY 3 York-Ogunqui-York (14m/22lan)
Dive already to have 5 to the total special being the pickersize could route to the special being the pickersize could route to the special being a could receive the format of Perint Cove. with the Marginal Way or large on the while small beauth beauth. relax on its white sand beach.

DAY 4 York—Camden (59mi/95km) Travel north to mid-coast Maine, Board the Windjammer, First night in port.

The Saxer Hotel
Union Buff Hotel
Moine Windjammer Cruises
Bethel Inn Report

DAY 8 Bethel-White Mans-Folder (106mil/180km) Travel into the White Mountains, tike Flume Gorge, deve the scenic Kancomagus Hwy, continuing to Package includes Accommodations, Taxes, 2 day/2 hight Windjammer cruse (oil medis, liners, posting) and TousMappers Self-Drive Travel App

DAY Y Pointer-Stower-range (123m/1203km)
Enjoy the amerities and activities at the resort of sightee along mountain roads to the village of Stowe, stopping at Ben & Jerry's Ice Cream Travel straight to Boston or stop on route to enjoy a couple of the region's college towns of

Day 14: On to New Orleans, the city on the bayou and one of the most fascinating cities in the world, famous for riverboats, jazz, Creole cuisine and a seemingly endless parade of festivals. Discover the unique atmosphere of this city toright, when spicy Cajun culains thrills the senses, and the sounds of blues and jazz bring the French Quarter to life.

and scenic Dauphin Island where the Alabama

Aquarium at Dauphin Island Sea Lab is located.

Driving Distance: 144 MI / 230 KM

NEW ORLEANS - DEPARTURE Day 15: Return your car at the airport before your

also part of the ticket package.

MOBILE - NEW ORLEANS

"Attractions listed on All-in-One Tickets are subjects to change



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### U.S. Products & Services

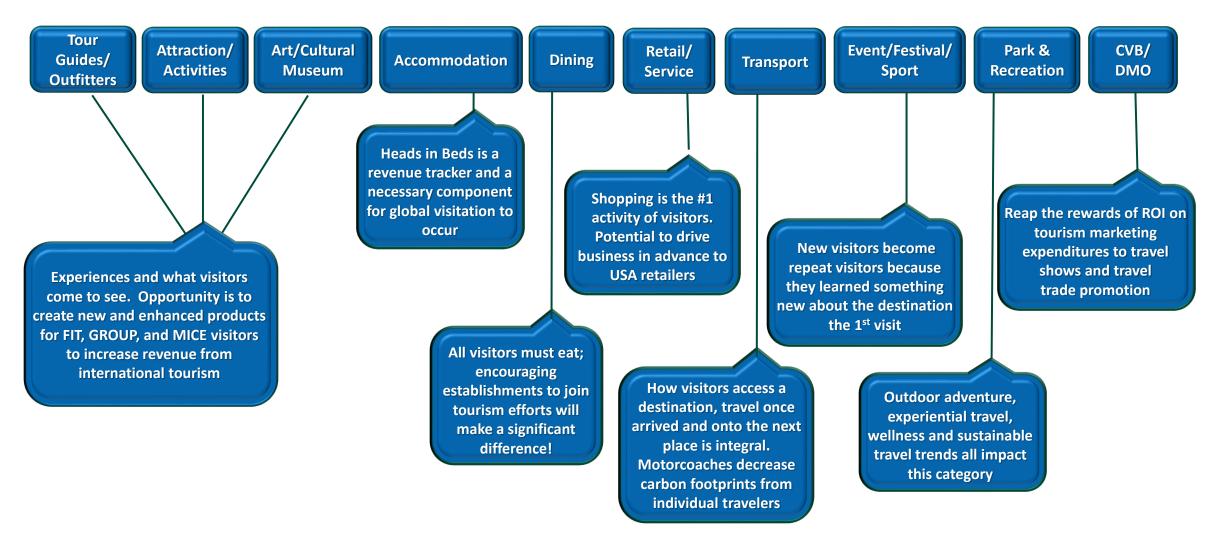




			International Inbound Travel A	
OVERSEAS TRAVELER CHARACTERISTICS	2019	2020	2021	
Total # of Travelers to the US	40,393,346	7,594,470	39,883,361	
Visitor activity by %				
Shopping	83.9	82.4	84.4%	
Sightseeing	77.9	73.8	78.4%	
National Parks/Monuments	33.7	28.6	34.1%	
Dining (Experience Fine)	25.9	25.3	27.1%	
Amusement/Theme Parks	25.7	25.2	26.4%	
Art Gallery/Museum	28.2	23.8	28.1%	
Small Towns	26.1	23.5	26.0%	
Historical Locations	25.1	21.2	25.6%	
Guided Tours	19.9	15.8	20.8%	
Cultural/Ethnic Heritage Sites	14.4	12.6	14.8%	
Sporting Event	11.6	11.7	12.0%	
Nightclub/Dance	11.1	10.7	11.0%	
Concert/Play/Musical	13.7	10.0	14.4%	
Water Sports	8.2	6.8	7.8%	
Casinos/Gamble	6.9	5.8	7.1%	
Camping/Hiking	4.8	3.9	4.2%	
Environmental/Eco. Excursions	3.8	3.4	3.3%	
American Indian Communities	4.4	3.3	4.8%	
Golfing/Tennis	2.2	3.2	2.5%	
Snow Sports	1.4	3.2	1.5%	
Hunting/Fishing	1.1	1.6	1.5%	

https://www.trade.gov/travel-and-tourism-research

### **Product Inclusion & Connection**



Emphasize the need for diverse and sustainable tourism; incorporating all that are underserved.











Multi-day multi-week itineraries
Themes and regions of the USA
Airport transfers, accommodations,
things to do, where to eat, etc.









A DESTINATION AND SUPPLIER'S STEPS TO READINESS SUCCESS











Tiered Net Pricing

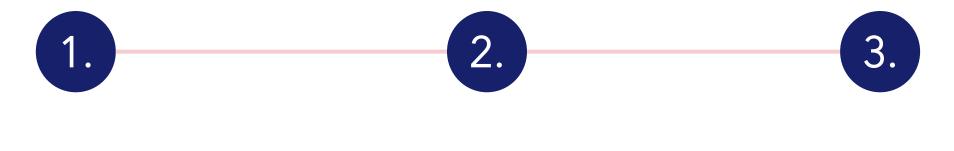
Product Development

Operational Prowess; FIT, Group, MICE

Destination & Business Communication Assets



## HOW STEPS TO SUCCESS IS DELIVERED



**IN-PERSON** 

**WEBINAR** 

ONLINE COMING SOON!



## STEPS TO SUCCESS\*\* International Inbound Travel Association

### LOOK WHERE THE STEPS TO SUCCESS HAS BEEN





## MOST IMPORTANTLY STEPS TO SUCCESS BRINGS THE PROCESS FULL CIRCLE

- Full education about the international tourism market and why the travel trade
- Full access to implementation resources to not just understand, but be led on preparation tactics and engagement
- Examples given along with tangible resources
- Back and forth assistance gearing up to readiness
- Introductions to build relationships with the travel trade through IITA
- And finally, with the genius of Hermann Global the WIN WIN of being part of a destination campaign that will yield trackable results:
  - heads in beds
  - smiles through stiles and
  - cheeks in seats!



## OPTIONAL & SUGGESTED TO STEP OVER THE FINISH LINE



## STEP 4: ASSISTED DEVELOPMENT

Work together with us one-on-one to bring learning full circle (quality time with stakeholders to work through challenges and specific situations).

OR

Add on additional sales and learning customized services that mirror your international tourism goals of your destinations such as:

- Trade Sales Events
  - Mini Marketplace/Virtual Sales Mission
- Specific Vertical Learnings (Dining, Accommodations, etc.)
- FAM Tours







IITA Partnership Global Consumer & Trade Partnership





- Strategic Planning
- Content Audit
- Global Tourism Sentiment
- Booking Behavior
- ROI Tracking
- Inbound Travel Reporting

#### Marketing

- A/B Testing
- Content Development
- Language Optimization
- Coop Development
- Paid Digital Campaigns
- Trade Integration



#### International Readiness

- Tourism Consulting
- Tourism Sales Programs
- Tourism Training







"Our partnership is dedicated to help lesser-known global destinations with a limited budget to maximize its global potential combining travel trade with digital marketing while measuring a path to conversion."



## (2) Current Approach To International

Hire Representation Overseas

Fam Trip

Sales Events & Sales Missions Brand USA

**Tour Operator Coops** 

# **Current Approach To**International

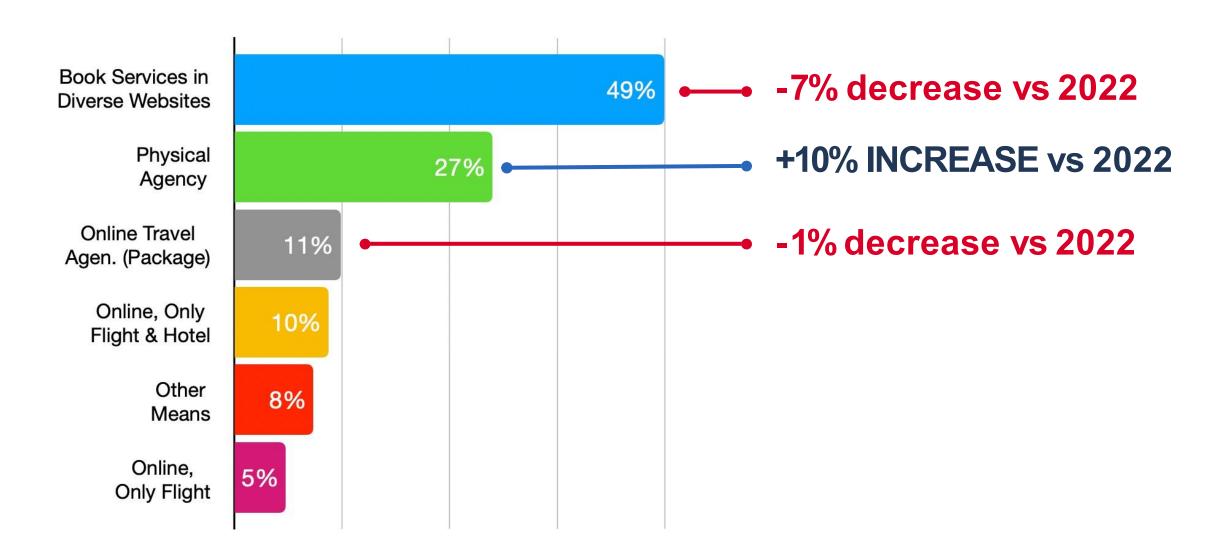


## **Path To Purchase**

Q6a. How did you obtain the information used for planning this trip?				
Survey of International Air Travelers Non- Residents to USA Monitor	Respondent Count	Weighted % ▼	Expanded Estimates	
Airline	11,861	55.4%	12,738,000	
Personal Recommendation	6,388	31.3%	7,200,000	
Online Travel Agency	6,007	29.2%	6,711,000	
Travel Agency Office	3,444	14.7%	3,387,000	
Corporate Travel Department	2,172	10.8%	2,496,000	
Travel Guide	2,037	9.8%	2,263,000	
National/State/City Travel Office	1,905	9.4%	2,155,000	
Tour Operator/Travel Club	1,462	7.7%	1,764,000	
Other	1,185	5.2%	1,207,000	
Total Respondents	21,895	100.0%	23,011,000	

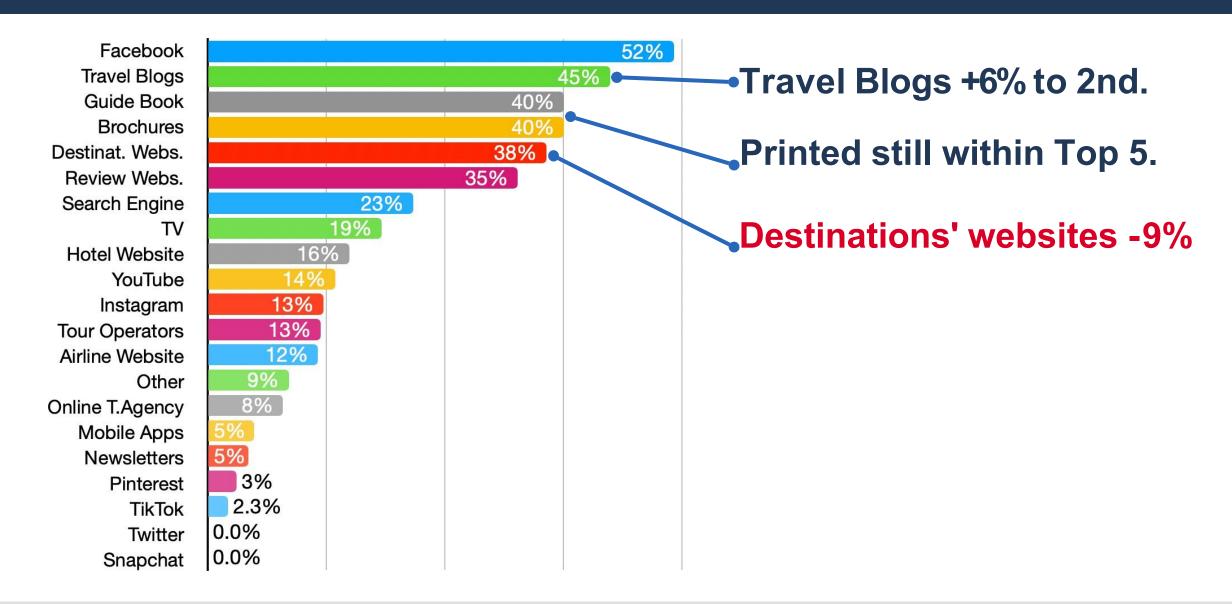


### **Path To Purchase**



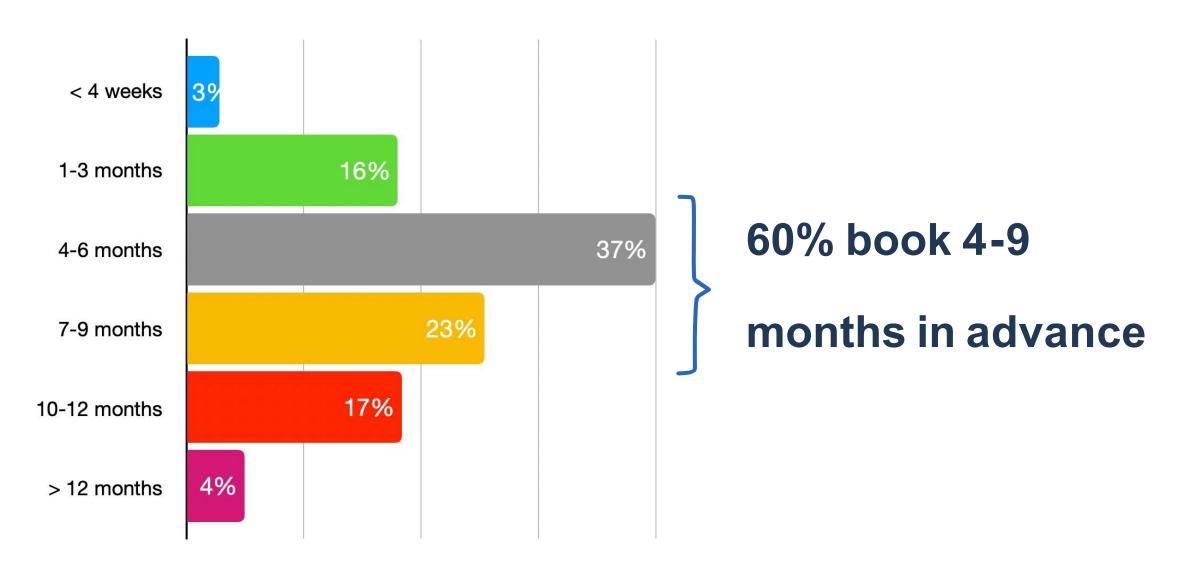


### INSPIRATION





### **ANTICIPATION**







### **DESTINATION**

Government Organization



Consumer
Trade
Partnership



Local, Regional, National, International



TRAVEL
TRADE
& MEDIA

Market Reps, Tour Operators, Journalists

EXPERIENCES

# Global Consumer & Trade Partnership

Phase 1 - Global Travel Sentiment

Phase 2 - Itinerary Development

Phase 3 - International Readiness

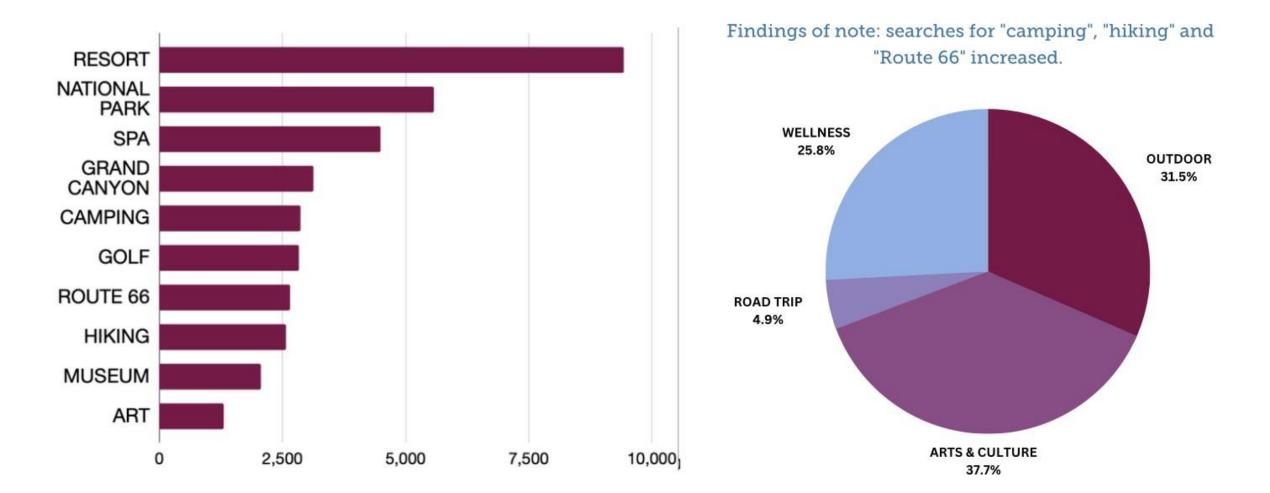
Phase 4 - Joint Campaigns

Phase 5 - Measure ROI

### 1. Global Travel Sentiment

#### FRA - AZ ACTIVITIES & THEMES RANKING - APRIL/JUNE 2023

Based on Average Monthly Searches (AMS) of 23 different activities in AZ. Source: Google.

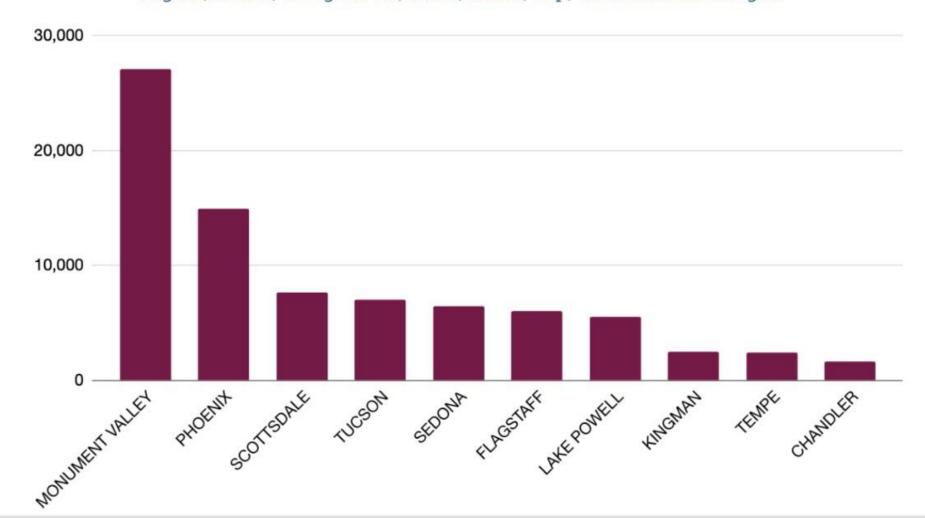


## 2. Itinerary Development

#### FRA - AZ DESTINATIONS RANKING - APRIL/JUNE 2023



Based on Average Monthly Searches (AMS) using keywords related to: attractions, flights, hotels, things to do, tours, travel, trip, visit. Source: Google.



## 3. International Readiness

- Step To Success International Inbound travel training program
- Bringing readiness to the forefront for synergistic relationships with the international inbound market
- Building products and services to activate your destinations and the travel trade distribution channel





## 4. Joint Campaigns



visitarizona.com Itinéraire de 3 Jours au Grand Canyon

Learn more

### **QUELQUES CONSEILS**





#### NATURAL BEAUTY

#### **Parks & Monuments**

From cactus to canyons, pine forests to sky islands, Arizona's parks and monuments feature a wide array of scenery, history and activities for... À VOIR, À FAIRE

### Les 10 plus belles choses à faire en Arizona

Nous savons que les options sont nombreuses lorsqu'il s'agit de planifier son voyage en Arizona, nous avons donc réduit la liste à quelques-unes...

## 4. Joint Campaigns





### **Tour opérateur FR**

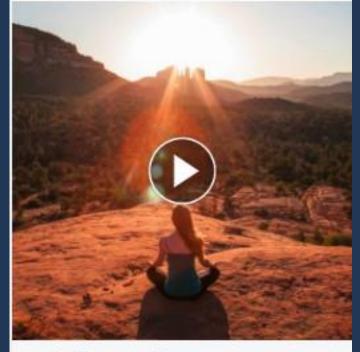
Vous avez choisi de découvrir le magnifique État de l'Arizona, nous sommes là pour vous aider à planifier votre séjour idéal. Nous avons mis en...







Lors d'un voyage aux Etats-Unis, la découverte de l'Arizona est indissociable de celle du Grand Canyon, dont le spectacle est l'un des plus grandiose au monde. Mais l'Etat d'Arizona réserve bien d'autres trésors : Monument Valley, Glen Canyon Dam, le lac Powell avec son célèbre Rainbow Bridge, Antelope Canyon, le Canyon de Chelly, Petrified Forest, parmi bien d'autres. A moins que vous ne préfériez la capitale du New Age, Sedona, ou la ville du célèbre règlement de compte à OK Corral : Tombstone.

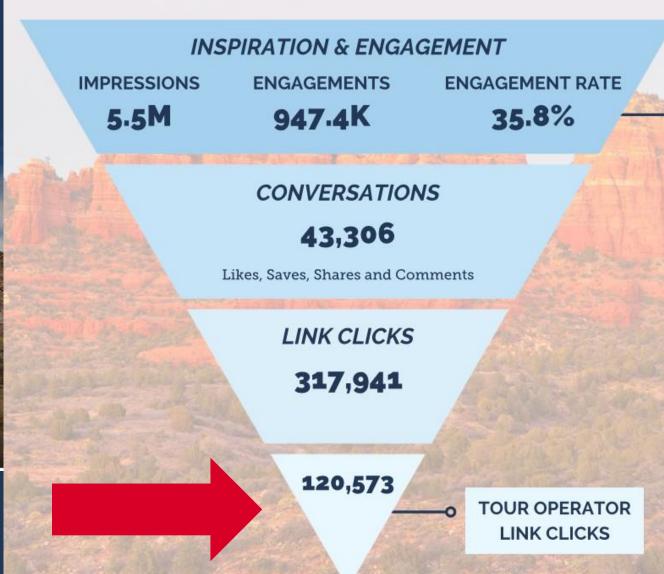


comptoirdesvoyages.fr 10 idées de voyage « Arizona »

Learn more

## **5. Measure ROI**





## INTENT | How is your destination booked?

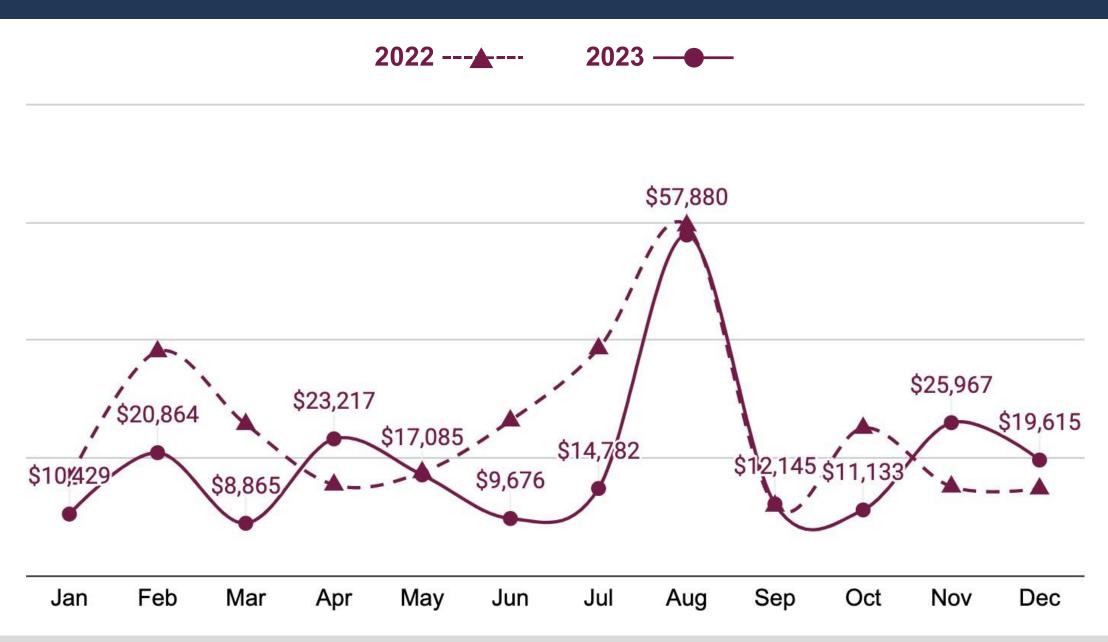
#### FRA AVERAGE MONTHLY SEARCHES (AMS) FOR AZ TRAVEL-RELATED SUBJECTS



Keywords: attractions in Arizona, flight to Arizona, hotel in Arizona, round trip to Arizona, travel to Arizona, trip to Arizona, tour to Arizona, visit Arizona, visit Phoenix, visit Grand Canyon. Source: Google.



### **FRANCE - AZ BOOKING REVENUE 2022-2023**





# Thank you.

#### CONTACT

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