



External Training Course

The Future of Travel Services: Digital, Personalized, Sustainable

From 20 Oct. To 24 Oct. 2025

From 24 Nov. To 28 Nov. 2025

From 15 Dec. To 19 Dec. 2025

**iH Hotels Milano Ambasciatori
Milano, Italy**

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External Training Course:

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Course Overview

The corporate travel landscape is rapidly evolving, requiring organizations to provide efficient, compliant, and customer-focused services. This program equips participants with the skills to manage end-to-end travel operations, oversee contracts with travel agencies, audit services, and enhance employee satisfaction. Participants will gain practical knowledge in digital travel tools, sustainability, negotiation, and service innovation to drive excellence in travel services.

Course Objectives

By the end of this program, participants will be able to:

- Deliver comprehensive travel services tailored to employee and client needs.
- Draft, negotiate, and manage contracts with travel agencies.
- Establish and monitor Service Level Agreements (SLAs) for accountability.
- Audit contracts and invoices for compliance, quality, and cost-efficiency.
- Build strong communication frameworks between employees and travel providers.
- Apply sustainable practices and digital tools in corporate travel.
- Develop long-term strategies for innovative and efficient travel services.

Training Methodology

Interactive lectures and group discussions.

Hands-on workshops on contracts, SLAs, audits, and employee communications.

Role plays and scenario simulations.

Real-world case studies for practical application.

Capstone project for actionable travel service strategy design.

Organizational Impact

Improved operational efficiency and cost savings.

Transparent and accountable contract management.

Enhanced employee satisfaction and productivity.

Stronger supplier relationships and compliance adherence.

Sustainable practices improving corporate reputation.

Innovation driving competitive advantage.

Target Audience

Travel & Corporate Services Managers – Oversee company travel programs and service delivery.

Procurement & Contract Managers – Responsible for negotiating, drafting, and monitoring travel service agreements.

Employee Services & HR Professionals – Manage employee travel requests, policy compliance, and satisfaction.

Travel Coordinators & Travel Desk Teams – Handle bookings, itineraries, and daily travel operations.

Finance & Accounts Personnel – Audit travel invoices, reimbursements, and ensure cost-effectiveness.

Business Operations Leaders – Optimize corporate travel processes and workflows.

Corporate Travel Professionals Seeking Innovation – Those aiming to adopt sustainable, digital, and customer-focused travel solutions.

Organizations of All Sizes – Including multinational corporations, government entities, NGOs, and private enterprises reliant on corporate travel services.

Course Outline (5 Days)

Day 1 – Fundamentals of Corporate Travel Services

- Role of travel services in organizational efficiency and employee satisfaction.
- Core travel components: flights, accommodation, ground transport, visas, insurance.
- Understanding corporate travel policies and compliance.
- Identifying employee and client travel needs and preferences.
- Travel service workflows: requests, approvals, booking, and follow-up.
- Risk management: travel safety, emergency planning, and insurance considerations.
- Tools for tracking and reporting travel activities.

Day 2 – Travel Contracts & Service Level Agreements (SLAs)

- Key elements of travel contracts: scope, obligations, financial terms.
- Structuring Service Level Agreements for measurable outcomes.
- Legal and regulatory considerations in travel contracts.
- Negotiation strategies for better rates, service quality, and terms.
- Supplier selection and evaluation criteria.
- Contract amendments, renewals, and dispute resolution.
- Performance incentives and penalties for agencies.

Day 3 – Contract Implementation, Monitoring & Auditing

- Steps for effective contract execution and follow-up.
- KPIs and benchmarks for service quality and cost control.
- Auditing invoices, payments, and hidden charges.
- Monitoring vendor compliance and SLA fulfillment.
- Reporting and documentation for management review.
- Corrective action plans for underperforming vendors.
- Case studies of common contract management challenges and solutions.

Day 4 – Employee Relations & Travel Services Integration

- Aligning employee travel needs with agency services.
- Communication frameworks between employees and travel offices.
- Handling urgent requests, last-minute changes, and VIP travel.
- Employee feedback systems and service improvement loops.
- Conflict resolution techniques with agencies and employees.
- Employee satisfaction measurement and reporting.
- Training employees on corporate travel policies and digital tools.

Day 5 – Strategic Innovation & Sustainable Travel Services

- Digital transformation: online booking platforms, AI, mobile apps, chatbots.
- Using data analytics for decision-making and cost optimization.
- Sustainable travel practices: eco-friendly bookings, green suppliers, carbon offset programs.
- Industry best practices: case studies from leading global companies.
- Innovation in travel services: creating seamless and personalized experiences.
- Future-proofing corporate travel: adaptability, risk management, and resilience.
- Capstone Workshop: Designing a complete corporate travel services strategy.



Course Agenda:

(1st Day) Agenda

8.30	9.00	Opening Remarks (30 Min.).
9.00	11.30	<u>DISCUSS COURSE OBJECTIVES:</u> <ul style="list-style-type: none"> • Fundamentals of Corporate Travel Services • Travel Contracts & Service Level Agreements (SLAs) • Contract Implementation, Monitoring & Auditing • Employee Relations & Travel Services Integration • Strategic Innovation & Sustainable Travel Services
11.30	12.00	Coffee Break
12.00	14.00	<u>Fundamentals of Corporate Travel Services:</u> <ul style="list-style-type: none"> • Role of travel services in organizational efficiency and employee satisfaction. • Core travel components: flights, accommodation, ground transport, visas, insurance. • Understanding corporate travel policies and compliance. • Identifying employee and client travel needs and preferences. • Travel service workflows: requests, approvals, booking, and follow-up. • Risk management: travel safety, emergency planning, and insurance considerations. • Tools for tracking and reporting travel activities.
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

(2nd Day) Agenda

9.00	11.30	<u>Travel Contracts & Service Level Agreements (SLAs):</u> <ul style="list-style-type: none"> • Key elements of travel contracts: scope, obligations, financial terms. • Structuring Service Level Agreements for measurable outcomes. • Legal and regulatory considerations in travel contracts. • Negotiation strategies for better rates, service quality, and terms.
11.30	12.00	Coffee Break
12.00	14.00	<u>Travel Contracts & Service Level Agreements (SLAs):</u> <ul style="list-style-type: none"> • Supplier selection and evaluation criteria. • Contract amendments, renewals, and dispute resolution. • Performance incentives and penalties for agencies.
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

(3rd Day) Agenda

9.00	11.30	<u>Contract Implementation, Monitoring & Auditing:</u> <ul style="list-style-type: none"> • Steps for effective contract execution and follow-up. • KPIs and benchmarks for service quality and cost control. • Auditing invoices, payments, and hidden charges. • Monitoring vendor compliance and SLA fulfillment.
11.30	12.00	Coffee Break
12.00	14.00	<u>Contract Implementation, Monitoring & Auditing:</u> <ul style="list-style-type: none"> • Reporting and documentation for management review. • Corrective action plans for underperforming vendors. • Case studies of common contract management challenges and solutions.
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

(4th Day) Agenda

9.00	11.30	<u>Employee Relations & Travel Services Integration:</u> <ul style="list-style-type: none"> • Aligning employee travel needs with agency services. • Communication frameworks between employees and travel offices. • Handling urgent requests, last-minute changes, and VIP travel. • Employee feedback systems and service improvement loops.
11.30	12.00	Coffee Break
12.00	14.00	<u>Employee Relations & Travel Services Integration:</u> <ul style="list-style-type: none"> • Conflict resolution techniques with agencies and employees. • Employee satisfaction measurement and reporting. • Training employees on corporate travel policies and digital tools.
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

(5th Day) Agenda

9.00	11.30	<u>Strategic Innovation & Sustainable Travel Services:</u> <ul style="list-style-type: none"> • Digital transformation: online booking platforms, AI, mobile apps, chatbots. • Using data analytics for decision-making and cost optimization. • Sustainable travel practices: eco-friendly bookings, green suppliers, carbon offset programs.
11.30	12.00	Coffee Break
12.00	14.00	<u>Strategic Innovation & Sustainable Travel Services:</u> <ul style="list-style-type: none"> • Industry best practices: case studies from leading global companies. • Innovation in travel services: creating seamless and personalized experiences. • Future-proofing corporate travel: adaptability, risk management, and resilience. • Capstone Workshop: Designing a complete corporate travel services strategy.
14.00	14.30	Questions, Discussion & Conclusion Training Course.
14.30		Buffet Lunch