



## ZARA TANZANIA ADVENTURES CLIENT CONSULTATION GUIDELINES

ZARA Tanzania Adventures, as advocate of sustainable tourism we commit to implementation of sustainable communication within our sales department and clients, to ensure we provide exceptional client consultation services that guarantee clients' satisfaction our sales/ emailing departments abide, and actively follow and implement the following client consultation guidelines:-

- 1. Active Listening:** Listen actively to the client's travel requirements, preferences, and budget. Ask relevant questions to understand their needs better and customize the tour packages accordingly.
- 2. Offer customized packages:** Offer multiple tour options based on clients' travel preferences, budget, and interests. Customize the tour package to meet their needs.
- 3. Provide detailed information:** Provide clients with detailed information about the tour packages, including the itineraries, inclusions, exclusions, and payment terms. Ensure that clients understand the terms and conditions of the tour package.
- 4. Emphasize safety and security:** Inform clients of the safety and security measures that are in place to ensure a smooth and secure trip. Highlight insurance coverage and other measures taken to protect their safety.
- 5. Provide excellent customer service:** Provide exceptional customer service throughout the consultation process and during the trip. Respond promptly to client queries and concerns, and ensure that their needs are met during the tour.
- 6. Demonstrate expertise:** Demonstrate knowledge of the destinations, hotels, and activities offered in the tour package. Answer questions with accuracy and confidence.
- 7. Build rapport:** Build a rapport with the client by being friendly, attentive, and respectful. Build trust with the client by being transparent and honest.
- 8. Follow up after the tour:** Follow up with clients after the tour to ensure their satisfaction and address any issues that may have arisen. Use their feedback to improve services and offerings.