CRC

CRC AMERICAS
Jordi Fernández

CRC OPTIMISATION
Juan Hagenaers

CRC EMEA
David Astiz

CRC APAC
David Soh

CRC
Fermín Iribertegui
CRC

TASK DEFINITION

CRC OPERATIONAL TEAMS

- Achievement of correct operational service levels for HBS, BOL, HOP.
- Maintenance of highly efficient set-up (queues, absenteeism, punctuality, process implementation...)
- HR Support: Replacements, new hiring planning.
- High quality organization (coaching, training coordination’s, meetings, follow up of agents...)
- Shifts & rota implementation.
- Queue watching.

CRC OPTIMISATION TEAM

- Vista & Simplicity governance and execution.
- Teleperformance governance and execution.
- Atlas2.0 updates and follow up.
- Protocols updates and follow up.
- Hard/Soft skills training needs identification.
- Performance management.
- FY budgeting and forecasts.
- Agents monitoring templates maintenance.
- CRC 1st tier functional and technical support for CRC Ops teams.
- CRC Console maintenance.
- ACD, IVR, telephony evolution.
CRC INTERNAL CONTACTS

**CRC AMERICAS**

USA, Canada and Brazil
 crc.orlando@hotelbeds.com  
 +1 646 5850 185

Latam except Brazil
 crc.cancun@hotelbeds.com  
 +52 998 8815240

**CRC EMEA**

 crc.palma@hotelbeds.com / +34 971 170 293

**CRC APAC**

Singapore, Malaysia and Indonesia
 crc.singapore@hotelbeds.com  
 +65 6330 6656

China, Hong Kong, Taiwan and Korea
 crc.shanghai@hotelbeds.com  
 +86 21 3107 1969

Thailand, Vietnam, Cambodia, Laos and Myanmar
 crc.bangkok@hotelbeds.com  
 +66 2642 6667

Pacific, South Asia, Philippines and Japan
 crc.manila@hotelbeds.com  
 +63 2849 2921
SRC
Task Definition

Admin Support
- Litigations/Disputes not solved in GFS
- Booking modification
- Losses control with authorized payment by Product
- Prepayment suppliers regulations and control
- Change and validation of suppliers fiscal details
- Ecobill training
- Negative FPRs control
- Miscellaneous: VAT Germany, Svoy, etc.
- Commercial gestures

Hotel Reservations
- Reconfirmation of denied bookings
- Hotel negotiation to achieve best conditions
- Notify client reallocation options
- Negotiate potential compensations pre-arrival/on-spot
- Booking amendments to reflect right cost/sale including payment control only for bookouts.

Hotel Support
- Hotel Support by email and phone
- Rooming List specific sending
- SWS password reset
- Bookings incidences caused by connectivity
- Full support for booking on Liberate & Merchant model

Contents
- Hotel Activation / Deactivation including destination/zone/areas
- Minimum contents strategy
- Translations into 29 official languages

Loading
- Contract Loading
- Offers and adjustments
- Stop/open sales
- New Supplier Requests
- Tax Maintenance/ Marketing Mix

S2C
- Hotel’s Health & Safety audits and grade certifications.
SRC

INTERNAL CONTACTS

**HOTEL SUPPORT**

- hotelsupport.africa
- hotelsupport.apac
- hotelsupport.europe
- hotelsupport.latam
- hotelsupport.middleeast
- hotelsupport.northamerica

**HOTEL RESERVATIONS**

- reservations.africa
- reservations.apac
- reservations.europe
- reservations.latam
- reservations-middleeast
- reservations.northamerica

**Office Hours**
Monday to Friday worldwide and Sunday to Thursday for Dubai.

**Working Hours**
- Hotel Support: 08.00 – 18.00hrs
- Hotel Reservations: 08.00 – 20.00hrs

**Languages**
Bahasa, Chinese, Egyptian, English, French, German, Greek, Italian, Japanese, Korean, Portuguese, Russian, Spanish, Tagalog and Turkish.
Rest of languages covered by OPI (Over the Phone Interpretation)

**ADMIN SUPPORT**

- africa.suppliers
- suppliers.mesa
- turkey.suppliers
- russia.suppliers
- portugal.suppliers
- suppliers.canary
- suppliers.Balearics
- suppliers.ski
- easterncoast.suppliers
- southercoast.suppliers
- france.suppliers
- eastern.medsuppliers
- othermed.suppliers
- italy.suppliers
- uk.suppliers
- centraleurope.suppliers
- caribe.suppliers
- centralamerica.suppliers
- sudamerica.suppliers
- northamerica.suppliers
- hawaii.suppliers
- dominicana.suppliers
- fiscalchanges (Fiscal changes related with Asia and America)
- dominicana.suppliers
- brasil.suppliers
- costarica.suppliers
- mexico.suppliers
- suppliers.sea
- suppliers.nea
- suppliers.pac
- suppliers.tic
- suppliers.gc

**LOADING**

- contracts.europe/america/apac
- offers.europe/america/apac
- stopsales.europe/america/apac

**CONTENTS & S2C**

- Contents
- S2C
- contents.osc
- s2c.osc

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PERFORMANCE & ANALYSIS
PERFORMANCE & ANALYSIS

TEAM

Jaume Rovira

P&A

QUALITY CONTROL PRE
Neftis Atallah

ANALYSIS & REPORTING
Igor Volovik

NEGATIVE PROFITABILITY

QUALITY CONTROL POST
Jose Mulet

BOOKING MAXIMIZATION
Ana Biezma
P&A

TASK DEFINITION

QUALITY CONTROL

- Contracts loading investigations focused to reduce and mitigate losses generated by errors
- Reactive analysis and correction every time a possible error is detected
- Proactive detection through new tools implementation
- OSC training on most common mistakes.
- Proofing of contracts, offers and adjustments.

ANALYSIS & REPORTING

- Statistical analysis performance of Operations Department
- KPIs Dashboard
- Risk & opportunities analysis aiming for improvements proposal
- Periodical & ad-hoc reporting
- Trends evolution, forecasts and comparisons vs LY
- Business partner for Operations Dpts

BOOKING MAXIMISATION

- Booking maximisation
- Cancellation negotiations
- No-show registration
- CANREC, BCO and grace period control
- Price Guarantee
- Pink & ghost bookings
- Commercial gestures

NEGATIVE PROFITABILITY

- Data extraction: To obtain information from the system and manage a big amount of data
- Categorisation: Detect root causes and main reasons behind these losses
- Analysis: To know how and why the loss took place and inform accordingly the involved roles within the organisation
- Deal with stakeholders: Both internal and external, and share information with them
- Prevention Actions: By having the proper analysis, be able to generate the adequate information with which have the ability to mitigate possible future losses.
P&A CONTACT DETAILS

QUALITY CONTROL

Emergency Tariff Errors
Alerts 24H/7D
urgentquality
Quality Control
quality.control

ANALYSIS & REPORTING

P&A
Igor Volovick
CRC
Antonio Gómez
SRC
Costantino de Rosa
Business Support
Angel Huertas

BOOKING MAXIMISATION

noshow
priceguarantee
(only for BOL Spain)
Booking Max
Eva Moranta
Denisa Lackova
Victoria Vergara
Katrina Alcaraz
Ana M Crespi
Laura Garcia
Elisabete Louro

NEGATIVE PROFITABILITY

negprof
BUSINESS SUPPORT
BUSINESS SUPPORT

TASK DEFINITION

OPERATIONS PROCESSES

- Incidences: SLA: 24hrs acknowledgment, 48hrs for resolution/escalation to IT with a weekly follow up.
- Communications to Users through OP News
- Functionalities/modules debugging
- Testing and technical advise on projects/initiatives
- Trainings
- Protocols design and implementation
- Projects rollout worldwide
- Business efficiencies to reduce cost base
- Premium Reconfirmations

BUSINESS ANALYST

- Business and functional requirements gathering for both, projects and initiatives
- Project documentation: HLA, business case, feasibility and impact analysis
- Close follow up with IT and stakeholders to ensure solutions meet needs

IDEAS LAB

- To set up, equip and network a co-creative forum with high focus on innovation

LEARNING

- New training and learning management approach
- Increase of expertise, efficiency and productivity

SYSTEM ADMINISTRATOR

- Build and maintain a 3M pipeline with stakeholders including cost, benefits and overall functionality impact
- Creating and executing UATs and debugging
- Communication of improvements to users prior to go-live
- Liaising with IT Demand Manager to ensure priorities are met
- Massive scripts

BUSINESS AND FUNCTIONAL REQUIREMENTS GATHERING FOR BOTH, PROJECTS AND INITIATIVES
BUSINESS SUPPORT CONTACT DETAILS

INCIDENCES
Through the Pulse 2.0/Service Point or operations.support
Wizard Incidences wizard

BUSINESS SUPPORT
Send your requests for rollouts, training requests, manual creations/updates to business.support

IDEAS LAB
Send your innovation ideas to ideas.lab

SYSTEM ADMINISTRATOR
Send your Atlas Improvements Requests to system.administrator
RUSSIA & CIS
## RUSSIA & CIS
### TASK DEFINITION

<table>
<thead>
<tr>
<th>CONTRACTING</th>
<th>FINANCE</th>
<th>BOL</th>
<th>IT</th>
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</thead>
<tbody>
<tr>
<td>• Negotiate agreements with hotels</td>
<td>• Cash-flow management</td>
<td>• Visiting and contracting clients</td>
<td>• Support and modification of operational and accounting systems</td>
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<tr>
<td>• Apply Hotelbeds standards while re-contracting</td>
<td>• Statutory Accounting</td>
<td>• Salesforce follow-up</td>
<td>• Support and modification own WEB and XML services (24H)</td>
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<tr>
<td>• Third party supplier negotiations</td>
<td>• Management Reporting (budget, pack, metrics, etc.)</td>
<td>• CRC for clients: reallocations, on spot, claim answering, visa support with a 24H/7D emergency</td>
<td>• Support telephone CRC 24H</td>
</tr>
<tr>
<td>• Business trips all over the regions</td>
<td>• IFRS reporting</td>
<td>• Sales Support</td>
<td>• Business Processes</td>
</tr>
<tr>
<td>• Hotels Training</td>
<td>• COSO compliance</td>
<td>• Roadshow, workshops, exhibitions participation</td>
<td>• Support remote VPN connections (24H)</td>
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<td></td>
<td>• Coordination with banks, auditors and tax authorities</td>
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<td>• Support infrastructure and servers</td>
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<td></td>
<td>• Reporting to HET</td>
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<td>• Support user (help desk)</td>
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<td></td>
<td>• One-off projects</td>
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