

FREE SAMPLE

A better reply. A clearer brief.

Try four travel-client messages and one enquiry worksheet before choosing the full kit.

For independent travel agents and concierge businesses.
Editable examples. No account required to read.

FOUR ORIGINAL EXAMPLES

Useful words. Clear next steps.

Replace every [placeholder]. Check the facts, recipient and timing before sending.

01 / First reply

Use: After a new requested enquiry arrives.

Subject: Let us shape your [destination] trip

Hi [first_name], thanks for getting in touch about [destination]. To suggest something useful, could you share your dates, number of travellers and comfortable total budget in [currency]? Please also tell me your one must-have. I will then confirm whether we can help and the next step.

[agent_name] | [business_name]

Check: Ask for an all-in budget and what it must cover; do not promise a response time you cannot meet.

11 / Send one recommendation

Use: With a reviewed, current proposal.

Subject: Your [destination] proposal

Hi [first_name], your proposal is ready: [proposal_link_or_attachment]. I recommend [option] because it matches [stated_priority]. The total is [total_and_currency] for [travellers_and_scope]. Please read the inclusions, exclusions and supplier terms. The quote was checked on [checked_at]; availability remains subject to supplier confirmation. What would you like to adjust?

Check: Verify the total, scope, validity, supplier status and attachment before sending.

17 / Identify the blocker

Use: After a client has had time to review.

Subject: What would help you decide?

Hi [first_name], is the main thing to resolve the itinerary, total price, dates, or something else? Tell me the part that does not quite fit and I can advise on a specific change. There is no need to choose an option that is wrong for your trip.

Check: Ask one useful question; do not send a list of persuasive claims.

33 / Explain unavailable inventory

Use: After the supplier confirms the first choice is unavailable.

Subject: An alternative for [service]

Hi [first_name], [original_option] is unavailable for [date]. I have found [alternative] with these differences: [differences]. The quoted total is [amount_and_currency], subject to [verified_conditions]. Would you like me to check this option further, or should we look at another date?

Check: Do not silently substitute providers or imply the alternative is identical.

Client enquiry brief

Collect enough to qualify a trip without collecting identity documents.

Reference / agent / date:

Client first name and preferred contact channel:

Destination and travel dates / flexibility:

Travellers and room occupancy (ask ages only where needed for pricing):

Total budget / currency / total or per-person:

Budget must include / must exclude:

Top two priorities and one deal-breaker:

Requested experiences / preferred pace:

Essential requirements to verify with suppliers:

Decision-makers / decision date:

Planning scope / existing fee terms if applicable:

Next action / owner / promised update time:

THE FULL KIT

Build a consistent travel sales desk.

40 messages across eight situations

Qualifying enquiries, shaping the brief, presenting quotes, following up, handling objections, moving toward booking, concierge requests and post-booking communication.

An offline working tool

Create an itemised quote, search and personalise messages, edit operating templates and export a project file. Print the client quote to PDF. No subscription, automated sending or software integrations.

Six operating templates

Client enquiry brief, supplier verification sheet, client quote review, follow-up tracker, booking handoff and hotel/concierge request handoff.

One business licence

Use and adapt the kit inside one business, and share completed documents with your own clients and partners. The blank source kit cannot be resold or redistributed.

Before using this sample

Replace every placeholder and verify prices, availability, service scope and deadlines. Use your existing approved terms and appropriate contact permissions. These examples do not guarantee bookings or business results.

Departure Desk Studio

Travel Sales Desk Kit - proposed retail price USD 79. See the seller page for current availability, checkout and final purchase terms. This sample is not a booking offer.