

## **Communication**

*With all the technical advances in the world today communication between buyers and suppliers are key to moving relationships forward. How do you influence your business relationships with communication strategies that work for you?*

## **Traveler Experience**

*The Travel Industry is all about Service. From door to door, the goal is to have a fully enjoyable traveler experience with all aspects of the trip. Are suppliers offering services or are travelers seeking experiences? How do you shift from delivering services to staging experiences for your guests?*

## **Shared Economy and Alternative Travel Distribution**

*By now you are either using the Shared Economy suppliers or you've decided to opt out. What are the lessons learned from this exercise? What are the pros and cons after using the shared economy companies? Any improvements you want to see?*

## **Technology / Innovation**

*Today's world has a huge focus on innovation and making life easier to get from point A to point B. What has your company done to innovate your processes without compromising the traveler experience? What technologies are you using or thinking about using to enhance the traveler experience for booking travel and while traveling?*

## **Mergers & Acquisitions**

*As the world continues to grow and morph into the latest version of itself, companies continue to merge and acquire each other. How has this process affected you as an individual? Any advices you can give your peers how to survive the M&A?*

*What about your company? What best practices and efficiencies have come out of it? What is the best way to make your travel program scalable?*

## **Futurists Visions ...in 5 years**

*We all wish we could have a crystal ball showing us what will happen in our personal and professional lives. How will the changes today with Technology such as Machine Learning, Virtual Reality and Artificial Intelligence affect our lives in the future? What new challenges will come about this new direction? What new ideas might we learn to adopt? Where do you think the future of travel booking is going? Are we going to see more shared economy model or new travel distribution that may replace the antiquated GDS or traditional TMCs?*

## **Total Trip Cost Management**

*Total trip cost is the actual cost of a trip from beginning to end. It is not just airfare and hotel rate, but includes meals, wi-fi, ground transportation, baggage fees, etc. Majority of travel managers rely on TMC reports, but the information is not available through the TMC. What are the best ways to calculate the total trip cost or cost per employee? What do you do with the information? What kind of presentation have you created for your CFO? If you are using a third party tool to consolidate and analyze the data, what are the questions you should be asking?*

## **Duty of Care**

*Travelers are essential to keep a company moving in a forward motion. No matter what responsibility we have, some part of our jobs incorporate duty of care. In what ways has Duty of Care changed over the last 10 years and how have we incorporated technology into keeping our travelers safe while being productive on the road?*

## **Client Relationship Management / Supplier Relationship Management**

*Our industry is heavily focused on relationship. Share your thoughts on what buyers and suppliers think is a "good relationship". Brainstorm how you can improve the communication so that it will be a win-win for both parties. Find out what the buyers want to know. Find out what information is helpful for the suppliers to enhance the long lasting relationship.*