

yourtravelsecretary



2016

> **BRAND PROFILE**



yourtravelsecretary

by - Arohan Services Pvt. Ltd.
Honouring Your Trust



www.yourtravelsecretary.com

Your Travel Secretary



Arohan Services Pvt. Ltd. with product **Your Travel Secretary** was set up two years ago, as a professionally managed service company aiming at providing quality travel solutions. It is young at heart with experienced group of passionate professionals who look forward to share their experiences and use their unrivalled knowledge to satisfy the customer to satisfy the customer needs.

Keeping the motto, "value for money & client satisfaction" as a compass, **Your Travel Secretary** has evolved a lot during the last two years. The number of passengers serviced has been increasing at 20% month on month. Through continuous investments in developing human resource and contemporary travel related technology and quality assurance, **Your Travel Secretary** has positioned itself today as one of the leading travel solutions provider in India, offering a diverse range of products and services for individuals and corporations on leisure and business travel.

Your Travel Secretary is one of the few organizations that can offer fully customized services with a full spectrum of diverse tourism services with flexible and efficient solutions, as a one stop supplier. The services it provides are of a high standard and they save time, costs and resources for its partners, whereas at the same time they enable them to compete effectively in their own source markets.

We invite you to share our vision and benefit from our expertise, professionalism, flexibility, personalized approach, strong purchasing power and comprehensive product portfolio.

In the following pages, we hope that we will give you an overview of our organization, services and you will give us the opportunity to examine together the areas where we could work on a fruitful and mutually beneficial basis in the future.

We do not operate a call centre because we believe that at any given moment, there are literally hundreds of thousands of people travelling around the world. The last thing any traveller wants is to be treated like they're just one of the crowd.

We're all about tailoring products to individual needs - finding highly intuitive solutions without ever compromising on service.

Rohan Grover
Managing Director

Arohan Services Pvt. Ltd.

SNAPSHOT

Our success is a direct result of our dedication to personalised service. Each client, big or small, gets exactly what they need. This level of service is why we have retained our strong position in the market - we know that it gives us a distinct advantage over the multinationals. Booking flights and accommodation does not involve a great deal of science or mystery. Most travel management companies are capable of delivering similar travel transactions. The difference lies in the willingness and ability to make the booking process pleasant, the travel experience efficient and the cost as optimised as possible.

Our hands-on management and ownership structure empowers our teams to ensure our systems and processes provide 'logical' solutions to meet the needs of our clients. As each traveller is an individual with individual patterns and needs.

We are able to adapt quickly to an ever-changing market and provide flexible client arrangements as required. We take great pride in the knowledge that our growth over the years has paralleled the success of many of our clients.

We continue to deliver competitive pricing, fees appropriate for the service you require, and effective customization to suit local conditions.

Company name Arohan Services Private Limited

Commercial title Your**Travel**Secretary

Established 2013

Registration No. U15500DL2009PTC189198

Head Office 4th Floor, MVL iPark,
Sector 15, Part 2, Gurgaon
Haryana – 122001
T: 0124-422 4111 / 305 5194
E: info@arohanservices.com

Member of IAAI (IATA Agents Association of India)

Website www.yourtravelsecretary.com

Managing Director Mr. Rohan Grover





Our Philosophies

Your Travel Secretary

works with an enthusiastic team determined to accomplish the vision of becoming a leading organization into tourism industry.

As we grow as a company, it has become more and more important to clearly define the core values from which we develop our culture, our brand, and our business strategies. These are the core values we live by:

- Client Focus
- Deliver Excellent Service
- Embrace and Drive Changes
- Pursue Growth and Learning
- Build a Positive Team and Family Spirit

We believe that the ultimate identity and success of our organization will reside in the exceptional quality of our people and their extraordinary efforts. For this reason, we are committed to hire, nurture, motivate and retain the best people in the industry.

Your Travel Secretary provides its employees a professional environment to work that encourages open communication, innovations and recognizes the achievements of the employees for the contribution to Your Travel Secretary.



What we Offer..?

your**travel**secretary for Corporate

YTS Corporate offers an uncomplicated yet sophisticated approach to business travel. Ensuring a high level of service and management of your travel each client, big or small, gets exactly what they need. This level of service is why we have retained our strong position in the market – we know that it gives us a distinct advantage over the multinationals. Booking flights and accommodation does not involve a great deal of science or mystery. Most travel management companies are capable of delivering similar travel transactions. The difference lies in the willingness and ability to make the booking process pleasant, the travel experience efficient and the cost as low as possible.

your**travel**secretary for Holidays

YTS Holidays is a friendly approach to creating a fun holiday experience. We offer great airfares, accommodation, tours and cruises, providing many options to plan the perfect holiday. Knowing that the holiday traveller requires research and knowledge, we have assembled a team of experienced and dedicated consultants who love to travel in international, domestic and special interest travel.

your**travel**secretary for MICE

YTS MICE specializes in meetings, incentive travel, conferences and events, special interest groups and much more. We also cater to: Conference registration, transfers, sponsorship exhibition, group flight booking, accommodation, production management, on-site assistance and more, consolidated, comprehensive reporting of your event. Our starting point is to listen so we get to know your dream, your brand and your budget.

your**travel**secretary for Relationships

Once people are with us, they stay with us. We're all about creating long term working partnerships. We are proud to have established relationships with a diverse range of organizations including ACQUIA, LT Foods Ltd- India, Middle East, America, DD INTERNATIONAL, ELEVATE SERVICES, FRESCO FRUITS N NUTS, GLOBAL HOMEZ, KAPOOR WATCH & CO., LOVELY FOODS, MAXX SOLUTIONS, MVL Ltd, PAN PARAG INDIA LTD, NATURE BIO FOODS, PEPSICO, MCKINSEY & COMPANY, ERNST&YOUNG, RAGHUNATH INDUSTRIES, SATIA INDUSTRIES LTD and many more.



Airline Ticketing

WORLDWIDE AIRLINE BOOKINGS

- With access to the Global Distribution System (GDS) and with our strong purchasing power and association with airlines, we offer clients a wide selection of airlines with competitive airfares.
- Our team of experienced consultants provides efficient ticketing services and advice on suitable flight routes to meet travellers' requirements.
- We assist companies in managing their air travel expenditures that fall within the company travel policy by negotiating the rates with the airlines.
- We are the preferred travel partner of many corporates for corporate ticketing services.
- Special deals with EMIRATES, KLM, UNITED AIRLINES, Jet Airways, Air Vistara, Indigo, Spice Jet, Go Air and Air India.



Holiday Packages

OVER HUNDREDS OF INBOUND AND OUTBOUND PACKAGES TO CHOOSE FROM OR CUSTOMISED HOLIDAY DESIGN

- We have travel and tour packages for free independent travellers, groups and corporations travelling into destination.
- We design luxury as well as economical packages, group tours, special interest packages and customized packages to fit the travel budgets, interests and needs of travellers.

Types of holiday packages:

**HONEYMOON · WEEKEND GETAWAY · CRUISES · GOLFING · DIVING · ISLAND ·
NATURE · ADVENTURE · LIFESTYLE · LUXURY · MEDICAL/HEALTH · RELIGIOUS TOURS ·
SELF DRIVE and many more...**



Hotel Reservations

OVER 150,000 HOTELS WORLDWIDE

- We offer an extensive choice of hotel accommodation worldwide ranging from three star accommodations to luxury five star hotels to suit customers' needs.
- Our strong buying power enables us to negotiate for competitive rates and room inventories with hotels.
- Clients can search for the best hotel rates online, book and obtain instant confirmation at any time of the day at their own convenience, with our user-friendly reservation system, linked to the GDS.
- Enjoy birthday / anniversary celebrations if you book through us.
- Get complementary transfers.



Products & Services

MICE & Corporate Incentive Travel

COMPREHENSIVE, INNOVATIVE AND CUSTOMISED SERVICES FOR YOUR MEETINGS, INCENTIVES, CONVENTIONS AND EVENTS

Our experienced team is capable of managing **Meetings, Incentives, Conventions and Events (MICE)** for special interest groups and corporations travelling to international destinations or within Malaysia.

Our MICE planners have the expertise in the following areas:

- Themed events and gala dinners • Sporting events • Team building • Customised incentive tour packages • Sightseeing tours and shore excursions • Pre and post conference tours • Accommodation selection and site inspection • Ground and air transportation arrangements • Accompanying persons programme

Clients are provided with business travel solutions that are cost effective from our **negotiated fares** and **global hotel programmes** to our **advanced technology** and **24/7 customer service hotlines**.

Other Services

FOREIGN LANGUAGE SPEAKING GUIDES

We arrange various language-speaking guides such as Arabic, Chinese and French, which are available upon request.

TRAVEL INSURANCE

Travel with a peace of mind with travel insurance that provides coverage against unforeseen losses which may occur before or during your trips, domestic and international.

VISA APPLICATION

We assist travellers in application of visa with foreign embassies and consulate offices.

MEET & GREET SERVICES

We provide airport meet & greet services to assist travellers in quick and swift transfers.

MARHABA SERVICES

We are trade partners with Marhaba to provide exclusive meet and greet services in Dubai.



Awarded
“Best Customised Tour Operator 2016-17”

India Travel Awards North

Members of:
TAAI – Travel Agents Association of India
IAAI – IATA Agents Association of India
ETAA – Enterprising Travel Agents Association

CONTACT

YourTravelSecretary
Arohan Services Pvt. Ltd.
4th Floor, MVL iPark, Sec 15, Part 2,
Gurgaon, Haryana 122 001

Fixed Line: +91 124 305 5193 / 422 4111
Email: info@yourtravelsecretary.com
Web: www.yourtravelsecretary.com