

Are you "International Ready?"





Insights

- Strategic Planning
- Content Audit
- Global Tourism Sentiment
- Booking Behavior
- ROI Tracking
- Inbound Travel Reporting

Marketing

- A/B Testing
- Content Development
- Language Optimization
- Coop Development
- Paid Digital Campaigns
- Trade Integration

International Readiness

- Tourism Consulting
- Tourism Sales Programs
- Tourism Training









"Our partnership is dedicated to help lesserknown global destinations with a limited budget to maximize its global potential combining travel trade with digital marketing while measuring a path to conversion."



Challenges we are facing...







"I have to defend my
international marketing budget
to stakeholders and have limited
research to show impact"

"I am asked to join marketing coops but I only get basic KPIs." "Our destination is so unknown. We don't see much international visitation."



Current Approach To International

- Hire Representation Overseas
- Fam Trip
- Sales Events & Sales Missions
- Brand USA
- Tour Operator Coops

Current Approach To International



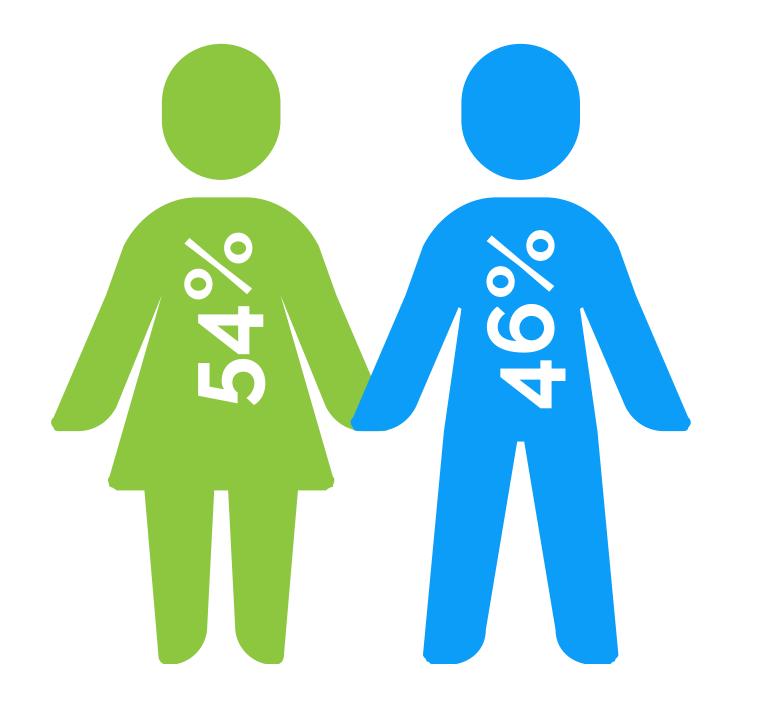
WHO - HOW



381 Respondents

Online surveys

Q1 2022 VS 2023







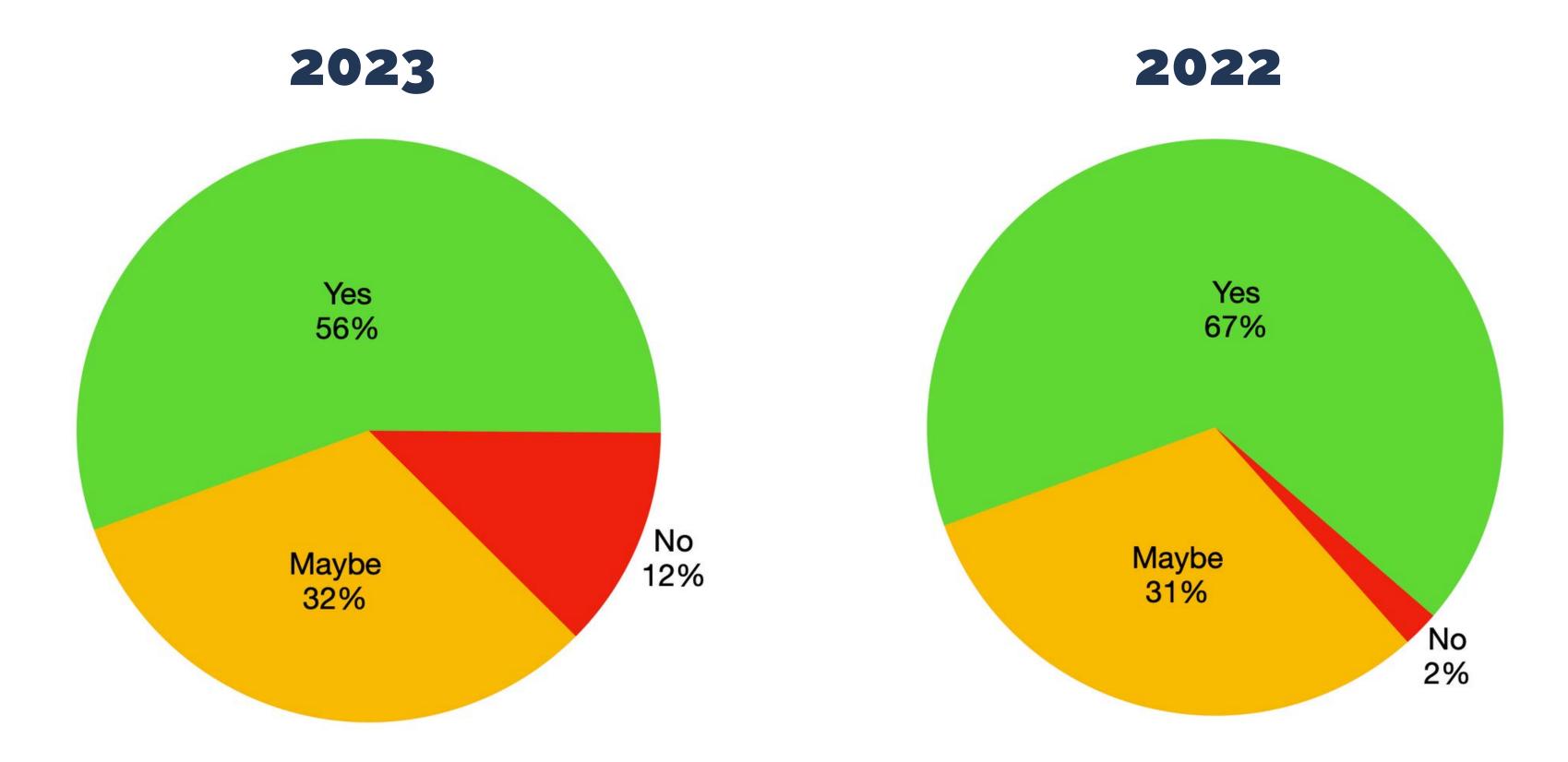






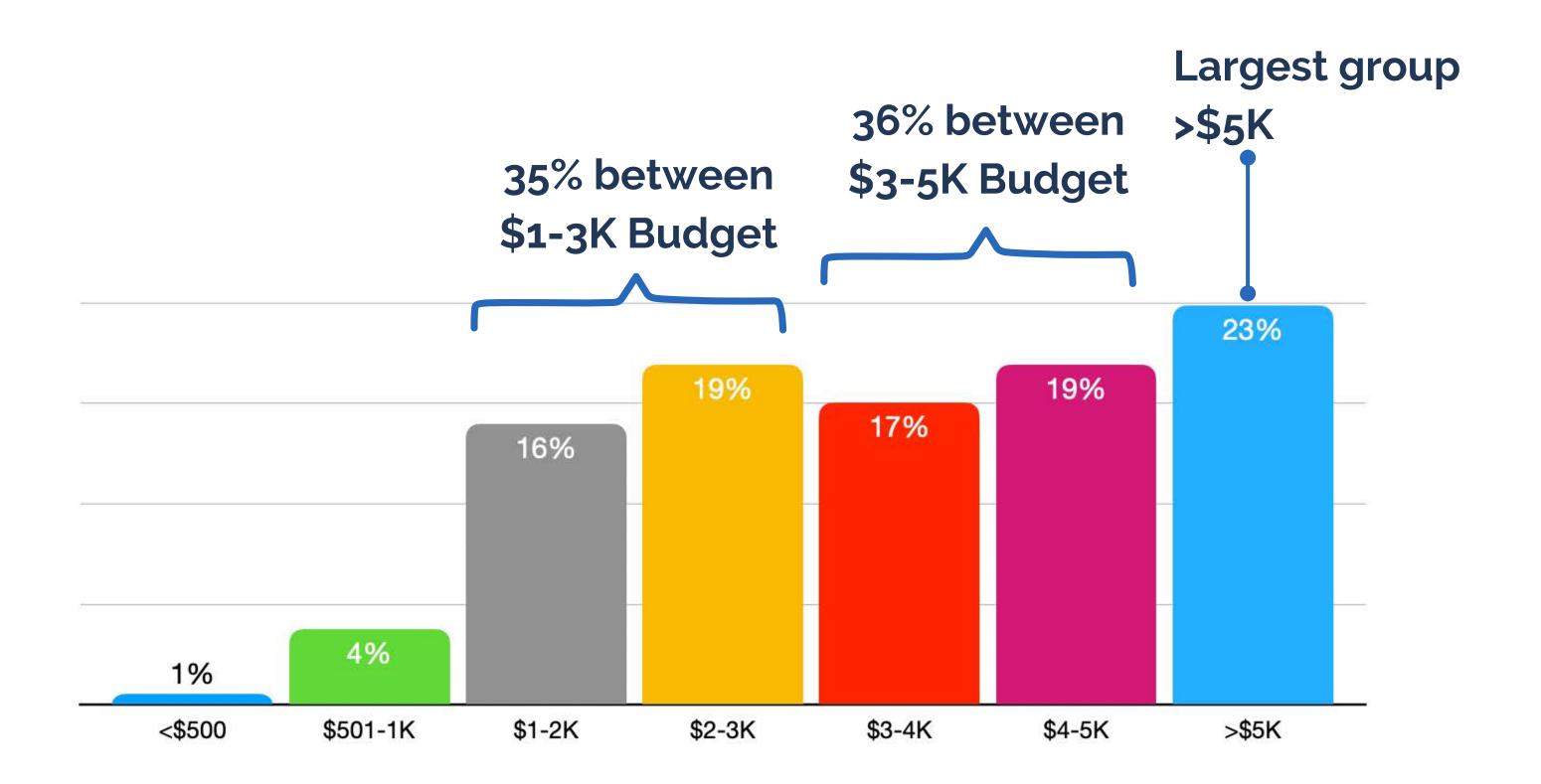


INTENTION TO TRAVEL



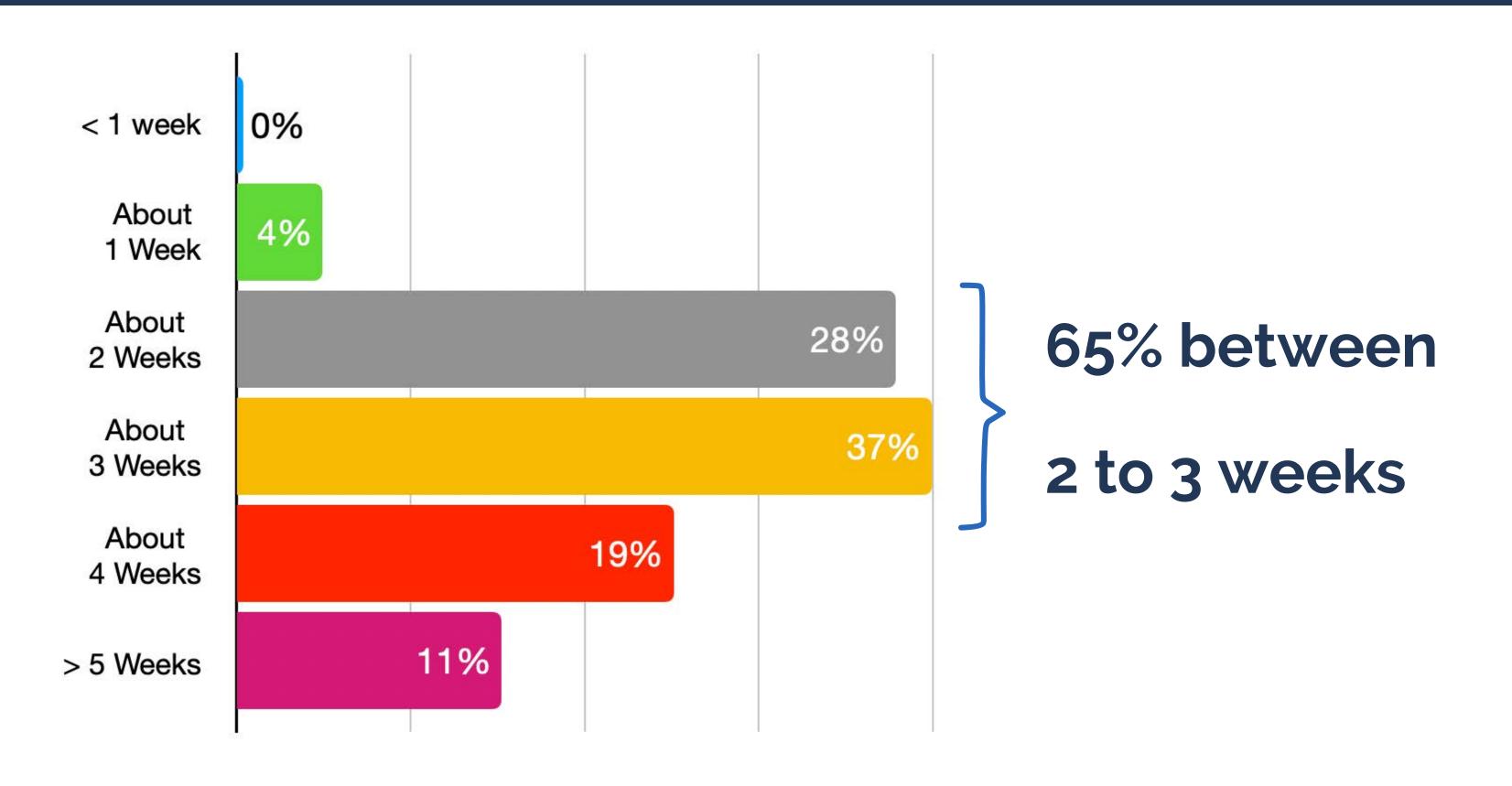


TRAVEL BUDGET



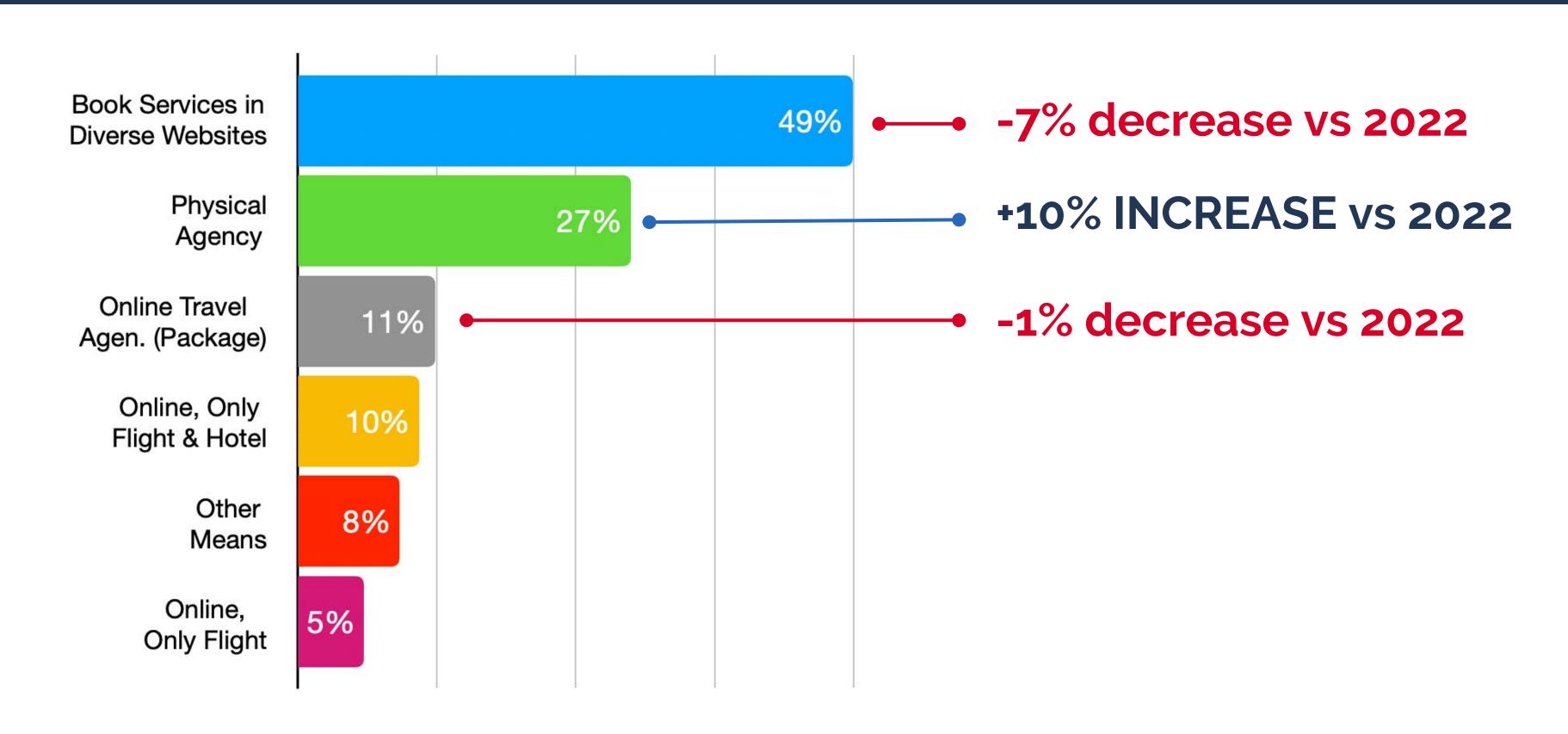


LENGTH OF STAY



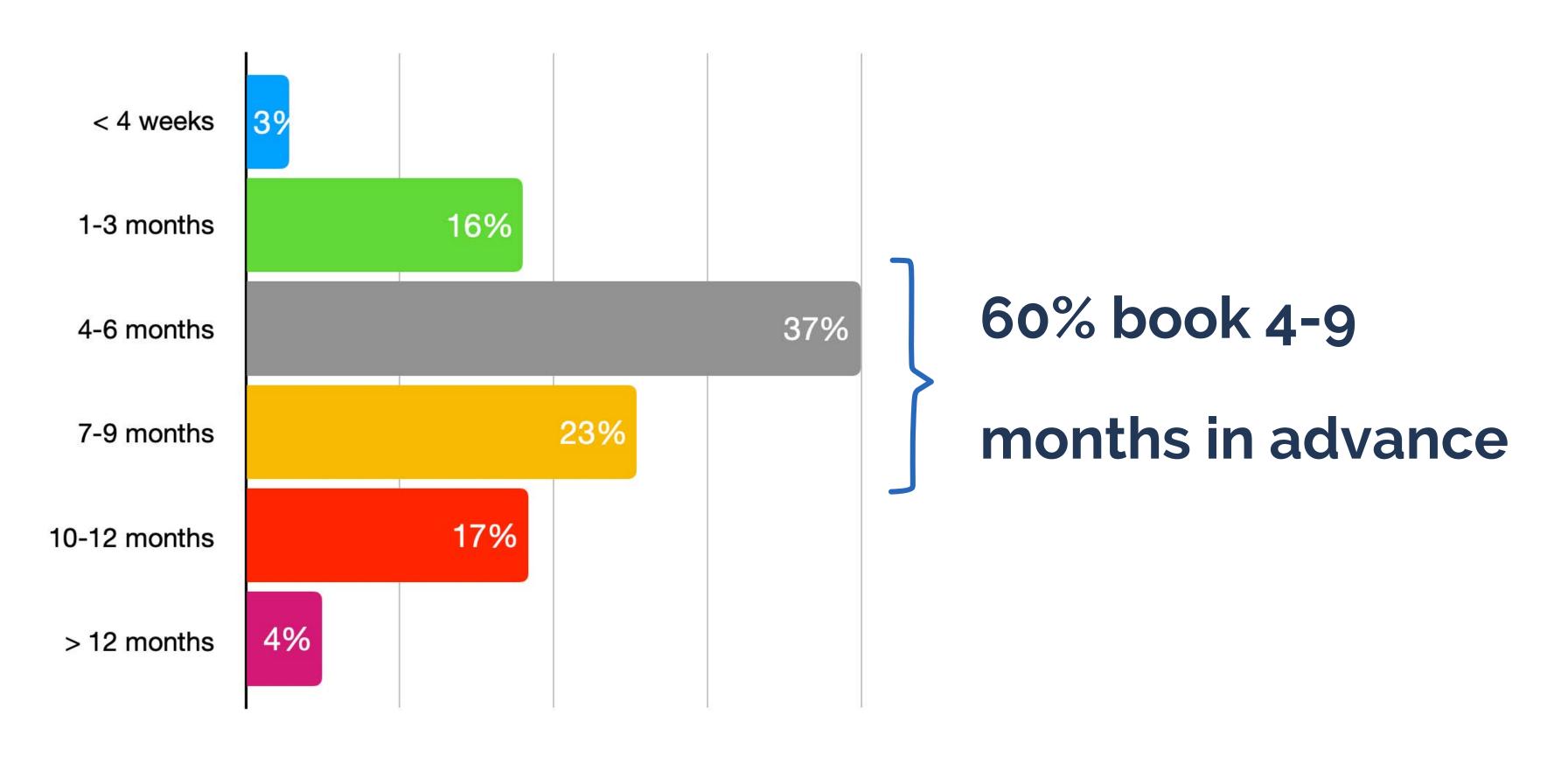


BOOKING MEANS



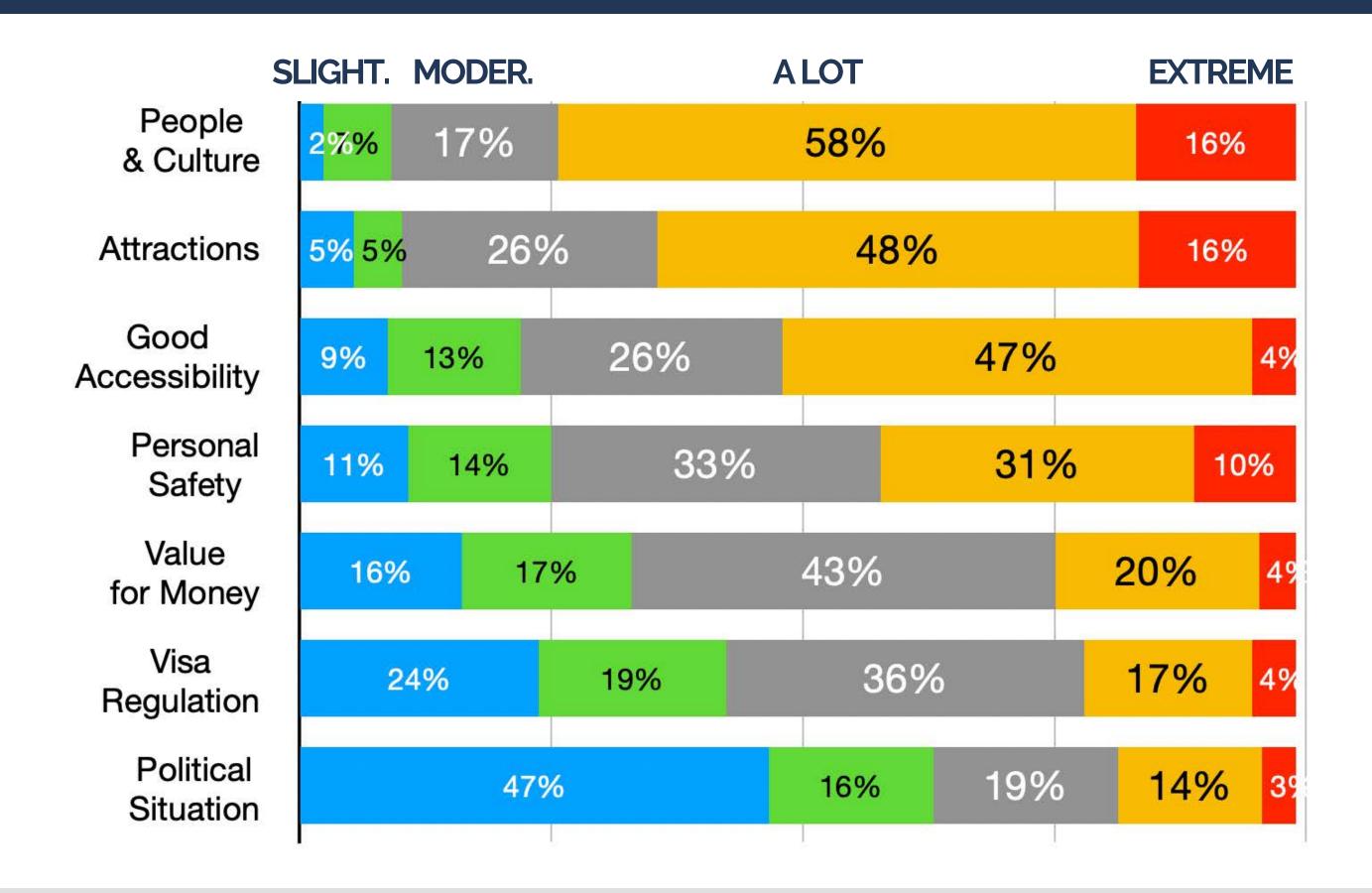


ANTICIPATION



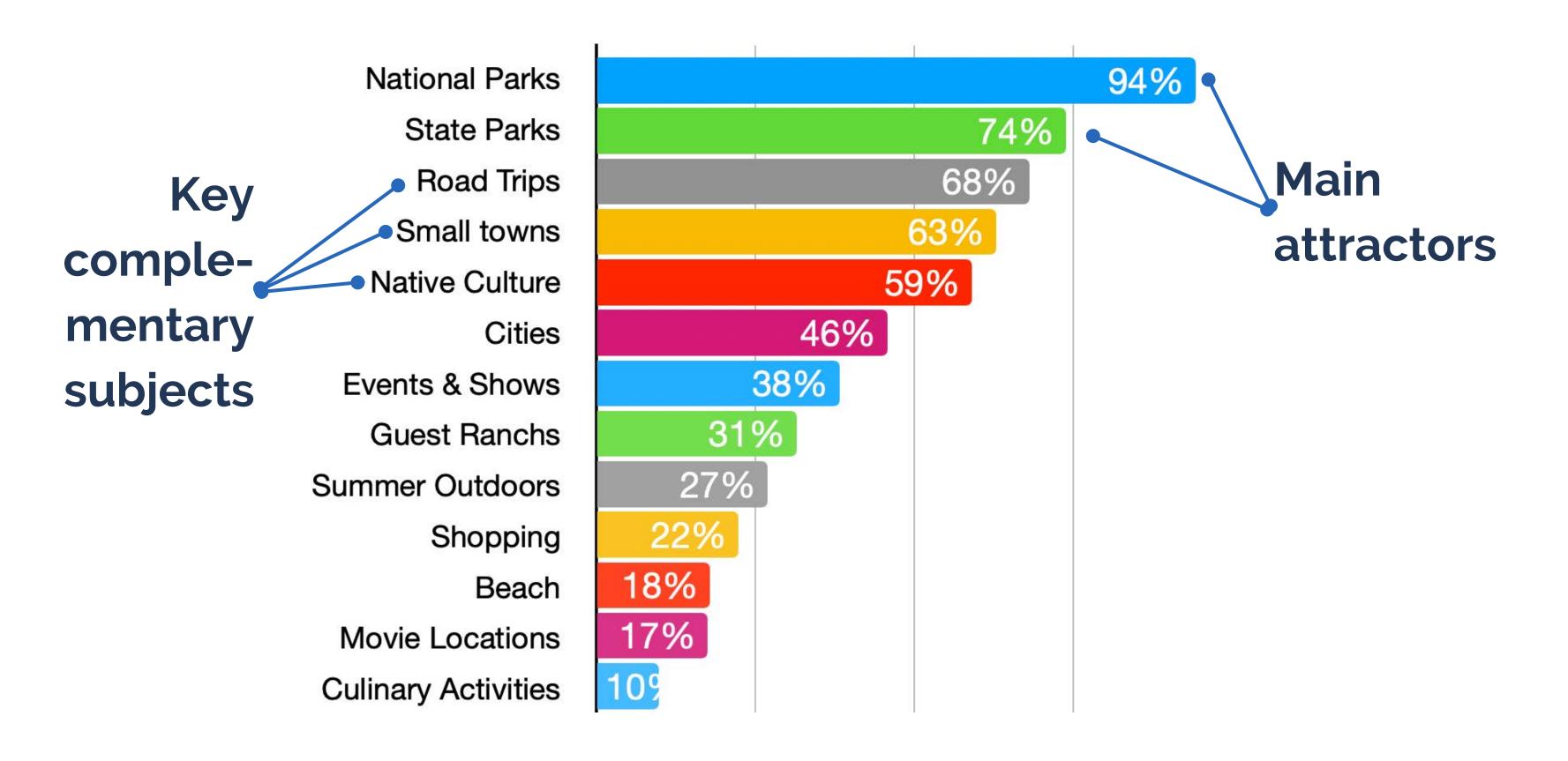


FACTORS INFLUENCING CHOICE





PREFERED ACTIVITIES

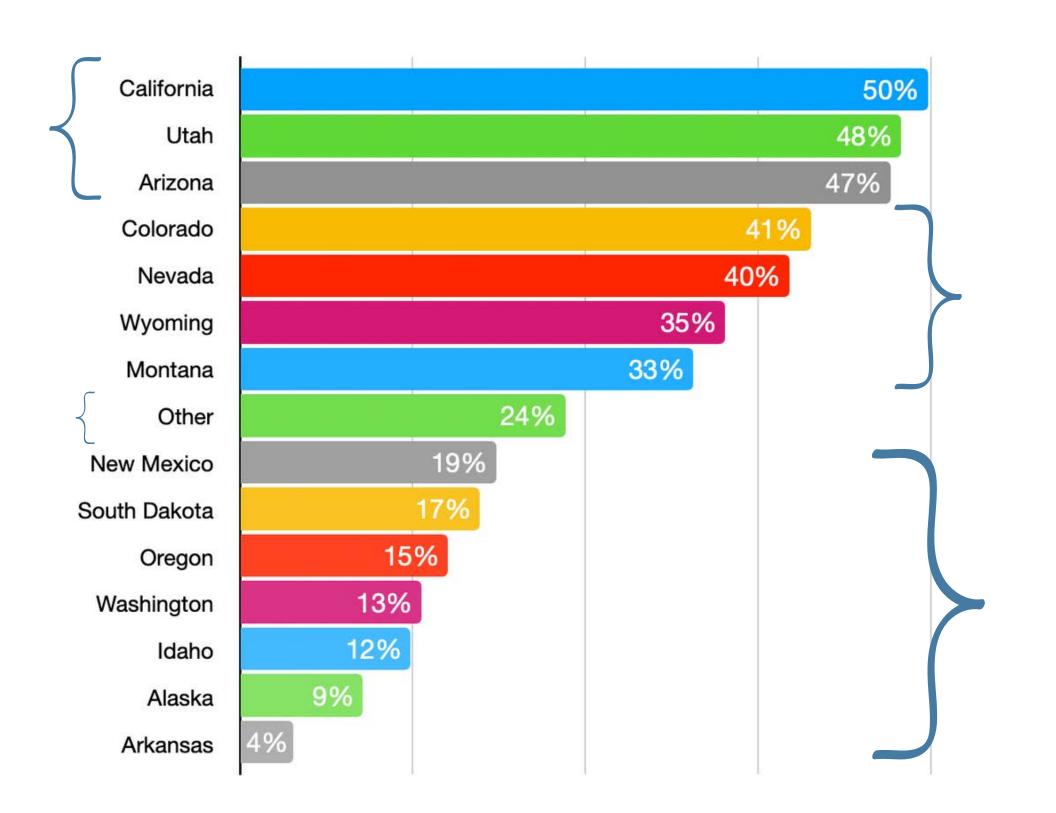




STATES OF INTEREST (AMONG 15 CHOICES)

CA, UT & AZ
Top group

"Other": NY, OK, FL, WV & TX



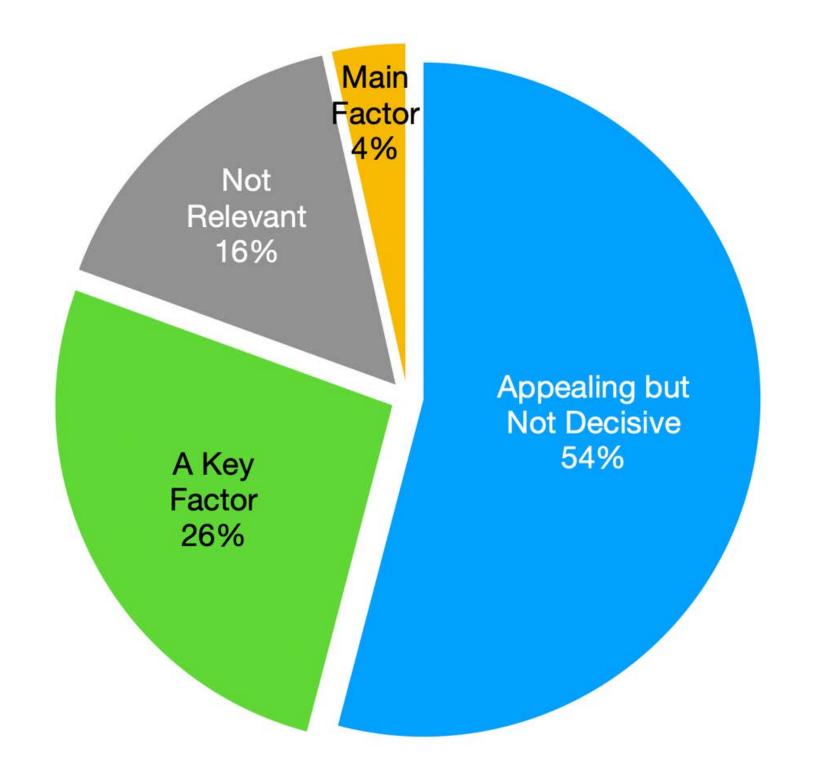
CO, NV, WY & MT following group

NM, SD, OR, WA, ID, AK, AR



SUSTAINABILITY

HOW RELEVANT ARE SUSTAINABILITY ISSUES TO VISIT THE USA IN 2023 OR 2024?





Current Approach To International



DESTINATION

Government Organization

TRAVEL TRADE & MEDIA

Market Reps, Tour Operators, Journalists



GLOBAL NICHE AUDIENCE

Local, Regional, National, International

EXPERIENCES

Global Consumer & Trade

- Phase 1 Global Travel Sentiment
- Phase 2 Itinerary Development
- Phase 3 International Readiness
- Phase 4 Joint Campaigns
- Phase 5 Measure Impact

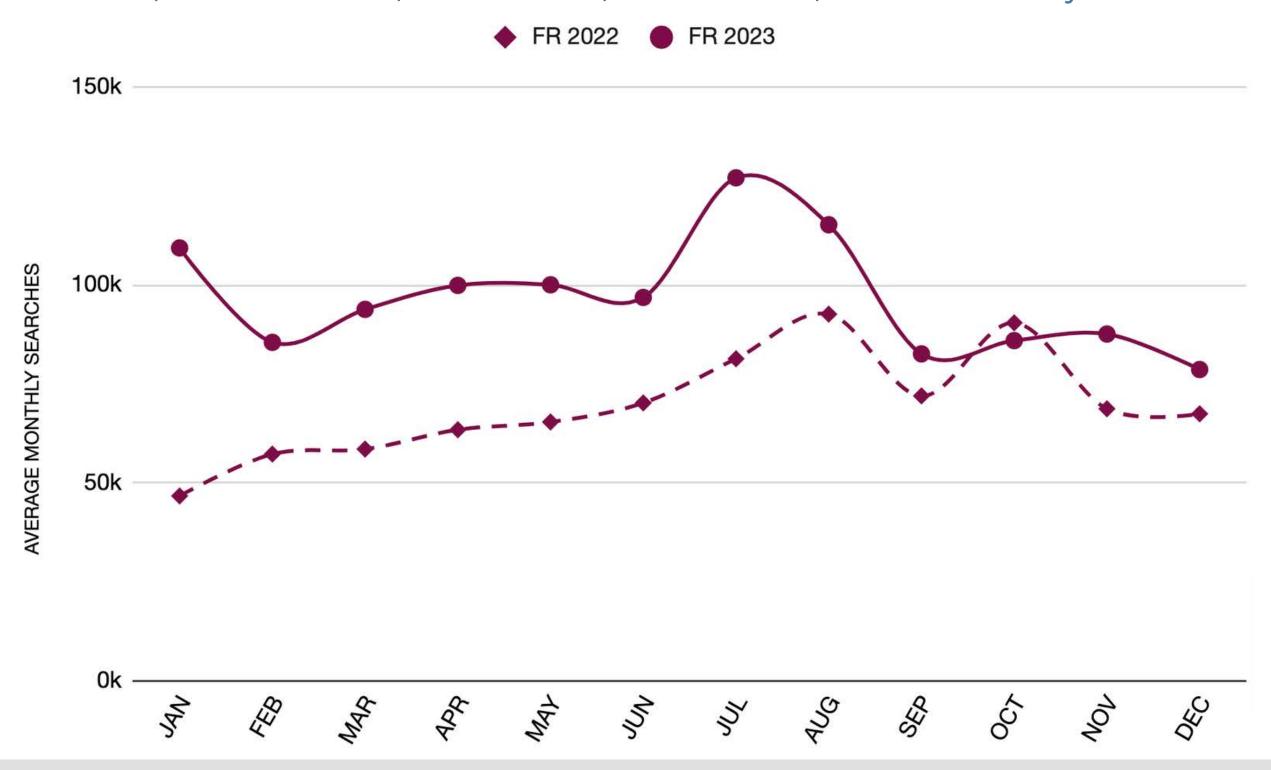


INTENT How is your destination booked?

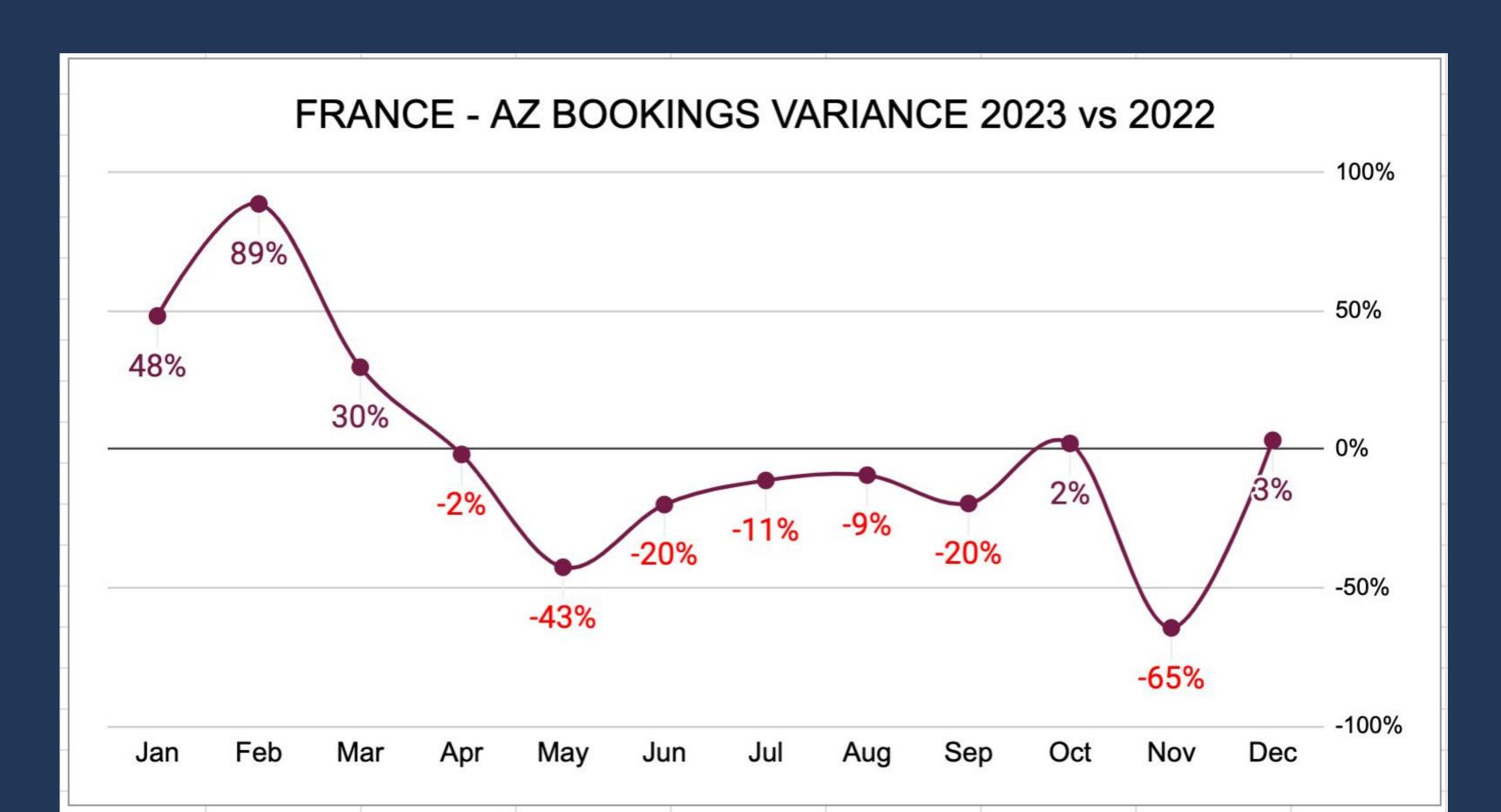
FRA AVERAGE MONTHLY SEARCHES (AMS) FOR AZ TRAVEL-RELATED SUBJECTS



Keywords: attractions in Arizona, flight to Arizona, hotel in Arizona, round trip to Arizona, travel to Arizona, trip to Arizona, tour to Arizona, visit Arizona, visit Phoenix, visit Grand Canyon. Source: Google.



1. Global Travel Sentiment

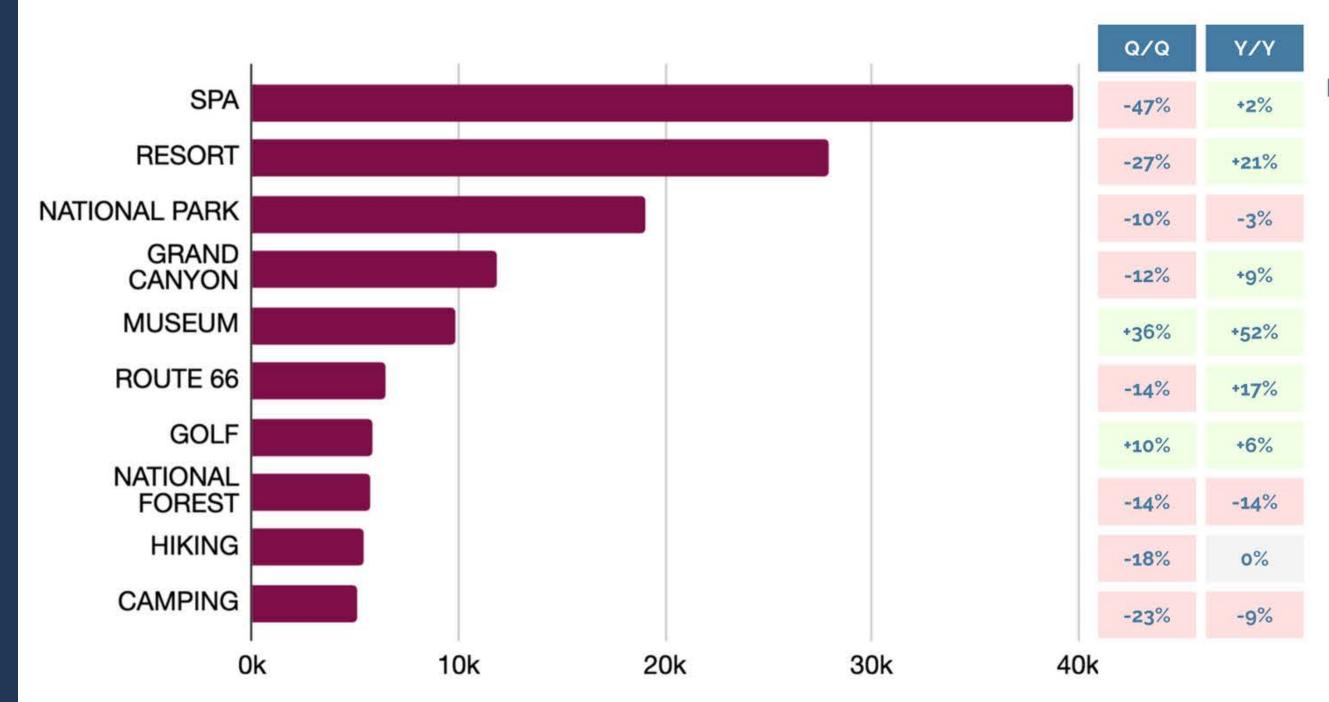


1. Global Travel Sentiment

FRA | AZ ACTIVITIES & THEMES RANKING OCTOBER - DECEMBER 2023



Based on Average Monthly Searches (AMS) of 23 different activities in AZ. Source: Google.



AVERAGE MONTHLY SEARCHES

Findings of note:

- · Activity search volume was lower across all subjects this quarter except Museums and Golf, which increased both quarterly and Y/Y.
- · Spa, Resort, National Park, Grand Canyon, Museum, and Route 66 remained the top 6 search activities.
- Searches for Golf increased above outdoor topics such as National Forest, Hiking, and Camping.
- Compared to this time last year, search volume grew the most for Museums, Resorts, and Route 66.

2. Itinerary Development

FRA | AZ DESTINATIONS RANKING OCTOBER - DECEMBER 2023



Based on Average Monthly Searches (AMS) using keywords related to: attractions, flights, hotels, things to do, tours, travel, trip, visit. Source: Google.



3. International Readiness

- Step To Success International Inbound travel training program
- Bringing readiness to the forefront for synergistic relationships with the international inbound market
- Bulding product and services to activate your destinations and the travel trade distribution channel



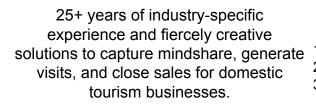




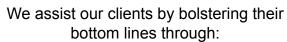
ALON TOURISM SOLUTIONS (ALON)

Alon Tourism Solutions is a global tourism marketing consultancy
that prepares and connects tourism destinations, suppliers,
and global travel trade buyers to fast-track profitable relationships and mutual success.









- Tourism Activation Programs
- 2. On-Demand Sales & Marketing Initiatives
- Direct Business Growth Planning & Implementation



Relationship building between domestic tourism destinations/suppliers and global travel trade partners/resellers for symbiotic success.

ABOUT STEPS TO SUCCESS



In 2017, the International Inbound Travel Association (IITA)
partnered with Alon Tourism Solutions to launch
Inbound Insider: Steps to Success™, a nationwide international
inbound travel trade activation and training program that has been
put to work in many destinations across the USA.

Steps to Success is designed specifically for all tourism supplier type businesses to increase their international tourism ROI by providing tools, resources, and the know-how to work effectively with the travel trade.



International Inbound Travel Association (IITA) is the nonprofit trade association for international inbound travel to the USA. IITA members include U.S. inbound operators, DMOs and travel suppliers from across the country.

Alon Tourism Solutions (Alon) is the country's leading training and inbound marketing consultancy firm and has successfully helped tourism suppliers and destinations with B2B inbound tourism strategies for more than 20 years.



ABOUT STEPS TO SUCCESS





INTERNATIONAL INBOUND TRAVEL TRAINING PROGRAM

In 2017, the International Inbound Travel Association (IITA) partnered with Alon Tourism Solutions to launch Industry the entertainment incomed straver reasonment is not previously well raining program that has been implemented indowed travel training program that has been implemented.

Steps to Success is designed specifically for destinations and tourism stakeholders to support tourism development by providing tools, resources, and insider know-how that allow you to effectively work with the travel trade.

- Steps 1-3: The strategy framework of principles and factics. Our experts will teach the steps to you. Step 4: The implementation phase, with guided one-on-one instruction for suppliers by Alon Tourism Solutions. This step includes a customized approach with tailored support for participating suppliers as well as the

DMOs are the experts in promoting their destinations. Our goal is to set you up for success by properly training your suppliers and providing you with the competitive products and services needed to sell your destination on the global tourism stage and create greater ROI from your tourism marketing efforts and dollars.

SUPPLIERS obtain a new repeat revenue source and grow their

improved, tailored and unique USA travel

CONSIDER STEPS TO SUCCESS IF:

- You want your suppliers to have sellable products, equitable pricing that works for international markets, and an understanding of systems and policies that result in great working relationships with the travel trade.
- You want your destination to attract inbound travel visitors that will expand your international market segments (FIT, Group, and DMC/MICE visitors),
- You want to inform GMs and revenue managers who make decisions but do not understand the tour and travel market.
- You want to add your destination to international inbound
- You want to successfully play your role in providing impactful destination stewardship to support your communities and tourism businesses.

"Pure Michigan, like many state DMOs, has been working in the international marketing arena for years to generate awareness of the state as a premium, four-season destination. For our efforts to be fully successful, we knew we would need to do a better job of engaging our local DMOs, hotellers and attractions with tour operators, agencies and especially receptive tour operators.

IITA has helped to inform our industry about this complicated and important business, how it works and how they can generate additional international business."

VICE PRESIDENT, TRAVEL MICHIGAN



STEP 1: INTERNATIONAL INBOUND 101

Work effectively with the international travel trade

STEP 2: LAY THE GROUNDWORK

Create the building blocks: communication tool. product development and travel trade characteristics

STEP 3: SMOOTH OPERATIONS

Establish rates and polish protocols

STEP 4: ASSISTED DEVELOPMENT

Work 1-on-1 with Alon consultants to bring learning full circle

"ITA provides resources for DMOs and suppliers that are invaluable and are not replicated anywhere else within the industry. The Steps to Success program from IITA that our DMO provided to hotels, attractions and restaurants in my destination have been a game-changer for these establishments, giving them the tools and knowledge to gain market share of inbound international visitors."

DIRECTOR OF SALES WISH SARASOTA COUNTY

Do you want true ROI on your marketing spend and tradeshow attendance?

Do you want to build year-round business during your off season and outside of peak periods?

Do you desire travel trade partners that are confident about selling your destination?



Jennifer Ackerson Presenter & President





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Ascr. is the country's hearing binaring and incount intervening consustancy arm and has successfully hisport fourism supplies and destinations with BZB inbound fourism shallops for more than 20 years.

IITA STAMP OF APPROVAL



Inbound Insider Specialists have completed specialized training in inbound tourism marketing through the Inbound Insider Steps to Success™ program, powered by Alon Tourism Solutions. At the top of their trade, these experts not only know how to promote their destination, but also how to create sellable products for the travel trade.

Committed to their professional development, certificate holders have completed the 3-step education/training levels of the **Steps to Success** program, covering B2B marketing, resource development, product and operational strategy, and implementation.



WHAT ARE THE STEPS



STEP 1: INTRODUCTION TO THE INBOUND TRAVEL TRADE

WHAT YOU LEARN:

Learn the who, what, where, why, and how to work effective with the international travel trade, expanding your business's reach and visibility to new source markets increasing your customer base. Walk away with set guidelines and resources to enhance your ability to work effectively and efficiently with B2B inbound operators such as:

- The value of working with the international inbound market
- Prepare for this market via developing sellable products, services and operational resources.
- Strategic understanding of the travel trade distribution channel
- Fundamental marketing strategies to promote your products and services



WHAT IS THE INBOUND TRAVEL TRADE?

Travel trade refers to companies that sell or package travel.

Inbound Operators are.....:

TERMS TO REFER TO 3RD PARTIES: LEARN THE DIFFERENCE!

- ✓ Travel Trade
- ✓ Reseller
- ✓ Buyer
- ✓ Travel Agent (TA)
- ✓ Tour Operator (TO)
- ✓ Meetings/Incentive/Congresses/Exhibitions (MICE)
- ✓ Wholesaler (WS)
- Online Travel Agents (OTA)
- ✔ Receptive Operator/Inbound Operator (RO/IO)





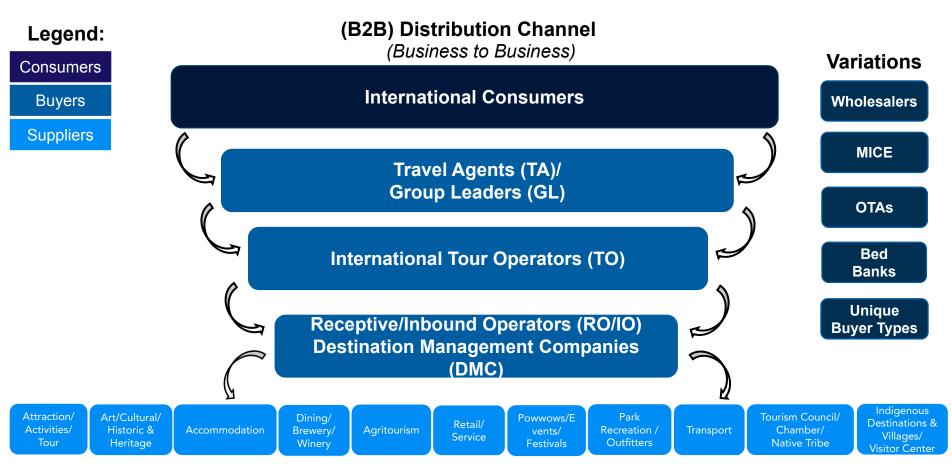
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Distribution Channel





Reach & Visibility When Working with the Travel Trade

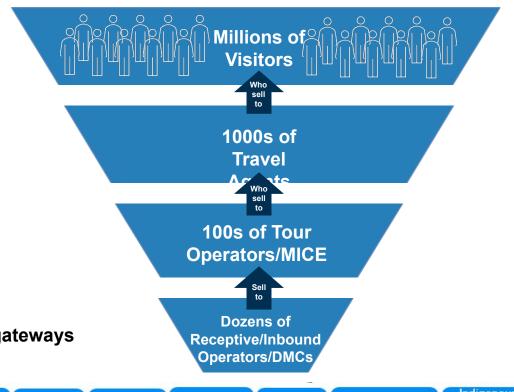


Distribution Channel

In all countries around the world

Throughout the country and globally

Based here in the U.S. major gateways



Attraction/ Activities/ Tour Art/Cultural/ Historic & Heritage

Accommodation

Dining/ Brewery/ Winery

Agritourism

Retail/ Service Powwows/ Events/ Festivals

Park
Recreation /
Outfitters

Transport

Tourism Council/ Chamber/ Native Tribe Indigenous
Destinations
& Villages/
Visitor Center

VALUE OF THE TRAVEL TRADE AND TACKLING TODAY'S CHALLENGES

- ✔ Predictability & Control
- ✓ Visibility & Reach
- Relational vs. Transactional
- Existing Worldwide Network
- Cost for Promotion & Advertising
- ✔ Confidence & Reliability







METHODS THAT 3RD PARTY RESELLERS USE TO PROMOTE THE USA

Internal network

- ✓ Product & contracting departments
- ✓ Call centers
- ✓Websites B2B
- ✓Online (OTA) B2C
- ✓ Confidential booking systems/API

External network

- ✓B2B & B2C tour brochures/catalogues
- ✓Advertising via Sunday reader circulation
- ✓Brick & mortar stores
- ✓ Consumer tradeshows (USA pavilions)
- ✓B2B tradeshows
- ✓ Digital mailings & newsletters

FIT Group MICE







HOW VISITORS ARRIVE

Integral to Products and Services that are sold and destinations that are visited

FIT, Group, DMC & MICE

FIT (Foreign Independent Travelers)

- ✓ Individuals, families, couples, less than 10 pax
- ✓ Arrive on their own or public transportation (Fly & Self-drives)
- ✓ Arrive pre-paid

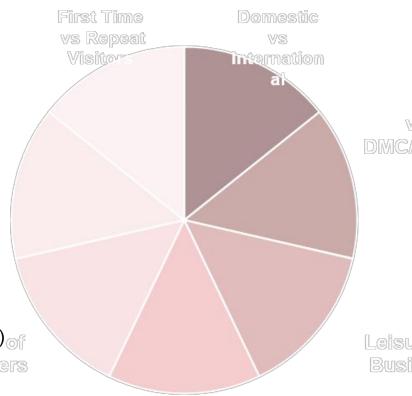
Group Visitors (Typically 10 or more)

- ✓ Purpose or theme
- ✓ Arrive on a chartered vehicle
- ✓ On a timed itinerary

DMC (Destination Management Company)

& MICE (Meeting, Incentive, Conference/Congress, Exhibition)

✓ Custom, events, VIP, unique, one-of-a-kind experiences





How Visitors Arrive Affects Everything About the Relationship Between DMO's and Tourism Suppliers

- ✓ The products and services created
 - And then who the tourism suppliers work with as partners
- ✓ How business is tracked and when to expect results
- ✓ How a business operates
- How and where the business sells
 - ✓ The associations they belong to
- ✓ The technology and connectivity they use or don't use

WHAT ARE THE STEPS



STEP 2: LAYING THE GROUNDWORK

WHAT YOU LEARN:

How to position your products to fit the needs of the travel trade to form B2B partnerships. Develop marketing resources, equipped to make your products appear attractive to this market, ensuring you gain immediate traction and equitable partnerships.

- Learn how your business can best work with different segments of this market and help you fill your need periods. International visitors travel year-round, often mid-week as individuals and groups.
- **Build out a dynamic "communication tool/business profile**" that addresses requirements of a 3rd party seller of travel products and gets traction to sell more easily.
- Dive into the travel trade levels and their unique characteristics to shape inbound tourism development...

THE BENEFITS: WORKING WITH THE INTERNATIONAL INBOUND TRAVEL TRADE

- An opportunity to receive repeat and consistent business that grows YOY
- The ability to procure seasonal and off-peak business when you want and need it
- Raise your dynamic even higher by providing strong base business in advance!
- Inbound operator business is in advance.
- No entry barrier! You pay nothing to the travel trade until they book.
- **Diversification**; eggs in different marketing baskets; tour and travel market is always the first to come back in cyclical market shifts

Inbound operators are based here in the USA with easy access through IITA!



THE BENEFITS: WORKING WITH INBOUND OPERATORS

- Long-standing business relationships
- Based here in the USA = Easier interactions for a multitude of reasons
- Market and sell destinations, products, and properties throughout the USA to international markets and internationally based tour operators.
- Work only B2B
- Do all the ground-work negotiating and contracting every aspect of destination selling including accommodations, attractions, activities, meals, transfers, making it easy for you and international tour operators to package together and provide options which are attractive to their international clients.
- No exchange rates USA based company using US currency.
- Time zone alignment
- Fewer transactions to handle your global distribution vs. exchanging money globally
- Ease of booking for international tour operators through their booking systems, online portals, and handling of invoicing and payments for tourism suppliers serving as a global one-stop-shop.
- Assist international tour operators by possessing and providing USA knowledge that the international tour operator will never have based overseas.
- Work closely with regional, state, and local tourism offices to develop and market destinations creating promotional campaigns, coordinating FAM tours, and providing assets and resources.

U.S. Products & Services





			International Inbound Travel A
OVERSEAS TRAVELER CHARACTERISTICS	2019	2020	2021
Total # of Travelers to the US	40,393,346	7,594,470	39,883,361
Visitor activity by %			
Shopping	83.9	82.4	84.4%
Sightseeing	77.9	73.8	78.4%
National Parks/Monuments	33.7	28.6	34.1%
Dining (Experience Fine)	25.9	25.3	27.1%
Amusement/Theme Parks	25.7	25.2	26.4%
Art Gallery/Museum	28.2	23.8	28.1%
Small Towns	26.1	23.5	26.0%
Historical Locations	25.1	21.2	25.6%
Guided Tours	19.9	15.8	20.8%
Cultural/Ethnic Heritage Sites	14.4	12.6	14.8%
Sporting Event	11.6	11.7	12.0%
Nightclub/Dance	11.1	10.7	11.0%
Concert/Play/Musical	13.7	10.0	14.4%
Water Sports	8.2	6.8	7.8%
Casinos/Gamble	6.9	5.8	7.1%
Camping/Hiking	4.8	3.9	4.2%
Environmental/Eco. Excursions	3.8	3.4	3.3%
American Indian Communities	4.4	3.3	4.8%
Golfing/Tennis	2.2	3.2	2.5%
Snow Sports	1.4	3.2	1.5%
Hunting/Fishing	1.1	1.6	1.5%

https://www.trade.gov/travel-and-tourism-research

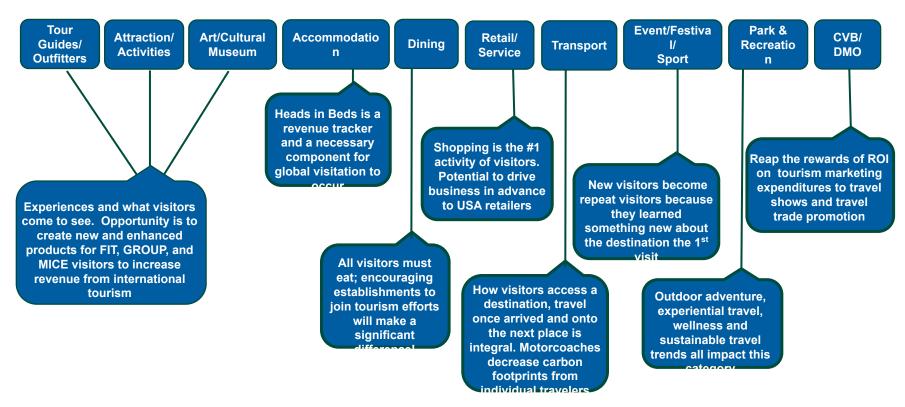
WHY PRODUCT; HOW PRODUCT



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THE SECRETARY SERVICES OF 1 SAN

Product Inclusion & Connection



Emphasize the need for diverse and sustainable tourism; incorporating all that are underserved.







International Inbound

Multi-day multi-week itineraries Themes and regions of the USA Airport transfers, accommodations,

things to do, where to eat, etc.









WORKING SMART & PREPARING TRAVEL TRADE WITH YOUR SELLING ASSETS

Who? Who you are as a business and what makes you unique; your story

What? Describe and give details about the products and services you offer.

Where? Your business location(s), accessibility, proximity to landmarks, public transportation, other towns, cities, regions, etc.

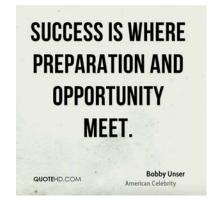
When? Your product or service availability

Why? The reasons why travel trade buyers should want to work with you; your competitive advantage

How? How the travel trade works with you as a 3rd party seller for FIT, group and custom experiences

Tips:

- ✓ Be concise
- ✓ Meaningful
- ✓ Inclusive of pertinent information to sell your business and product
- ✔ Don't advertise; give practical information; answer all potential travel trade questions



Don't Forget:

- ✓ FIT
- ✓ Group
- ✓ DMC



WHAT ARE THE STEPS



STEP 3: SMOOTH OPERATIONS

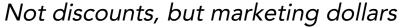
WHAT YOU LEARN:

Strategically price your products and follow the operational protocols needed to build future, repeat base business that can fill your off-peak need periods for consistent year-round volume from the international market!

- Utilize **pricing to manage your seasonality and maintain profitable business** during peak and off-peak periods! Use pricing as a tool to incentivize booking off-peak periods.
- Develop your tiered pricing to switch on the travel trade distribution channel. Optimize your reseller funnel to watch your business grow year over year.
- Understand the operational intricacies of different buyer categories to set up specific operational practices, internal policies, and systems for effortless success. Welcome FIT, Group and MICE business optimizing the guest experience.

ALON

TIERED/CONFIDENTIAL NET RATES



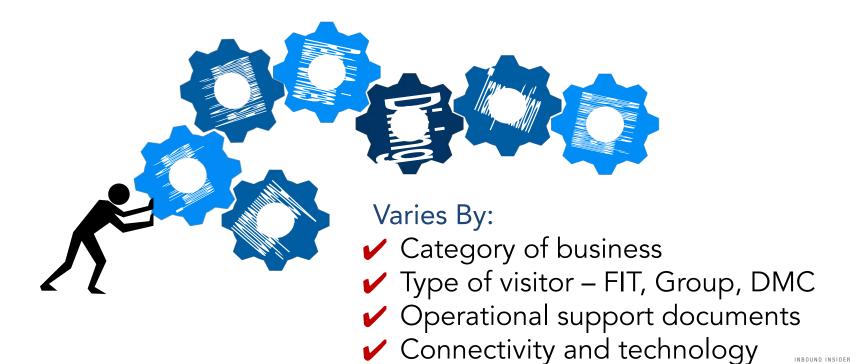


Pricing your products/services for reselling through the distribution network Each level of the travel trade sells to the level above with the end consumer buying products and services at retail rates



(\$100 Retail)

OPERATIONAL CONSIDERATIONS



ALON

A DESTINATION AND SUPPLIER'S STEPS TO READINESS SUCCESS___







Product

Development





Operational Prowess; FIT, Group, MICE



Tiered Net Pricing

Destination &
Business
Communication
Assets

Resources and glossary are provided and back and forth dialogue to achieve readiness status!



HOW STEPS TO SUCCESS IS DELIVERED



IN-PERSON

WEBINAR

ONLINE COMING SOON!



HOW IS STEPS TO SUCCESS IMPACTING DEI MARKETS?





MOST IMPORTANTLY STEPS TO SUCCESS BRINGS THE PROCESS FULL CIRCLE

- Full education about the international tourism market and why the travel trade
- Full access to implementation resources to not just understand, but be led on preparation tactics and engagement
- Examples given along with tangible resources
- Back and forth assistance gearing up to readiness
- Introductions to build relationships with the travel trade through IITA
- And finally, with the genius of Hermann Global the WIN WIN of being part of a destination campaign that will yield trackable results:
 - heads in beds
 - smiles through stiles and
 - cheeks in seats!



4. Joint Campaigns





visitarizona.com Itinéraire de 3 Jours au Grand Canyon

Learn more

QUELQUES CONSEILS





NATURAL BEAUTY

Parks & Monuments

From cactus to canyons, pine forests to sky islands, Arizona's parks and monuments feature a wide array of scenery, history and activities for... À VOIR, À FAIRE

Les 10 plus belles choses à faire en Arizona

Nous savons que les options sont nombreuses lorsqu'il s'agit de planifier son voyage en Arizona, nous avons donc réduit la liste à quelques-unes...

4. Joint Campaigns





Tour opérateur FR

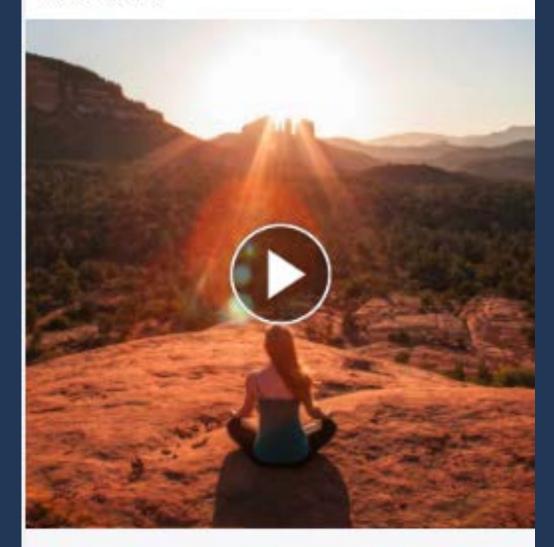
Vous avez choisi de découvrir le magnifique État de l'Arizona, nous sommes là pour vous aider à planifier votre séjour idéal. Nous avons mis en...







Lors d'un voyage aux Etats-Unis, la découverte de l'Arizona est indissociable de celle du Grand Canyon, dont le spectacle est l'un des plus grandiose au monde. Mais l'Etat d'Arizona réserve bien d'autres trésors : Monument Valley, Glen Canyon Dam, le lac Powell avec son célèbre Rainbow Bridge, Antelope Canyon, le Canyon de Chelly, Petrified Forest, parmi bien d'autres. A moins que vous ne préfériez la capitale du New Age, Sedona, ou la ville du célèbre règlement de compte à OK Corral : Tombstone.

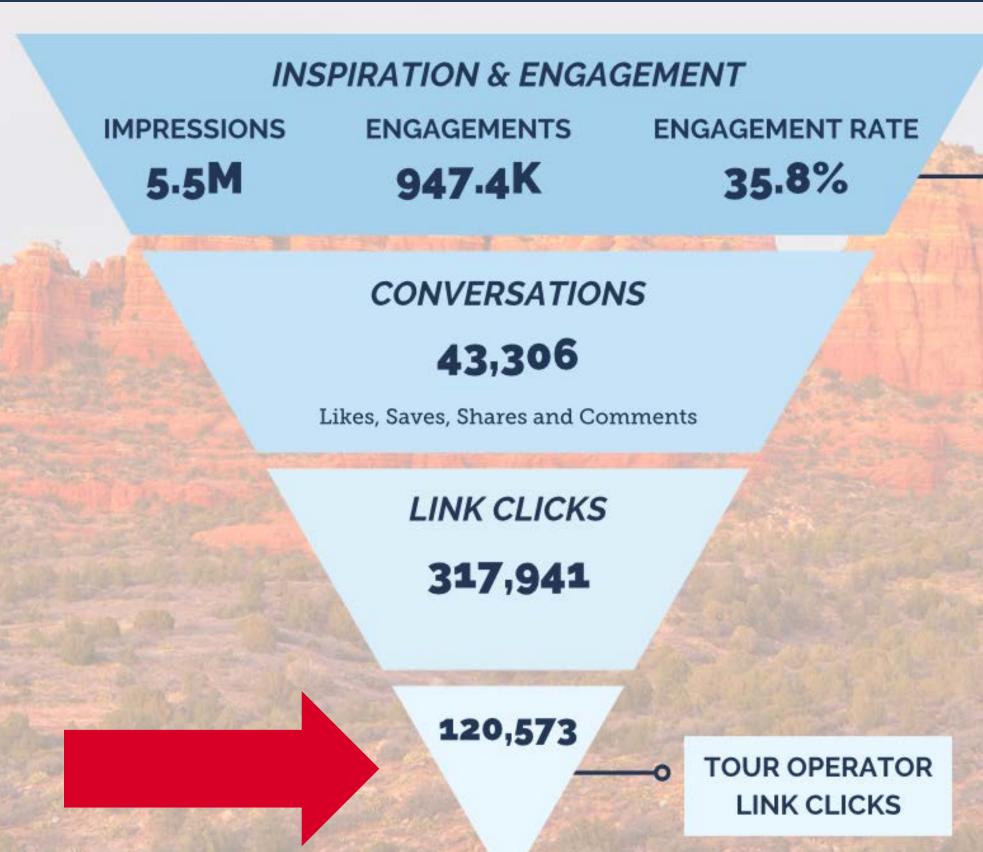


comptoirdesvoyages.fr 10 idées de voyage « Arizona »

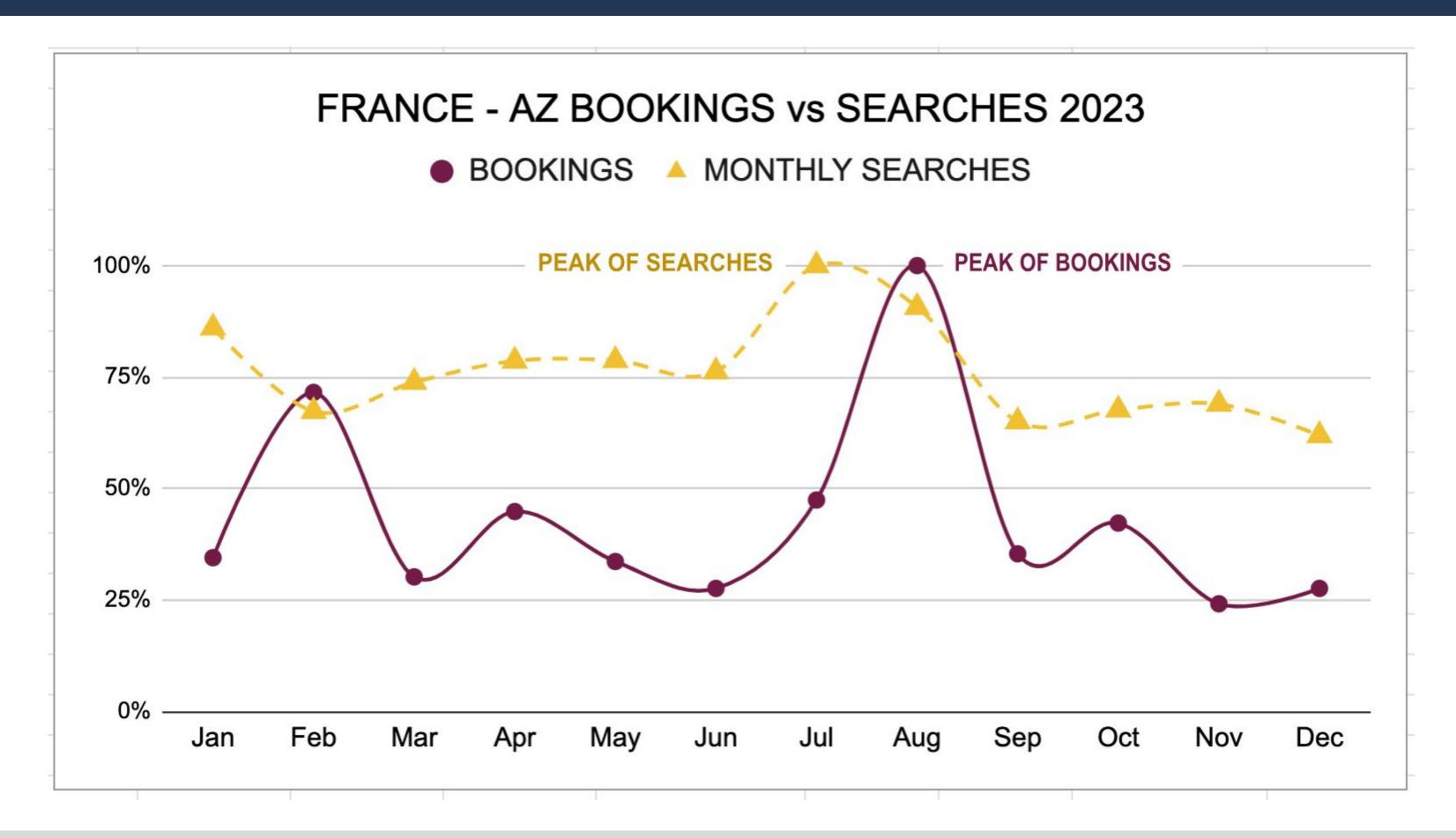
Learn more

5. Measure ROI





FRANCE - AZ BOOKING REVENUE 2022-2023





Thank you.

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