



Reference : PBBPP.PM.100-1/7/1(1)
Revision : 00
SOP Owner : Marketing, Public
Relation & Customer Service
Issued Date : 16th November 2017



PENANG HILL CORPORATION

MARKETING, PUBLIC RELATION & CUSTOMER SERVICE

STANDARD OPERATING PROCEDURE FOR

INBOUND TOUR COMPANY GROUP ARRANGEMENT

Reference No.: PBBPP.PM.100-1/7/1(1)		Revision #: 00	
Effective Date:		Last Review / Update Date:	
Purpose:	The main purpose is to establish a uniform procedure for all inbound tour agencies		
Prepared by:	Assistant Administrative Officer	Date:	Signature:
Checked by:	Manager	Date:	Signature:
Approved by:	General Manager	Date:	Signature

1.0 Standard Operating Procedure

Inbound Tour Company Group Arrangement

1. The arrangement applies **ONLY** for in-bound (**foreign**) tour groups under all ticket categories Adults / Children.

2. Applies to all pre-arranged trips regardless of mode of communication to Marketing Division;
 - Email
 - Letter
 - Text messages
 - Calls

3. The tour group privilege;
 - 20% discount for all ticket categories (**min 10 pax for each category**).
 - Fast Lane Access.

4. Monetary arrangement;
 - All payment paid on the spot must be made in full amount (cash/credit card).
 - The tour company name shall be registered (**3 working days**) and recorded by Finance Division for discount reimbursement.
 - The discounted amount shall be paid by end of the next business month **directly to tour company bank account** based on a standard 20% from ticket amount paid throughout the same month.
 - For monetary purpose, all incoming tour groups must submit incentive form including tour company account number for reimbursement.

5. All booking arrangement should be made during office hours **8.00am – 5.00pm (Monday to Friday) by calling 04-8288880 Ext 343**.

6. Registered walk-in travel agency to proceed to the ticket counter upon their arrival.

7. No commission/incentive for local visitors.



Reference : PBBPP.PM.100-1/7/1(1)
Revision : 00
SOP Owner : Marketing, Public
Relation & Customer Service
Issued Date : 16th November 2017

2.0 FORMS / TEMPLATES TO BE USED

- Inbound Tour Company Registration Form



PROGRAM INSENTIF BERKUMPULAN
BORANG PENDAFTARAN SYARIKAT PELANCONGAN
INBOUND TOUR COMPANY REGISTRATION

MAKLUMAT SYARIKAT/ COMPANY DETAILS	
NAMA SYARIKAT/ COMPANY NAME :	
NO TELEFON/ (H) :	
NO TELEPHONE (M) :	
E-MAIL :	
PEGAWAI UNTUK DIHUBUNGI/ CONTACT PERSON :	
NO PENDAFTARAN SYARIKAT (SSM) COMPANY REGISTRATION NUMBER :	
NO PENDAFTARAN KEMENTERIAN PELANCONGAN MALAYSIA :	
ALAMAT SYARIKAT/ COMPANY ADDRESS :	
BUTIRAN PERBANKAN/BANKING DETAILS	
NAMA BANK/ BANK NAME :	
CAWANGAN/ BRANCH :	
NO AKAUN/ACCOUNT NUMBER :	
PENGESEAHAN/ DECLARATION	
Pengesahan Syarikat/ Company Declaration	
Saya mengaku bahawa maklumat di atas adalah benar/ I am certify that the above information is correct.	
(Cop Rasmi Syarikat)	
..... Tandatangan/Sign Nama/Name: Tarikh/Date
UNTUK KEGUNAAN PEJABAT/ FOR OFFICE USE	
Tarikh Pendaftaran/ Registration Date :	Diluluskan oleh/ Approved by :
Tarikh diluluskan/ Approval Date :	
No Pendaftaran Agensi/ Registration Number :	
(Tandatangan dan Cop)	
CATATAN/ REMARKS:	



- Incentive Form



INCENTIVE FORM

DATE : _____

TOUR GUIDE'S NAME : _____

COMPANY NAME : _____

COMPANY TEL. NUMBER : _____

NUM OF PAX (FOREIGN ONLY) : Adult _____ x RM 30 (13 years old & above)
 Children _____ x RM 15 (4-12 years old)
 Total : _____

* The discounted amount shall be paid first week of the next business month to tour company bank account based on a standard 20% from ticket amount paid through the same month.

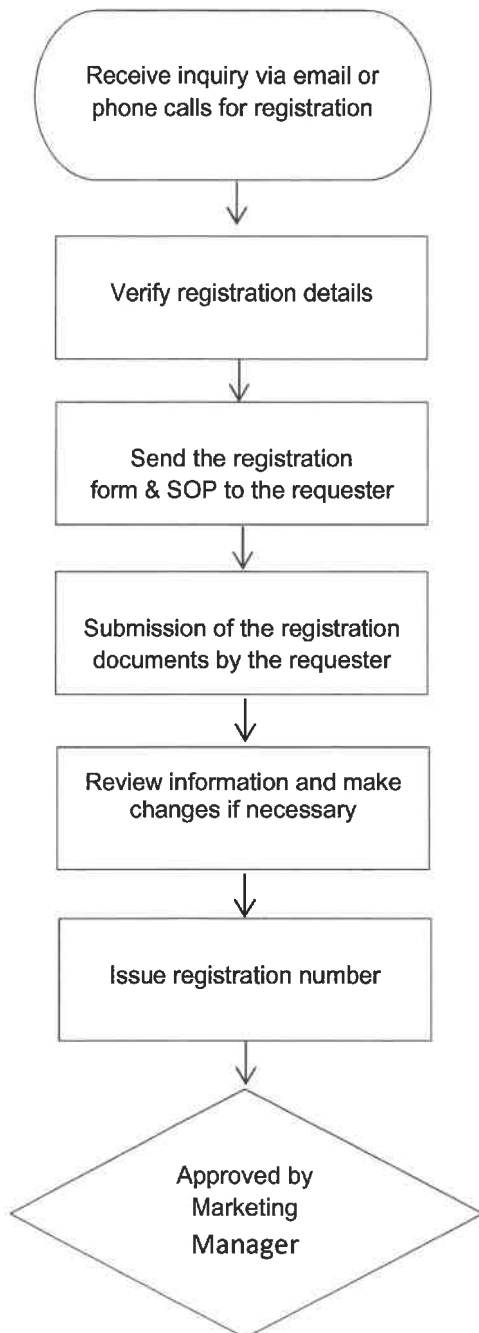
SIGNATURE:.....

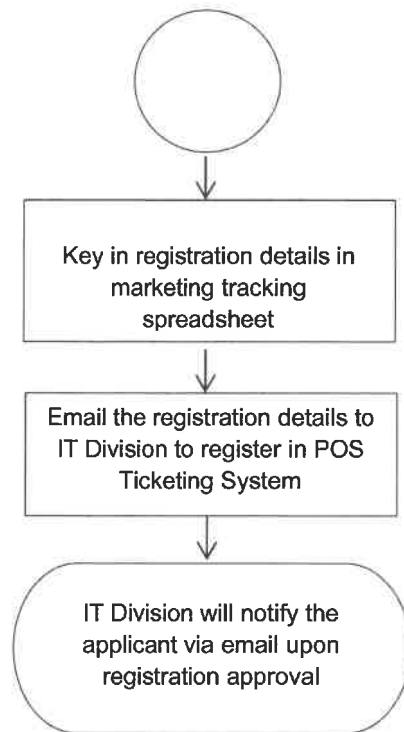


3.0 PROCESS FLOW

1. Registration
2. Group Arrangement

1. Registration





2. Group Arrangement

