



Creating Conferencing Milestones



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## One Company, Many Solutions.

VCI HOSPITALITY LIMITED is a young company that has become one of India's leading hospitality, travel and tourism marketing company. We offer sales & marketing solutions to luxury and high-end hotels, resorts & spas and provide comprehensive travel solutions to the Corporates and Leisure Travelers.

With corporate office in Mumbai, VCI was formed on February 9, 1999. Ever since its inception the company has steadily and systematically developed its position in sales & Marketing, Corporate & Leisure travel services over the years and has presence in major Indian cities.

"VCI operates in the following areas of business namely:

**VCIHOTELS:** Sales, Marketing and Distribution Services to Hotels, Resorts, Spas and Clubs, Revenue Management & e-Commerce

**VCI MICE:** Meeting, Incentives, Conference & Events and Corporate Travel Management

**VCI VACATIONS:** Outbound Tourism and Domestic Holidays"

With 9 offices across India supported by a team of over 200 hospitality professionals, VCI generated sales revenue in excess of Rs. 200 crores for the financial year 2008-2009.





## A Closer Look - VCIMICE

VCIMICE division was started in 2005 and we have handled more than 3000 residential conferences of different size groups at VCI exclusively marketed luxury properties. The company is active in the attractive Meeting, Incentive, Conferences, and Exhibitions (MICE) where it combines outstanding expertise in organizing venue sourcing and management coupled with accommodations, food & beverages and events to offer solutions that are carefully tailored to each MICE customer. Our highly trained and motivated hospitality professionals armed with the requisite experience, meticulously plan each aspect of every conference and event, as well as consistently serve guests, making every point of contact a priority and giving every request precedence.

A network of luxury and high-end properties and top-notch services make VCI what it is today – the leader in the hospitality, travel and tourism marketing arena. Each satisfied customer is a testament to our passion, commitment and ability to make every experience extraordinary.





## Advantage VCIMICE

*Our MICE success is based on following principles:*

**Reservoir of Knowledge:** This comes out of the vast experience of handling large number of conferences in the past. The fact that we have got trusted business partners (suppliers) for every destination and that there is always an experienced account manager with the group to ensure that the clients feel secure when they travel with us.

The experienced employees of the MICE business make sure that they function as a travel consultant to the client and there would not be any let up in the service quality.

**Product Innovation:** Over last decade or so the MICE industry has been booming. Since then, many of the companies have been traveling each year for incentives and conference tours. They are looking out for new destinations for varied experiences. Our endeavor is to be ahead of the competition at all times and product innovation is one way of doing that. We are confident of providing our customers with the best of the options and services at any destination that they wish to visit. This is due to the vast resources of the company and due to the number of trusted business partners that we have all over the world.



## Advantage VCIMICE

**Experience:** This refers to the experience of the company right from the time they get in touch with us for their MICE requirement till the time their event is successfully completed and their attendees return back. The company expects the trip to be enjoyable, hassle free and fun filled “experience”. We at VCIMICE understand their concern and provide them this experience through our experienced, dependable and extensively traveled Tour Managers who are available with the group through out and provide their personalized services to the group. Our prime focus is always to cater to our customers specific needs and the intent is to delight the customer by always delivering more than promised by us.

**Value for Money:** We are committed to provide quality service to our clients and we do not believe in any compromise on the same. We make sure that the experience that our clients get is of a greater value than the cost that they pay for it.

# Shades of Excellence

## VCIMICE Services

### Event Management, Design & Production

VCIMICE can offer a seamless service from conception to reconciliation. Our clients can rely on us to pull together and produce events which are creative, practical and exciting.

- Design event concept & theme
- Off & online delegate registration & reporting
- Pre & post-event communication, i.e. teasers, invitations, feedback forms
- Evening coordination, i.e. table plans, bands, DJs, menus
- Audiovisual systems, i.e. lighting, sound & entertainment
- Name badges, delegate packs and gifts
- Guest speakers, entertainers, award presenters
- Meet & greet
- Branding & signage
- Stage design & build
- Marketing analysis
- Client meetings & site visit representation
- On-site management



# Shades of Excellence VCIMICE Services

## Venue Finding & Logistics

Looking for the perfect venue for your meeting or event? Whether it's a small boardroom meeting for 10 in a private members club or an international annual supplier event, your dedicated contact at VCIMICE Meetings & Events will find the best-fit venue for you. We will take the hassle out of organizing your meetings & events.

Some of the services that we offer are listed below:

- Venue sourcing
- Sourcing of audiovisual services, entertainment, team building, catering
- Guest list & delegate management
- Hotel Reservations
- Food & Beverage management
- Video-conferencing
- Ground transport
- Site visit coordination & representation
- Safety & security



# Shades of Excellence VCIMICE Services



## Group Travel

The VCIMICE Meetings & Events team has the expertise and extensive range of services to take the stress out of group bookings, helping you save money and time whilst ensuring you get from A to B efficiently and safely. We provide real value to group bookings. We have access to competitive rates; the ability to negotiate fares; competitive response times; and can conduct extensive route and carrier research.

VCIMICE has access to a wide-ranging travel network for bookings in:

- Air: Domestic & International Transfers
- Rail: All major Indian cities & destinations
- Ground Transportation: Meet & Greet Services

Some of the benefits of booking group air travel with the VCIMICE team:

- Option to charter private aircraft
- Seats held up to 350 days prior to departure
- Names are not required until 2-4 weeks prior to departure
- Additional flexibility to change names on tickets

Additional Services:

- Visa application and passport renewal services
- Meet and greet services
- Airport lounge access, subject to availability
- Access to airport rail services:
- Flexible travel returns within a month

Most importantly, traveller safety can be monitored using VCIMICE's excellent traveller tracking services, which make it easy to find employees quickly.





# Shades of Excellence VCIMICE Services

## Destination Management & Incentives

We specialize in the organization and logistics of meetings, incentives and events for groups coming into or traveling out of India. We have offices, partners and local contacts in all key markets and benefit from their local knowledge, expertise and guidance. We can help you discover hidden gems alongside well-known attractions.

### Services offered:

- End to end incentive travel organisation
- Destination Advice
- Activities for leisure & delegates' partners
- Sporting Tickets & Corporate Hospitality Tour, Activities & Sight Seeing
- Restaurant Recommendations
- Food and Beverage Management
- Hotel Reservations
- Ground Transport
- 24-Hour Assistance

# Shades of Excellence VCIMICE Services

## Savings & Cost Management

By booking through VCIMICE Meetings & Events, our clients achieve typical savings of over 15-20%. Our MICE specialists are trained to negotiate rates, benchmark against comparable alternatives and have access to any special offers to offer you the best solution for all your meetings & events.

### Benefits of using VCIMICE:

- Complete visibility of costs
- Lead supplier negotiations, including local & global deals
- Use VCIMICE purchasing power to negotiate rates
- Minimise cancellation fees
- Streamline internal processes to ensure compliance to booking guidelines
- Negotiate Group Travel Fares



# Shades of Excellence

## VCIMICE Services

### M & E Services

VCIMICE Meetings & Events Solutions is completely focused on uncovering potential in your meetings & events programme. Our consultants can help you gather and analyse the information you need to build a best-in-class M&E programme and improve it year after year. Our services are structured around 3 areas:

#### Assessment & Strategy

- Audit process & technology
- Audit spend / procurement
- Savings estimation
- Business Plan & recommendations



#### Implementation

- Strategy roll-out
- Supplier programme sourcing
- Change management

#### Programme Optimisation

- Satisfaction surveys
- ROI optimization
- Reporting & management information
- SLA & KPI management
- Regular reviews & planning meetings



Benefits of M&E Solutions:

- Increasing visibility & control of M&E Spend
- Reduce financial & legal risks
- Streamlined processes
- Efficiency increase & savings
- Enhance stakeholders satisfaction



# Conferencing Done By Us

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Come, experience the VCIMICE's ultimate services and be a part of creating milestones





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