

Based & specialized in Guilin, Top Level Tour has exceptional knowhow, resources, and quality control over the tour services in Guilin area.

Welcome to visit our website <http://www.topleveltour.com/>

Best service for the best experience of Guilin tours!

Tour Guides

▶ We well understand that a good tour guide is always a major determinant for a delightful tour. In order to provide our customers outstanding travel experiences in Guilin as promised, we make sure every Top Level Tour' tour guide in Guilin is among the highest standard.

Every Top Level Tour' tour guide is strictly recruited. **Handpicked** by our Human Resource Manager and Service Quality Manager, every qualified tour guide meets the following requirements:

- Exceptional **command of English**, and oral communication skills;
- **University degree in Tourism** or English with **Tour Guide License**;
- Being customer-centric with **responsible**, honest, and warm-hearted personality;
- **Knowledgeable** about the Guilin region with more than 3 years experience.

▶ Every Top Level Tour' tour guide is either **experienced** or **specialized**. We have tour guides with

- **More than 20 years experience** in English guiding service;
- Specialized in **outdoor** activities, and **adventurous** tours.

▶ Every tour guide at Top Level Tour follows a consistently **optimized service manual** with focus into details, and is responsible to help customers to avoid tourist traps

- Confirm flights in advance to **ensure punctual airport pickup**, and smooth and **timely** transfers;
- Supervise tourism vehicle drivers to **operate in a safe manner**;
- **Recommend** additional **activities and sites for richer tour experience**, but only with customers' permission and according to their preferences;
- Recommend **shopping places** that are only **valuable** and **visit-worthy** for the customers;
- Help the customers to solve the problems encountered **during the tour**. In particular,
 - ✓ When the **hotel facilities** do not meet promised standard, the tour guide will report to the manager in charge at Top Level Tour. The problems will be solved in a prompt manner, including changing rooms or hotels when necessary.
 - ✓ When the customers want to **make changes on the itinerary during a tour**, or are unsatisfied with the tourist vehicle, the tour guide will report to the manager in charge at Top Level Tour. We will reconfirm the travel plan, and rearrange the itinerary and vehicle when necessary.
 - ✓ The tour guide is responsible for rearranging meal plans and **recommending restaurants as requested** by the customers.
- Hand up a written report to the Service Quality Manager after sending off the customers. The report should include **customer feedbacks** and **service improvement suggestions**.

Drivers and Vehicles

All tourist vehicle drivers contracted with Top Level Tour are **officially licensed**, responsible, and have **at least two years industrial experience**.

The Transfer and Transportation Coordinator at Top Level Tour is in charge of managing the tourist vehicle fleet. All vehicles used are **perfectly maintained** to meet the high comfort and **safety** standard at Top Level Tour. All vehicles' plate numbers and drivers' license numbers are **traceable in the company database**.

Service quality inspection and control mechanism at Top Level Tour

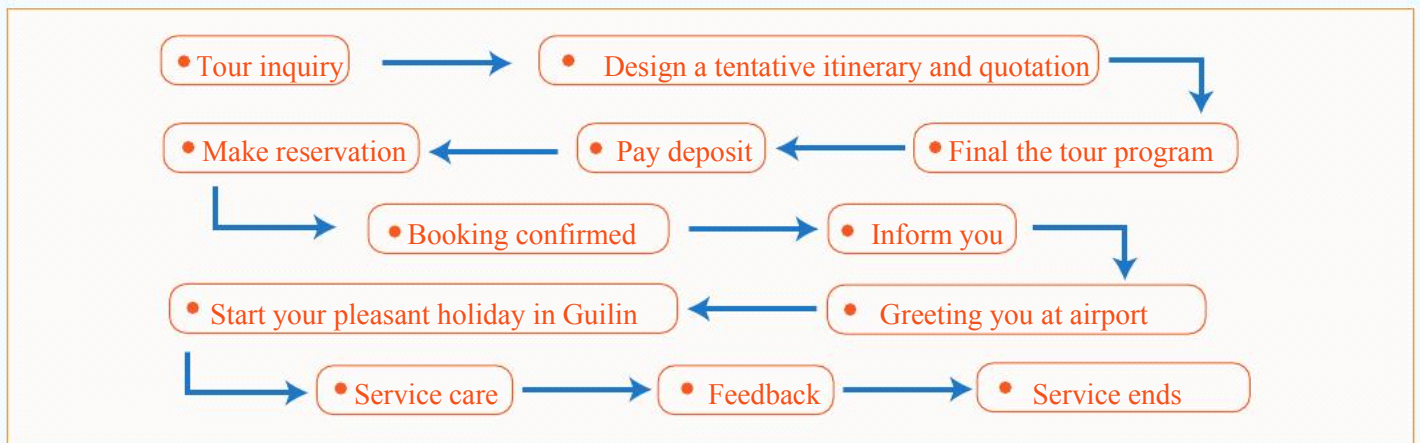
▶ Every hotel in Guilin recommended to our customers is Top Level Tour' Recommendable Hotel List, which is inspected on a regular basis. Every hotel booking is also double checked to **make sure the accommodation quality** is consistent with what the hotel has promised.

▶ **All tour guides at Top Level Tour** practice the highest industrial standard in a responsible and ethical manner.

To report abuse or complain, email our Guilin Customer Service Coordinator at complaint@topleveltour.com

- ▶ Service operation of every tour group with Top Level Tour is supervised by a Service Quality Supervisor and the Customer Service Manager through the whole tour in China, regardless of the group size. For any problem encountered during a tour, the customers can either call their **travel consultants** or the Customer Service Manager, or ask the travel guides to call on their behalf.
- ▶ The customers will be asked to write **tour feedback and evaluation** in the email after the tour. The completed feedback and evaluation will be forwarded to the **Customer Service Manager** at Top Level Tour for service improvement purpose. If the customers wish to receive feedbacks, our Customer Service Manager will contact the customers directly. Email the Customer Service Manager at feedback@topleveltour.com

Operation process



★ The whole process of taking a private tailor-made tour at Top Level Tour

You	Top Level Tour
Send an inquiry	Receive an inquiry
Receive a tentative tour itinerary with quotation	Propose a tour itinerary with quotation
Amend and finalize the tour plan	Amend and finalize the tour plan
Pay deposit to confirm tour booking	Receive deposit and confirm tour booking
Book your own international flights	Make reservation (Hotel, Domestic Transportation, etc.)
Track notification emails and prepare for your tour	Confirm reservation with all suppliers, and send the customers reminder emails
Receive your person tour guide's contact details	Arrange one of our tour guides to customers
Arrive in Guilin	Airport pickup and greeting
Enjoy you tour in Guilin	Supervise the tour operation, fully back-up through the whole tour
Tour ends	Sendoff at airport
It is highly appreciated if you could recommend Top Level Tour to others	Collect customer feedbacks and improve service quality
Please remember to check out returned-customer benefits and deals at Top Level Tour	Email the latest deals, Guilin travel newsletters to the customers if they wish to be kept informed.

Service recovery process

