

Local Company Information and Visit Information

Here are a few tips:

- Whenever possible, give the client confirmed information, but protect your sources, if necessary.
- It might be useful to compile a collective viewpoint with information gathered from your colleagues.
- If no information is available, let the client know.
- Never hesitate to refer the client to a list of reputable companies or other local sources that could provide the requested information, or a second opinion.
- Let the client know in advance if any fees are associated with these sources or with getting access to specialized databases.

*This is the third
in a series of
articles designed
to explain the
TCS services.*



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them plan their trip, for example, by informing them of religious and school holidays, or dates of special events such as conventions, sporting events or fairs that might affect the availability of accommodation and of local contacts. You may also advise clients as to how they should adapt their product literature and business cards to the market, or inform them of providers of services that they will require during their stay, such as local transport, translators, interpreters and business support.

Your role is NOT to make arrangements or hotel/car reservations for clients.

Here are a few tips:

- Make sure the client understands that you are not a booking service or a travel agent.
- Make the best use of your post's Web site by adding:
 - a list of hotels, special instructions and negotiated discounts with hotels;
 - basic visit information, such as visa regulations, vaccination requirements, dress code; and
 - safety considerations, which are published on the DFAIT Web site as "travel advisories" by our consular services.