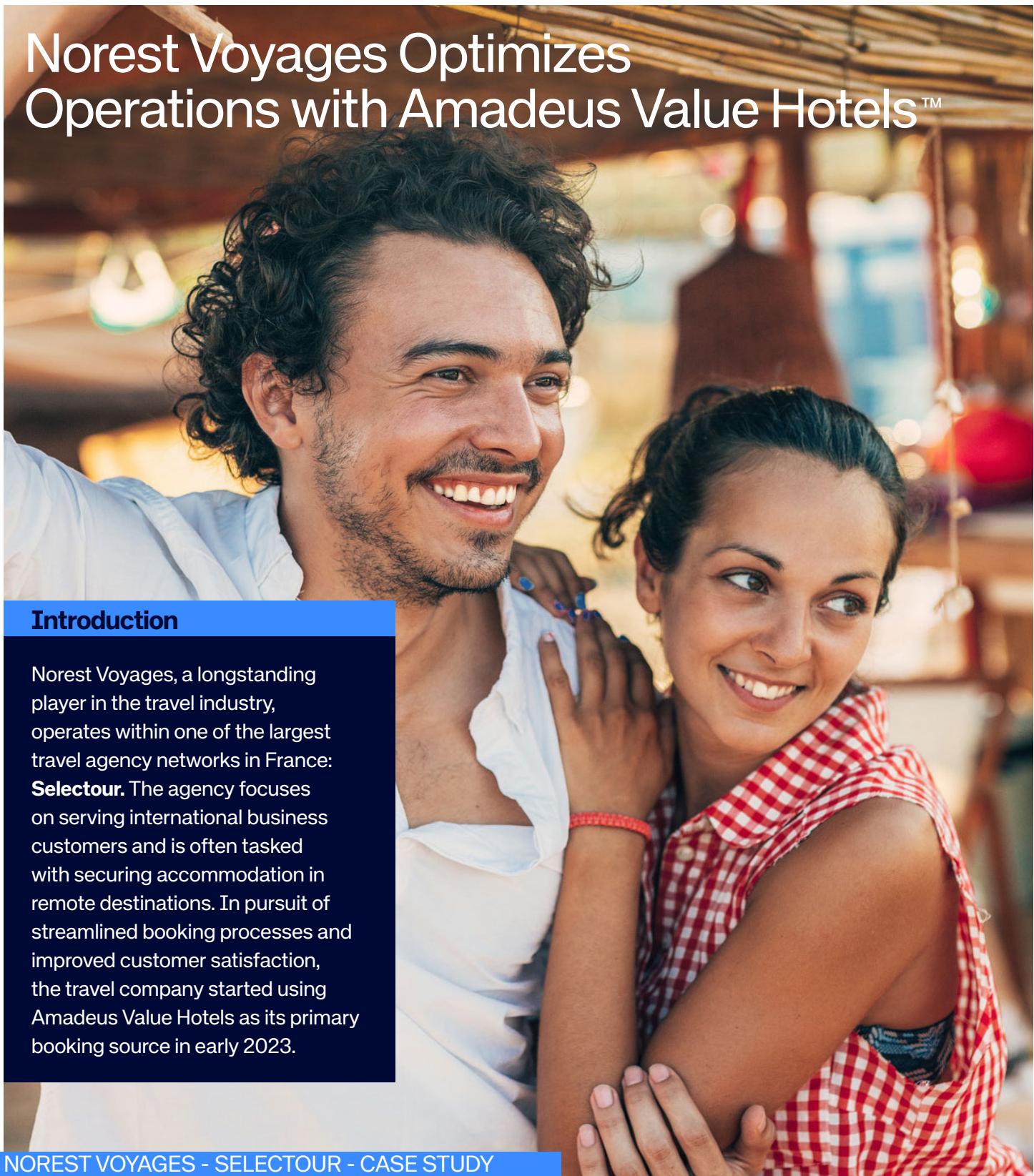


Norest Voyages Optimizes Operations with Amadeus Value Hotels™



Introduction

Norest Voyages, a longstanding player in the travel industry, operates within one of the largest travel agency networks in France: **Selectour**. The agency focuses on serving international business customers and is often tasked with securing accommodation in remote destinations. In pursuit of streamlined booking processes and improved customer satisfaction, the travel company started using Amadeus Value Hotels as its primary booking source in early 2023.

NOREST VOYAGES - SELECTOUR - CASE STUDY

Navigating the complexities of the travel industry, especially when catering to international customers, presents numerous challenges. From ensuring ease of booking to maintaining competitive pricing and delivering personalized service, the agency has faced numerous challenges that require an efficient and reliable partner.



How Amadeus Value Hotels has helped:

- 1. Simplified booking processes:** Amadeus Value Hotels properties are bookable via its user-friendly interface, Amadeus Hotels Plus™. Unique features such as the ability to cancel individual rooms within a booking as well as a search functionality combined with comprehensive room descriptions have streamlined the overall booking process for the agency. Working with Amadeus Value Hotels has made the day-to-day lives of Norest Voyages travel agents easier.
- 2. Time savings:** Norest Voyages' integration with Amadeus' Gestour back-office system has facilitated seamless invoicing, drastically reducing the time required for administrative tasks. The efficient invoicing process, taking less than a minute through Gestour, has allowed the agency to focus more on client interactions and business development.
- 3. Efficient customer service:** Amadeus Value Hotels' responsive customer service team has proven to be instrumental in promptly resolving billing discrepancies and other customer queries.



I was amazed recently by the prompt response from Amadeus Value Hotels' support team when they helped resolve a billing issue. **It solidified our trust in Amadeus Value Hotels'** dedication to customer satisfaction.

Tania,
travel agent, Norest Voyages.

AVH in a few words: Simplicity / Speed

I am very satisfied with Amadeus Value Hotels. It's fast and clear. If I have a question, I know that the customer service team will listen and be able to resolve my issue.

Tania,
travel agent, Norest Voyages.



Conclusion:

By embracing Amadeus Value Hotels, Norest Voyages has been able to **successfully navigate challenges** inherent to booking a hotel, achieving enhanced operational efficiency and **elevated customer satisfaction** levels. The seamless booking processes, time-saving features, and superb customer service offered by Amadeus Value Hotels has **empowered the agency** to focus on delivering exceptional service and fostering business growth in a competitive landscape.

For further information, visit
amadeus.com/en/travel-sellers/content/amadeus-value-hotels
or speak to an Amadeus representative today.



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