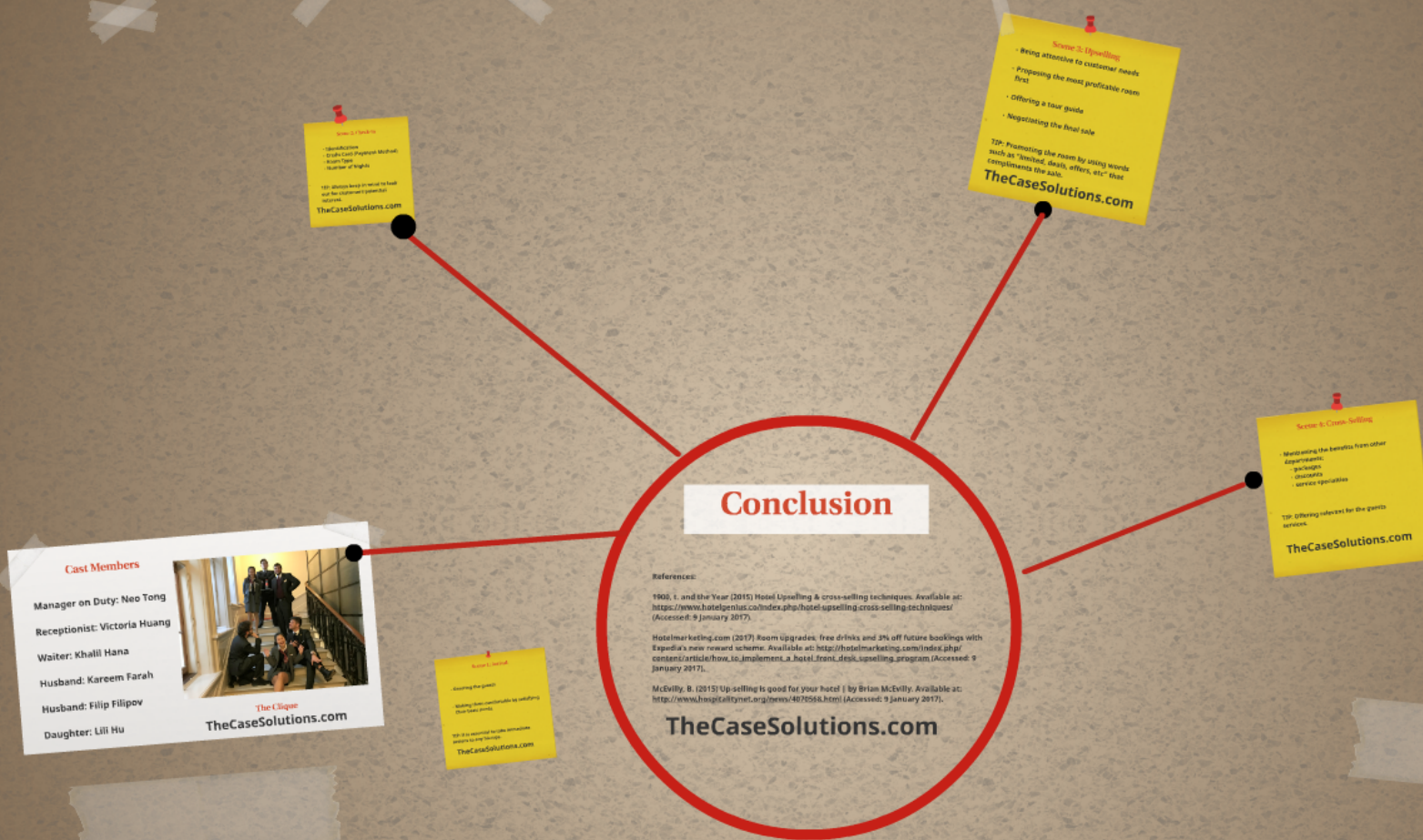
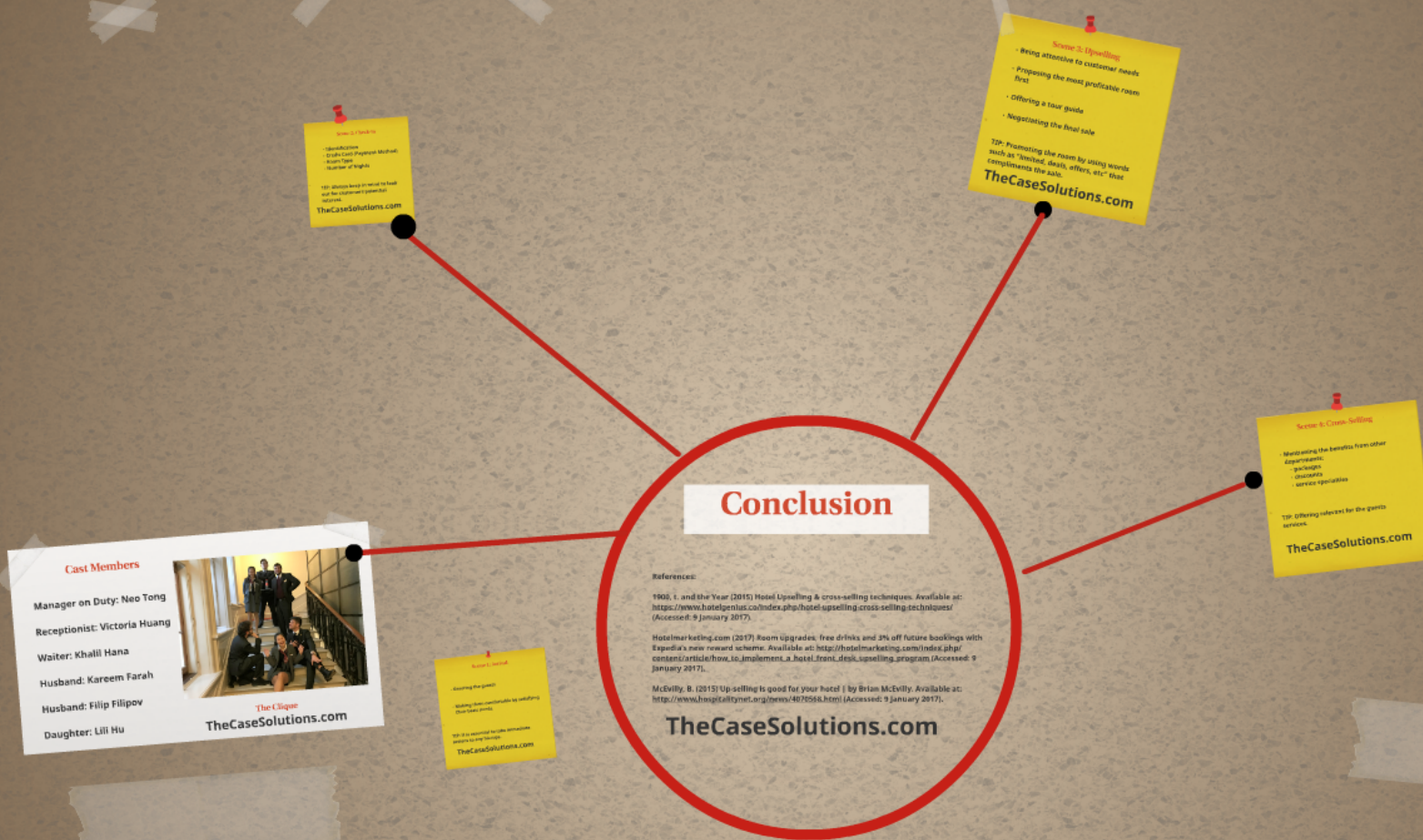




# Transport Corporation of India (A): The Cross-selling Conundrum

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## **Cast Members**

**Manager on Duty: Neo Tong**

**Receptionist: Victoria Huang**

**Waiter: Khalil Hana**

**Husband: Kareem Farah**

**Husband: Filip Filipov**

**Daughter: Lili Hu**



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## **Scene 1: Arrival**

- **Greeting the guests**
- **Making them comfortable by satisfying their basic needs.**

**TIP: It is essential to take immediate actions to any hiccups.**

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## **Scene 2: Check-in**

- **Identification**
- **Credit Card (Payment Method)**
- **Room Type**
- **Number of Nights**

**TIP: Always keep in mind to look out for customers potential interest.**

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### **Scene 3: Upselling**

- **Being attentive to customer needs**
- **Proposing the most profitable room first**
- **Offering a tour guide**
- **Negotiating the final sale**

**TIP: Promoting the room by using words such as "limited, deals, offers, etc" that compliments the sale.**

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## **Scene 4: Cross-Selling**

- **Mentioning the benefits from other departments:**
  - **packages**
  - **discounts**
  - **service specialties**

**TIP: Offering relevant for the guests services.**

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# Conclusion

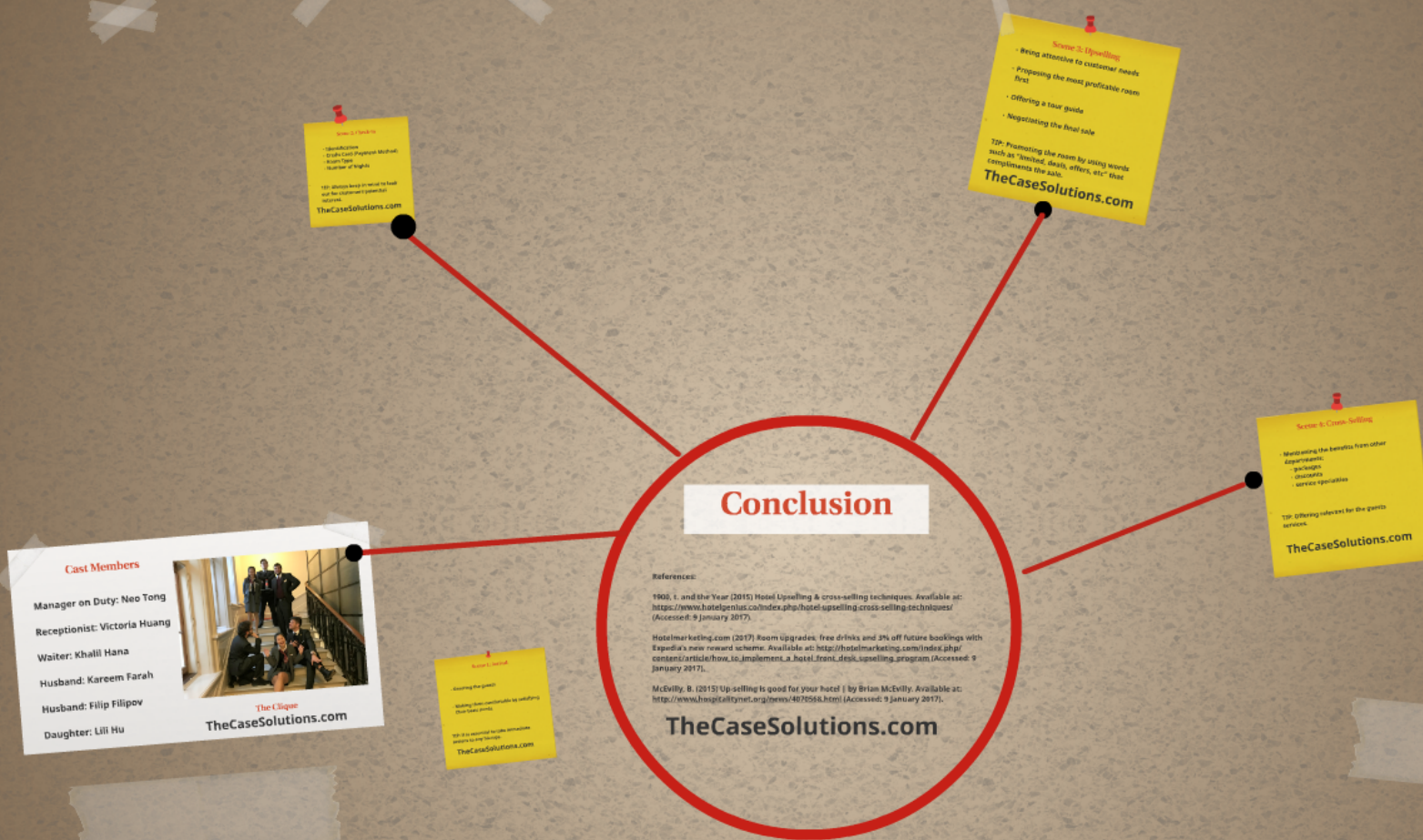
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