

NO DEPOSITS

NO BOOKING FEE

NO CLEANING FEE

## Global Resort Homes via Ocean Beds

Hold homes up  
to 24 hours at  
time of booking

100% contact  
with Ocean  
Beds

+300 Exact  
Homes with  
Global



# DO's & DON'T's

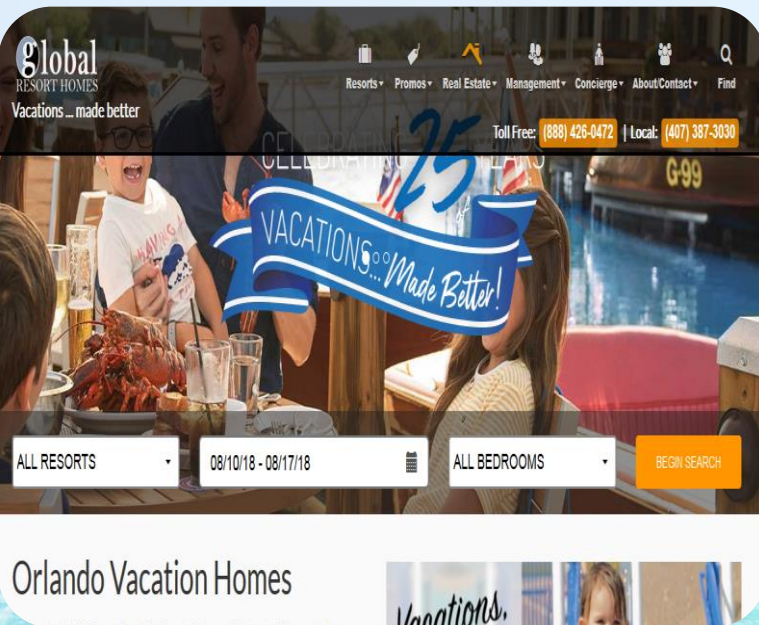
- Do - use website rates to quote customer
- Do - take cleaning and booking fee off
- Do – create case under enquiry type ‘Add’ and enquiry nature ‘supplier booking’
- Do - create case to hold/book the home this will be prioritised as high importance
- Do - Ask any questions regarding the home but N.B this will be actioned by UKRes & may take up to a few hours to answer
- Do – Book between 2pm – 6pm GMT Mon to Sat *(due to time difference)*
- Do – Use current exchange rate as rates are in USD
- Do - Advise of Ocean Bed PPF charge \$35 per week
- Don't - Call, email or online chat with anyone at Global as they have requested not to be contacted – **MUST CREATE CASE** using ‘Add’ and ‘Supplier Booking’
- Don't - hold every home quoted, only the one client is interested in and ready to book
- Don't – create case under ‘villa availability/price’ for Global products, this will not be seen by Brenda/US Team
- Don't – create booking between 9am – 12pm & 6pm – 9pm GMT or Sunday's due to time difference and opening hours



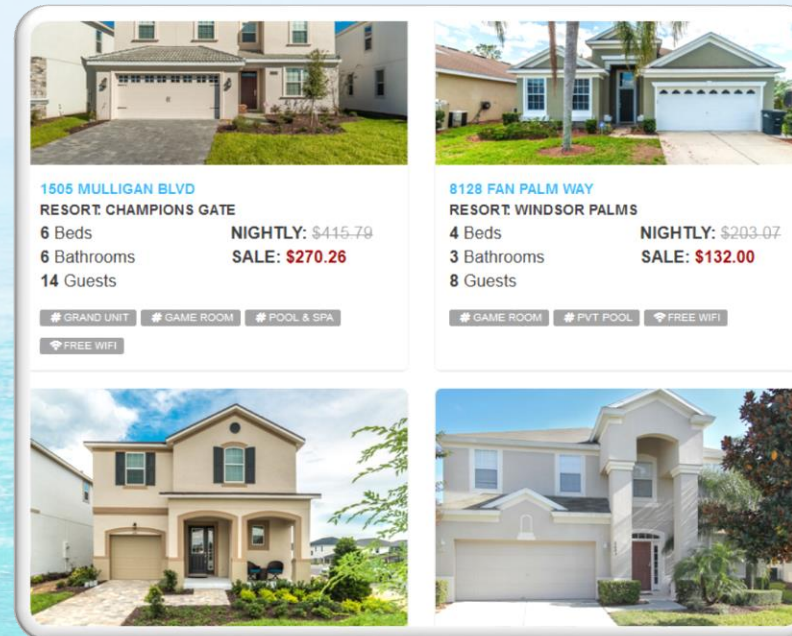
# Step 1: Global Resort Home Website

[www.globalresorthomes.com](http://www.globalresorthomes.com)

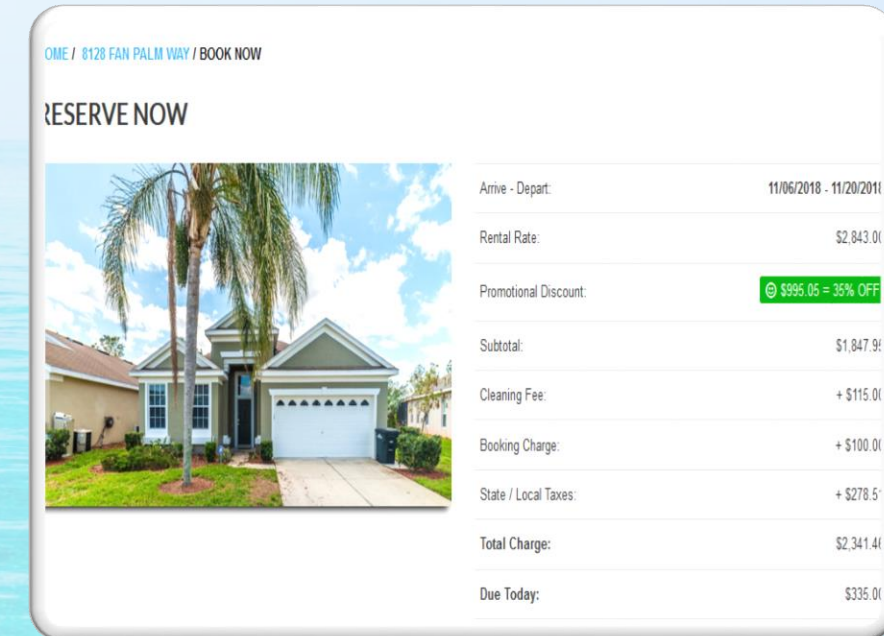
SEARCH:



CHOOSE & CLICK:



QUOTE:



- REMOVE: Cleaning and Booking Fee
- Rate in USD: use current exchange rate
- You will need to save images down for quoting purposes



# Step 2: Product Case

### Create Product Case

#### About Customer

Have you attempted to answer clients query? ☒ Yes ☐ No

OH Ref: \*  TOP DOG Ref: \*  CS Ref.: \*  Title:  First Name: \*  Surname: \*

Email:  Booking Confirmation Email:  Mobile Number:  Landline Number:

Brand:

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#### Case Detail

Enquiry Type: \*  Enquiry Nature \*  Importance Level:  Departure Date:  Enquiry Origination:  Lead Passenger: ☐ Yes ☐ No ☒ N/A

Number Of Adults:  Children(2-11 yrs):  Infants(under 2 yrs):  Number Of Nights:

Customer Satisfaction: ☒ Not Relevant ☐ Very Unhappy ☐ Unhappy ☐ Satisfied ☐ Very Happy

Add New Notes:

When creating case please ensure you select the following:

- Select 'Add' under Enquiry Type
- Select 'Supplier Booking' Under Enquiry Nature

This is the only way Brenda/US team will pick it up in order to book or hold the home!



# Step 3: Booking Process

1. Home and Rate from Global Resort Homes
2. If customer is ready to book, create or message in existing case to notify Brenda to hold home
3. Collect payment from customer
4. Notify Brenda to book home
5. Brenda will reply back on case to confirm home booked
6. Outro and Errata message is as per usual with any Ocean Bed Villas
7. Load Team will take care of the rest!

**HAPPY SELLING!!**

