



ITQ AND TAAI SOFT SKILLS DEVELOPMENT:

InterGlobe Technology Quotient, a strategic business unit of InterGlobe Enterprises which is a leader in aviation, hospitality and travel related services, is very excited and proud to be associated in an extended partnership with Travel Agents Association of India (TAAI) for providing training to TAAI associated members and travel agents

The agreement taking immediate effect enables TAAI associated agents across the country to nominate their staff to be trained on soft skills such as presentation skills, business etiquettes, personality grooming to name a few.

Sharing perspective on this association Anil Parashar, President & CEO, InterGlobe Technology Quotient, said, "It is an honor to be partnering with Travel Agents Association of India (TAAI) in this unique venture. It is our endeavour to reach out and extend support to build the skill sets for the operations and frontline staff of our travel partners so that they are well equipped to service the global customer of tomorrow. We believe that armed with these skill sets the staff of the agency will be poised to become the consultant of the future.

Commenting on this new initiative Sunil Kumar, Acting President, TAAI, said, "It is a very unique venture and initiative taken by TAAI along with InterGlobe Technology Quotient in providing training to agency frontline staff. We see this as a tremendous value proposition for the industry on the whole. In bringing this along with ITQ we see tremendous benefits for our customers as they bring along with them transparency, integrity and reliability.

As part of this initiative ITQ and TAAI carried out workshops at Pune and Delhi wherein the staff were trained in Communication Skills and Customer Orientation.

