



Client Communication

Sometimes it's more about the human element than implementing new technology or integrating existing systems. Among our clients is a global financial institution and we are responsible for servicing 10 locations within Asia Pacific with about 6,500 employees across the region.

Until recently, the account had a regional travel manager in Asia Pacific but in mid-2009, a new position of regional operations manager role was introduced. The strategy was for the regional travel manager focus on the business management side of the travel department and the regional operations manager to cover day-to-day operations.

However, without roles and responsibilities clearly defined from the beginning, conflicts and disagreement arose within the team which meant HRG partners and our regional business manager were receiving unclear communication and directions resulting in unnecessary delays in handling day-to-day operations and projects.

HRG stepped in to provide the client with a clear communication on the roles and responsibilities of regional business manager and regional operations manager as well as implementation of an escalation process giving the latter access to the HRG global operations manager for advice.

This has promoted better communication and understanding between regional travel Manager and regional operations manager. It has also meant day-to-day operations can be handled effectively so that bookers and travellers receive a quick response.

Then, in late 2010, a re-structuring of the client's travel division saw the creation of UK-based global operations manager role. HRG took this opportunity to bring our own structure in line with the clients and appointed an HRG global operations manager to work with theirs.

The HRG global operations manager, also UK-based, had previously worked with the clients global operations manager which mean a good working relationship was already in place.

The new HRG structure has been well received and we believe, given us an edge against the competition. The new structure was presented to the client personally by the HRG global operations manager with roles and responsibilities and the escalation process clearly defined for the region.

Now, both the regional travel manager and regional operations manager have a better understanding of their own roles and responsibilities and a clear line of communication internally structure as well as within HRG to turn to for further advice.