

WELCOME TO THE DAY DRIVE

CENTRAL MANIFEST BULLETIN BOARD

Designed to facilitate communication among sales sites, vendors and Wyndham administration in the day-drive world, this central manifest system and the attached bulletin board are just one example of our efforts to create a sales and marketing environment unsurpassed in the industry – an environment where access to timely and accurate information allows us all to do our jobs most effectively.

* **The vendor-to-site manifest.** The site needs to know how many appointments are scheduled in order to manage its sales staff most effectively. For example, knowing in advance that bookings were light on the first wave of a given day, the site might choose to use that time to provide an update training class for reps who need it.
* **The site-to-vendor manifest.** The vendor needs to know what appointments showed and the status of the tours. Having access to this information on a timely basis would enable the vendor to immediately reschedule the no-shows and increase the chances of turning an appointment into a tour.
* **The quota for each vendor.** Since this is a changing number, it is necessary that the site and the vendor be in agreement on the assigned quota. We will be providing a place where sites and vendors can access the current quota for each vendor producing tours at a particular site.
* **The premium packages.** Wyndham administration will provide the current list of premium packages being used. Sites and vendors will also be notified through this bulletin board of any premium being discontinued or any instructions relating to returns. This communication alone should prevent the stocking of premiums that are no longer in use.
* **Special bulletins.** These bulletins will remind vendors of tour-time changes, closed days, or any other information that is necessary in the daily operation of sales and marketing.
* **Tour time schedules.** Although we have done a pretty good job of letting each vendor know of tour-time changes, this will enhance that communication.

As in most new systems, I am sure that we will discover the need for revisions and/or improvements as the system is used. We invite input from the sites and vendors. Please e-mail suggestions to **christina.lambert@wyn.com**.