

Company Profile

Dear Sirs,

The warmest regards are sent to you from everyone at Amiral Tours & Travel. We take great pleasure dedicating this letter to your esteemed corporation.

The aim of this letter is to introduce our company and services to your kind self hoping for future cooperation. Our services are based on strict standards to guarantee product quality that accepts no compromises; it is the key to our success.

We here below attach a brief summary of what our agency provides and what it is capable of doing. Nevertheless, we are aware that putting words on paper might not give enough appreciation but a simple idea. Therefore, we would take pride to serve you, and you will see how different our services are.

Sincerely,

Mohammad Kiwan

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❖ Who are we?

Amiral Tours & Travel is one of the leading Tour Operators in Jordan, providing comprehensive services for groups and individuals from and to the country.

Amiral was first **established in the year 1995** by qualified professionals with more than twenty years of experience in the tourism industry. Holding places, people and customs through professional guides, modern transportation, quality hotels, fine restaurants and other key vendors.

Located on the 7th circle at Zahran Plaza Building (Ground Floor) in Amman, our offices are open from 9 AM till 7 PM 6 days a week; you can freely call our agents 24/7 for urgent requests or emergency.

We are fully licensed agency (under license number MOTA - 94 MIT- 3882) & **categorized as an (A) travel agency**. Locally we are an active member of the Jordan Society of Tourist & Travel Agents (JSTA) & the Jordan Tourism Board (JTB), and Internationally with; ASTA – IATA – JATA & Marriott Hotel Excellence!

Our specialized departments offer a diversity of services. Every department works independently to provide the best service to our customers, targeting their friendship and a long lasting relationship.

Amiral Tours & Travel was recently nominated as the **Middle East Leading Travel Agency 2010** by the **World Travel Awards for 4 years on a row 2007, 2008, & 2009**. It is worth to mention that Amiral Tours & Travel is the only company in Jordan nominated to such prestigious award.



All services and departments are located at our office in Amman, starting with the Management and Administrative Department, Operational Department, Reservation Department, Product Development, Sales & Marketing, Inbound, Outbound & Ticketing Departments, giving us a competitive advantage by being all under one roof.

❖ How can we benefit you?

Our services are based on 3 major points:

Experience:

An excellent reputation for **personal services, quality and value** through extensive research and a comprehensive database backed up by twenty years of experience in the travel industry.

Our agents travel to the places they sell on a regular basis. They inspect the newest properties along with older properties that have undergone renovation.

We feel this is an extremely important aspect of being an above average travel consultant. It is what enables us to suggest properties that match our client's needs, and personalities.

Service:

Professional customer oriented consultation providing hassle free travel. Email capabilities for convenience and prompt booking and information. Creative but persistent approach to search for the most appropriate travel arrangements and identifying the best possible value. Our travel consultants are **friendly, professional, and experienced** in accommodating both the seasoned traveler and those new to the world of travel.

We pride ourselves in **customer satisfaction**. A large percentage of our bookings are from repeat clientele while much of our new business is from word of mouth recommendations.

Value:

With our “**Know How**”, and as a sales agent for almost all major international airlines in Jordan, we do not only offer competitive prices to our customer, but we are also able to pass on very competitive prices and a maximum opportunity for choices and flexibility.

These three points are represented in our logo, the first sunbeam on the left is the deepest representing **Experience** as we believe it is our base, the second sunbeam in the center represents **Service**, as we believe it is the center and the core of our business, the highest sunbeam in the right is **Value**, those three beams are on top of our circle which represents the company.



❖ What can we do?

Our services include **EVERYTHING** related with tourism, such as:

- ✚ International Airline Reservations & Ticketing
- ✚ Worldwide hotel reservation
- ✚ Worldwide car rental.
- ✚ Ground handling services
- ✚ All over the year excursions and itineraries, (Adventures, Eco-Tours, Biblical Tours, Cruises, Diving, Sea Resort Holidays, Ski Holidays, Relaxation & Spa Treatment Packages, & Tailored Made Tours)
- ✚ Incentive, Special interest groups.
- ✚ Conferences & MICE
- ✚ Cruises world wide & locally (Aqaba)
- ✚ Camping services.
- ✚ Catering.
- ✚ Meet & Assist services.
- ✚ Limousine & VIP treatment specialists.
- ✚ Free Ticket delivery

The following is a sample list of our successful events:

- **World Economical Forum (WEF) – Jordan Education Initiative 2005 (Amman, Jordan)**

Held in Kempinski Hotel Amman from 8th to 10th of November 2005, Amiral Tours & Travel handled hotel booking, air tickets, transport and logistics, translation and technical assistance. The event had more than 300 participants and was under the patronage of Her Majesty the Queen.

- **MEPI – 2006 (Beirut, Lebanon)**

Held in Radisson SAS Hotel Beirut from the 24th to the 30th of May 2006, Amiral Tours & Travel handled hotel booking, air tickets, transport and logistics, translation and technical assistance. The event had 60 participants.

- **History-nu.dk NetMagazine 2007 (Jordan, Syria)**

After the success of this event which took place during September 2007 in Amman and throughout Jordan, the magazine now arranges 2 events annually to Jordan. first event had 40 delegates from many TV stations and magazines in Denmark. Event activities included interview with His Royal Highness Prince Hasan, lectures about the Jordanian culture and traditions. And tours throughout Jordan. Amiral Tours & Travel handled land arrangement, hotel bookings, guides, transport, and correspondence with the concerned parties for the lectures and interviews.

- **American Bar Association – 2006 (Manama, Bahrain)**

Held in Radisson SAS Hotel Bahrain during March 2006, Amiral Tours & Travel handled hotel booking, air tickets, transport and logistics, translation and technical assistance. The event had 75 participants.

- **US State Department – 2008 (Dead Sea, Jordan)**

Held in Kempinski Horel Ishtar Dead Sea during February 2008, Amiral Tours & Travel handled hotel booking, air tickets, transport and logistics, translation and technical assistance. The event had more than 300 participants.

- **US State Department – 2009 (Cairo, Egypt)**

Held in InterContinental City Stars Hotel in Cairo during March 2009, Amiral Tours & Travel handled hotel booking, air tickets, transport and logistics, translation and technical assistance. The event had more than 300 participants.

- **CPC Nursing Studying Tour (Jordan) 2009**

The event lasted from the 20th to 29th of March and included 40 participants coming from the US. The tour included lectures and meetings within Jordan. Lectures took place in Jordan Hospital under the patronage of Her Royal Highness Princess Muna. Amiral Tours handled air tickets, accommodation, operation staff, correspondence with concerned parties and venue selections.

❖ **How can we prove that we are qualified?**

We have proved our excellent services and products locally and worldwide through holding on client satisfaction policy. Below you may find a list of some of our most valuable clients who we have been serving through the years:

- ✚ The Royal Hashemite Court.
- ✚ The Greater Municipality of Amman
- ✚ European Delegation
- ✚ American Bar Association.
- ✚ Amideast
- ✚ Taameer Real Estate
- ✚ The Kings Academy
- ✚ Agrimatco Agriculture Material Co.
- ✚ UTS – Oracle
- ✚ Maani Enterprise
- ✚ MBC Television Network – Beirut
- ✚ The International Institute for Democracy and Electoral Assistance (International IDEA)
- ✚ Jordan Television.
- ✚ House of Parliament
- ✚ House of Senates
- ✚ Ministry of Planning
- ✚ Ministry of Telecommunication & Technology.
- ✚ STS IT Company LTD (Microsoft Rep.)
- ✚ D.H.L.
- ✚ Ayla Aviation
- ✚ Jordan Dubai Capital
- ✚ Nissan Jordan (Bustami & Saheb Co.)
- ✚ El Zay Clothing
- ✚ Raoul Wallenberg Institute

And many other satisfied clients.

With us, you can be 100% sure that your request is being held in highly dedicated and professional hands. We are proud to inform you that we are top agents in Jordan with **fast and attentive customer service**. There is no waiting with Amiral Tours, whether it is for a ticket, or an airport transfer or a hotel booking... etc, be sure that you are having the best combination between price and service. All of our staff are delighted to serve you 24/7, including holidays.

The following contacts are awaiting your call and are willing to serve you. Try calling them and experience the difference between us and the others.

Contacts:

Mr. Mohammed Kiwan	Managing Director
Mr. Hani Al-Ayaseh	General Manager
Mr. Sameer Sami	Director of Inbound
Mr. Murad Khallad	Financial Manager
Mr. Shaker Abu Issa	Outbound Supervisor
Mr. Ali Fararjeh	Reservation Manager