# Are You "International Ready?"

## **Summit 2025**



# INBOUND INSIDER STEPS TO SUCCESS™

## International Inbound Travel Association

Powered by ALON

# **Today's Session**



- ✓ Background of our international ready program
- How the program has evolved and some of our findings in teaching the program!
- A reminder of why the international market for DMOs to share with their stakeholders
- ✓ Steps to Success international ready overview
- ✓ What we look for to track results
- $\checkmark$  What to expect from your participation
- ✓ Next steps









## **International Inbound Travel Association**





## About IITA

As the nonprofit trade association for international inbound travel to the U.S., IITA is devoted exclusively to the advancement of the U.S. inbound travel industry through the **business-to-business** travel trade.

IITA members include **U.S. inbound operators, DMOs** and **travel suppliers** from across the country.

### About IITA Inbound Operators

IITA's **50+ inbound operator members** are the **leading U.S. inbound operators** representing markets around the world.

They not only have **established partnerships** with the country's most well-known cities and regions, but also with lesser-known, underserved destinations.



## **Three Pillars of Opportunity**



STEPS TO

International Inbound Travel Association



## **Alon Tourism Solutions**

Alon Tourism Solutions is a global tourism marketing consultancy that prepares and connects tourism destinations, suppliers, and global travel trade buyers to fast-track profitable travel trade and partner relationships achieving mutual success.

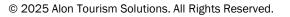


25+ years of industry-specific experience and fiercely creative solutions to capture mindshare, generate visits, and close sales for USA tourism businesses.



We assist our clients by bolstering their bottom lines through:
1. Tourism Activation Programs
2. On-Demand Sales & Marketing Initiatives

3. Direct Business Growth Planning & Implementation Relationship building between domestic tourism destinations/suppliers and global travel trade partners/resellers for symbiotic success.



## **ABOUT STEPS TO SUCCESS**



## In 2017, the International Inbound Travel Association (IITA) partnered with Alon Tourism Solutions to launch Inbound Insider: Steps to Success™,

a nationwide international inbound travel trade activation and training program that has been put to work in many destinations across the USA.

Steps to Success is designed specifically for all tourism supplier type businesses to increase their international tourism ROI by providing tools, resources, and the know-how to work effectively with the travel trade.

Including introducing you to new partners to do business with!





# **About Steps To Success**





#### INTERNATIONAL INBOUND TRAVEL TRAINING PROGRAM



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#### THE 2 LEF THE GROUNDWORK

- · Proper play introduces and faulty strategic participation. is Court & Australia profile Ball efforts Ded party active and develop a
- comparisive process advertices. B. Undesident statis preferences is take your products for different markets

#### LIEP ) SHOETH OPERATIONS

- \* Optimize the travel trade asias cycle for insamum officieny and sales. while developing spectrum, policies and systems that align with reserved.
- Create a small articles strategy Hall book both monous and profit by considering factors like post seasons and shittledar charment.
- > Understand the specializer initiacies of selling F/T, timus, and MCE. prinkerite.

#### STEP 4. EXON/LEDGE IN ACTION

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## **IMAGINE** ....

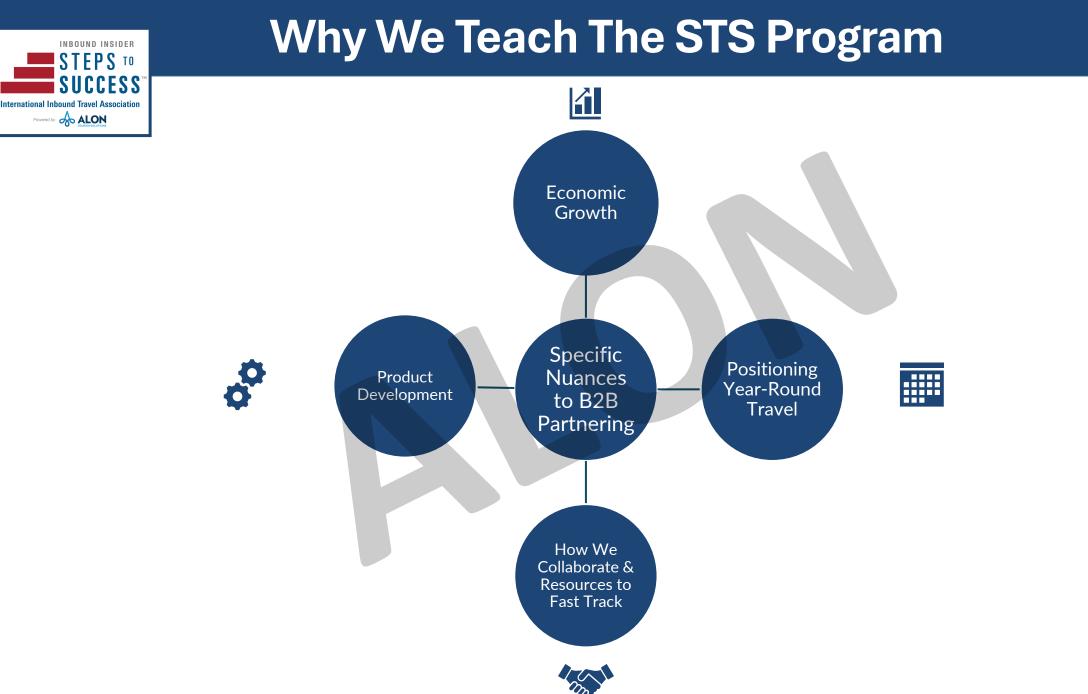
If you triald grow NCI aritrant remeating marketing costs. If you could dismatically expand market reach. If you had abundant selfative product for walkers to your destination. If you could demonstrate the economic project of your international biogram.

These approximation will be your resulty when you bring the indexand insider Trage In-Euroset\* training program in your destination!

INBOUNDTRAVEL ORG



integrationalized pro | \$10.000 Million





# Where STS Fits Into International Sales & Marketing





# Case Study – Utah International Tourism

In 2023, 574,000 overseas travelers visited UTAH.

According to the Survey of International Air Travelers (Survey), **package travel visitors** to Utah spent on average \$4,336 per trip.

 For those travelers not having purchased package travel, overseas visitors spent \$1,089 per trip (on average) for hotel accommodations. They spent another \$685/trip on food and beverage purchases

In 2023, Survey respondents said 79.2% of travelers visited Utah for **vacation or holidays**, 2.1% visited for conventions/conferences, etc.

40% of all overseas travelers stay an average of **15-21 nights in Utah**; another 20% stayed an average of **11-14 nights.** 

• Of those room nights, **73.5%** of all overseas visitors to Utah stayed in hotels and motels - – or **421,890 people**.

If we look at the 40% of overseas travelers who stay 15-21 nights in Utah, at 15 nights, 3,444,000 room nights are generated. At 21 nights, the number of room nights increases to 4,820,600.

Using those numbers, the following **revenues** are generated: Minimum: 3,444,000 room nights X average \$225 = **\$774,900,000** Maximum: 4,820,600 room nights X average \$225 = **\$1,084,635,000** 



# Case Study – Utah International Tourism

At the shorter end of the travel stays generated by overseas visitors to Utah,

- 1,262,800 room nights are created at 11 nights spent in Utah,
- with 1,607,200 room nights being generated by those visitors who stay 14 nights.

At those rates, the revenue generated would be:

- Minimum: 1,262,800 room nights X average \$225 = **\$284,130,000**
- Maximum: 1,607,200 room nights X average \$225 = **\$362,620,000**

In response to an **IITA member survey**, to which about half the membership responded, receptive operators estimated that in 2024, they would book **nearly 1,000,000 room nights across the United States**.

There is no breakdown of this number specifically for Utah, but the economic impact receptive operators have in any given year is, at minimum, somewhere between \$155,000,000 and \$225,000,000, in conservative figures.

The information from NTTO came from their website: <u>https://www.trade.gov/survey-international-</u> <u>air-travelers-siat</u>





Travel trade refers to B2B partner companies that sell or package travel from international destinations.

**TERMS TO REFER TO 3RD PARTIES: WE WILL DIFFEREN** BEDBanks Inbound Operators (IO) B Meetings/Incentives/Congresses/Exhibitions (MICE) Event Planners/Corporate Meeting Planners 👔 Y Unique Buyer Types Online Travel Agents (OTA) E Travel Agents (TA) RECEPTIVE OPERATORS (RO) R WHOLESOLETS (WS) Travel Trade Tour Operators (TO) R DESTINATION MANAGEMENT COMPANIES (DMC) 8

# **How Visitors Arrive**



## FIT, Groups, MICE

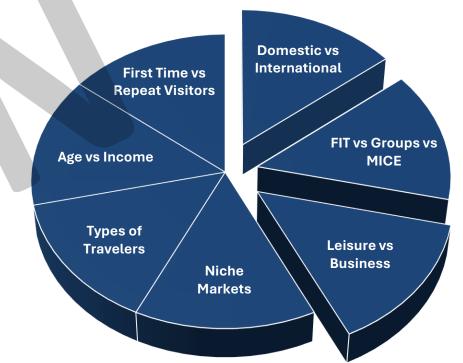
**FIT** (Foreign Independent Travelers)

- ✓ Individuals, families, couples, less than 10 pax
- ✓ Arrive on their own or public transportation
- ✓ (Fly & Self-drives)
- ✓ Arrive pre-paid to the trade for their travel expenditures

## Group Visitors (Typically 10 or more)

- ✓ Purpose or theme
- ✓ Arrive on a chartered vehicle
- $\checkmark$  On a timed itinerary

MICE (Meetings, Incentives, Conferences/Congresses, Exhibitions) ✓ Custom, events, VIP, unique, one-of-a-kind experiences



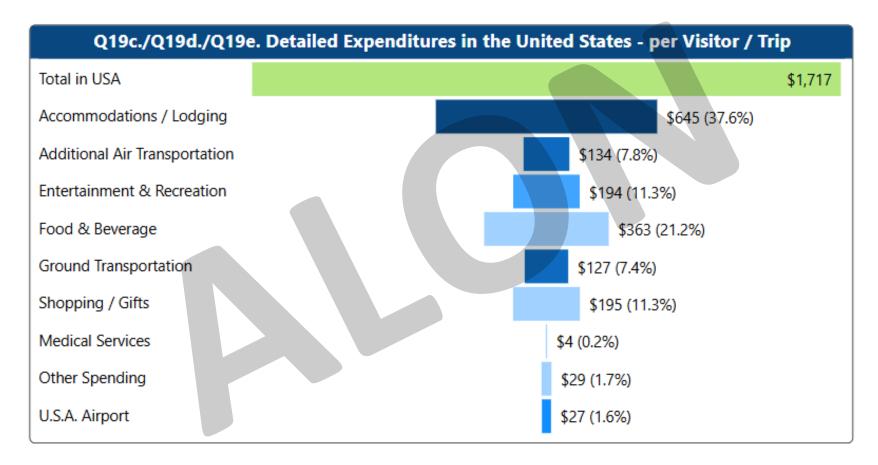


## ✓ The products and services you create

- ✓ Who you work together with as partners and resources
- ✓ How you track your business and when to expect results
- ✓ How you operate
- ✓ How and where you sell
  - ✓ The associations you belong to & marketplaces you attend
- ✓ The technology and connectivity you use



## **INTERNATIONAL SPENDING OVERVIEW**

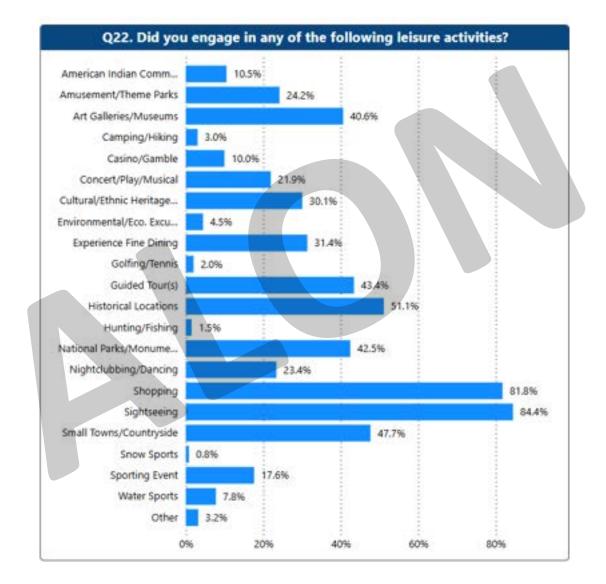


Source: NTTO - Survey of International Air Travelers (SIAT)

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## **INTERNATIONAL SPENDING OVERVIEW**



Source: NTTO - Survey of International Air Travelers (SIAT)

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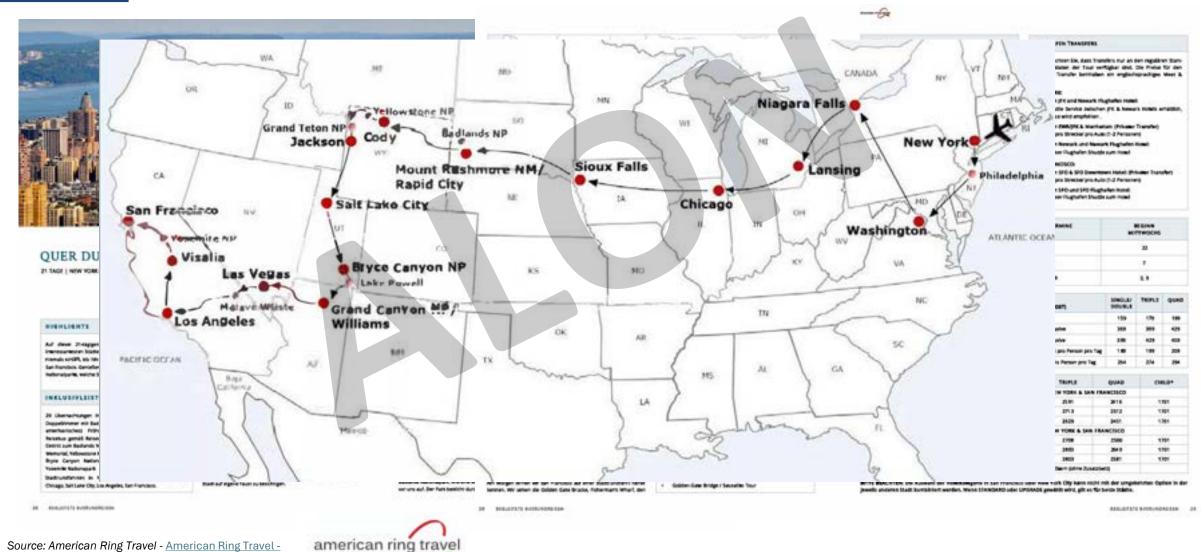
## **CREATING BOOKABLE (SELLABLE) PRODUCT**

- 1. Products and services that are tangible and bookable for the 3rd party buyer to sell in advance
- 2. Operationally matching the sold services with how you work together
- 3. Product x 3 = FIT, GROUP, MICE
- 4. Products that fall into the travel trade sales cycle

May be existing and/or new products and services



## Inbound Operator Product Examples



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## Why Product; How Product





## Why Product; How Product

#### TOUR HIGHLIGHTS

- + 4 complementary breakfasts\*
- Enjoy as orientation tour of downtown Obicago including Lake Store Drive, Navy Pier & the Magnificent Mile
- See the famous carving of the 4 American Presidents' faces: Washington, Jefferson, Lincoln and Roosevelt at Mount Restmone
- + Discover the world's first National Park: Yellowstone
- Tour Salt Lake City including Temple Square, nome to the Mormon Tabernacle
- + Explore Bryce Canyon National Park
- Travel the historic Route 66, stopping at the iconic town of Seligman
- \* Photo stop at the landmark "Welcame to Las Vegas" sign
- Travel across the Mojave Desert and see its indigenous Joshua Troes
- Orientation tour of Los Angeles including stops at some of its misst famous spots
- See Hollywood and its 'Sidewalk of the Stars'





#### EXPERIENCE MORE (OPTIONALS)

 Topy a new particular Chicago, seeing the works of transaction enclose a children.
 Role to the top of Wills Tower and relay the specification view president permitting.
 There and test Tompie' has to country visco. Visit the Scake River Outlook and try your eye at capturing the stumming landscape made famous by Anoil Adam's come that. This prane land is home to wild buffiely (Tatorikal), moose and elk. Later, amve in Utah, known for the Mormon Community, and take a short tour of ms capital, Satt Lake City. The followens of Browhen Wung built one of the bed-plained others unity. See the State Capital building and wait.

emple Square and the Tabornacle before in the folial for the evening. May we suggest the Roothop Restaurant for parloramic views is Square (optional).

#### IKE CITY - BRYCE CANYON

entinue today to spectaculer Bryce Canyon, Voor through a multi-colored world of whytews and pornacles, "hoodoot," will pare upon the spectaculer night say filed Ning stars & brilliant combellations

#### CANYON - LAKE POWELL D CANYON - FLAGSTAFF

Depart Bryce Carlybo this morring miny to stamming Lake Powell, where blue weller laps against sowering rednyon wells. Lake Powell is the secondman made lake in America, and one is of lakes formed by the clamming of the p Rivet. Then yest colossel Grand Carlysin National Park, one of the server great natural wonders of the world. Stop at the East Rm to fully expenience this inde-teep conjust's planging policies, many spines, extinct volkances and, below the rm, the winding Colorado River. Overnight in Flagstaff, a lamost stop on Historic Route 56.

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#### FLAGSTAFF - SELIGMAN/ROUTE 66 · LAS VEGAS

Day 10: This morning depart Flagstaff and travel on to Liss Vegas, the deathing "Entertainment Capital of the Work?" Along the wey, pass through Seldyman, a town huld along the fameed Route 65 that looks as if it were frozen in these sinty years ago. The remainder of the day is at lensue for you to explore the famious Lan Vegas Strue.

#### LAS VEGAS - MOJAVE DESERT - BEVERLY HILLS - LOS ANGELES - DEPARTURE

Bay the Travel to Los Angeles via the Missive Desert, toons of the world's talkest thermaneters, at 154 feet (47 meters) high. Clusters of unique Jeshua trees dot the mountainous landscape. Upon arrival in Los Angeles you will enjoy a tour through the City of Angels you will enjoy a tour through the City of Angels you will enjoy a tour through the City of Angels to Benefity Hills, before reaching your hotel. Tour ends yon annual at hotel by approximately 17:00 hours.



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## **Travel Trade Distribution Channel**



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## Value of Working with the Travel Trade

- ✓ Diversification; eggs in different marketing baskets
- Tour and travel market is always the first to come back in cyclical market shifts
- An opportunity to receive repeat and consistent business that grows YOY
- The ability to procure seasonal and off-peak business when you want and need it
- ✓ Business in advance up to 24 months



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## **Working with Inbound Operator Benefits**

- ✓ Long-standing business relationships
- $\checkmark$  Based here in the USA = Easy access through IITA
  - Market and sell destinations, products, and properties throughout the USA to international market
- ✓ Work only B2B
- Do all the ground-work negotiating and contracting every aspect of destination selling
- ✓ No exchange rates
- ✓ Fewer and USD transactions
- ✓ Time zone alignment
- ✓ Ease of booking
- ✓ Work closely with regional, state, and local tourism offices.



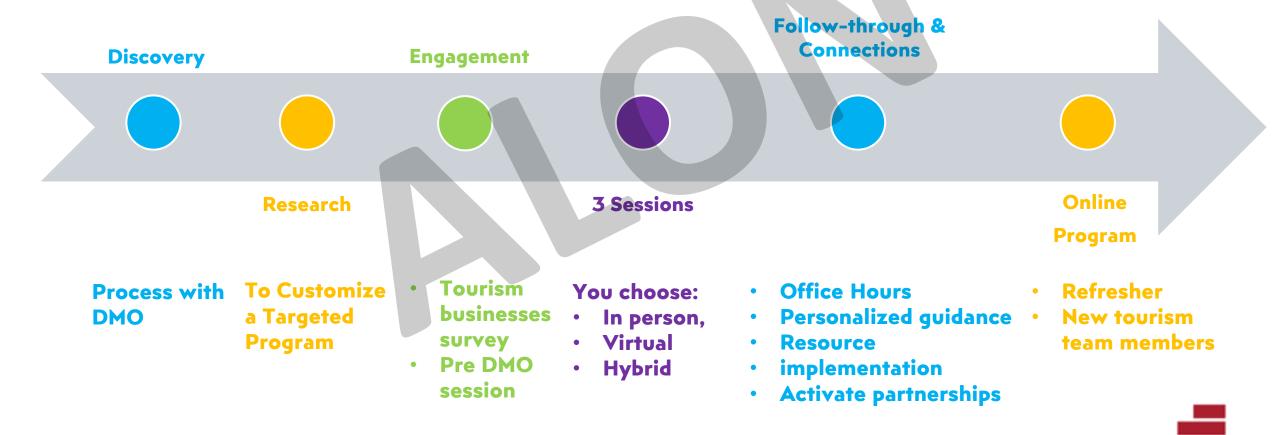








Steps to Success is designed specifically for destinations and tourism stakeholders to support tourism development by providing tools, resources, and insider know-how to work effectively and efficiently with the travel trade.



INBOUND INSIDER STEPS TO SUCCESS

International Inhound Travel Association



## **Outcome to Supplier Participation**





## **Tourism Businesses Commitment to Readiness**

Not discounts, but marketing dollars Consumers Buy at Retail Rate Trevel Agents (TA) 5-10% Balow Retail TOUNCE 15 30% Balon Retail tive/Inboard Operators (I 25-37% Raine Ro. **Tiered** Net Pricing **Destination & Business** Communication Assets



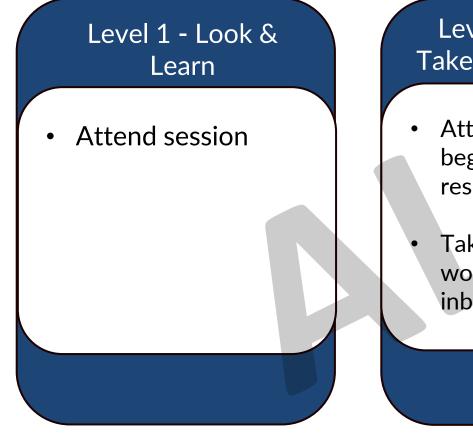


# OperationalProductDevelopmentOperationalProwess; FIT,Group, MICE

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## **Participation Methods!**



Level 2 - Look & Take Steps Forward

- Attend session and begin session resources
- Take steps toward working with inbound operators

Level 3 - Look, Complete & Conquer

- Attend session and Office Hours and *complete* session resources
- Receive IITA Stamp of Approval and introductions to inbound operators
- Receive IITA membership and Summit discounts









## What Delegates Receive

## Steps 1, 2, & 3

- Interactive workshops tailored to the travel trade
- Travel trade readiness and business growth strategies

## Session Resources

Tools to craft targeted communication, competitive industry pricing, product development, and operational excellence

## Group & Individual Support

- Office hours for shared learning and group Q&A
- Ongoing feedback to refine strategies and address challenges

## Introduction to the Partners

 Meet your collaborators in the international inbound travel trade











## **IITA STAMP OF APPROVAL**



## REQUIREMENTS

Attend All Steps to Success Sessions

## <u>and</u>

Submit your Travel Trade Ready Business Profile and NET Rate Methodology for approval!

## Catapult your bottom line by working with IITA Inbound Operators!



## Change Your Business for the Better via DMO Collaboration

Unlock New Opportunities and Propel Your/Tourism Businesses to the Next Level



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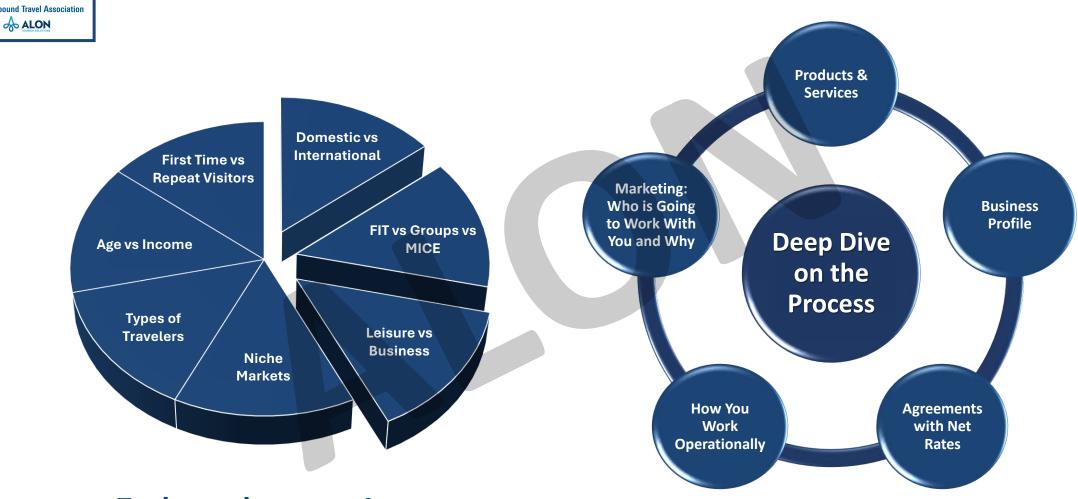


## **DMOs Commitment to Readiness**





## **Collaborative Roles Reach the End Goal**



Fall into the process and let the trade do the global promotion for you!

Trade are the experts! Rely on them to bring us the business!



# **Exciting News for Us! Practical News for You!**

# We have a new and shiny item to share!!!







# **Expanding Learning Opportunities Online**

Lesson 7 of 25

4.1 B2B vs. B2C

Whether in B2B or B2C environments, the key to success is the development of strong, trustworthy relationships.

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# **Online Program Flyer**



FULL INTERNATIONAL INBOUND TRAVEL TRAINING PROGRAM SERIES COMING SOON!  DM0/Corporations: Discounts available for full program purchases and bulk enrollments.

Enroll now and start building sustainable partnerships to grow your business in the international market.







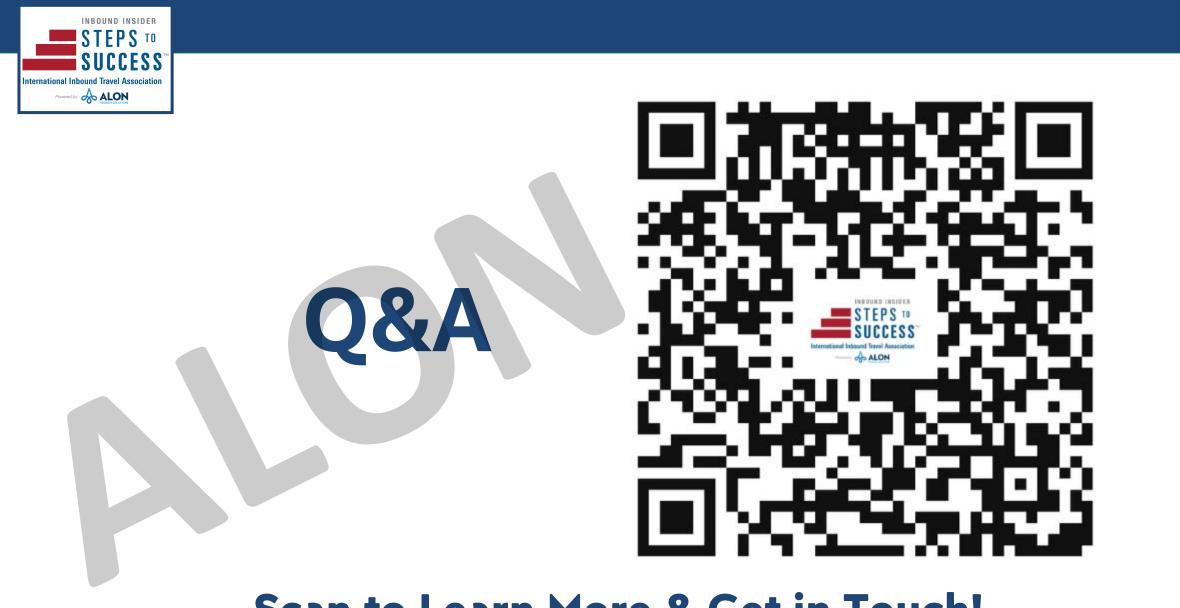


**NEXT STEPS** 

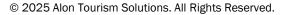
- Schedule a Call Discuss program customization to fit your needs.
- ✓ Select Your Format Choose in-person, virtual, hybrid (x3), or online delivery.
- Confirm Panelists Decide on key speakers (x2) for impactful discussions.
- Engage for Success Activate your plan and start building momentum



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Scan to Learn More & Get in Touch!



Thank you!



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