

ProSource™

Remote Travel Support Specialists

CONNECTING THE PHILIPPINES' BEST TALENT WITH AUSTRALIA'S TRAVEL & TOURISM INDUSTRY.

BOOK A DISCOVERY CALL

PROSOURCE.COM.AU

About Us



WE'RE YOUR TRUSTED VIRTUAL ASSISTANT COMPANY FOR SEAMLESS SUPPORT

ProSource started with a simple idea: to help businesses get back time, reduce overheads, increase profit and grow by solving the everyday challenges they face. It all began when we noticed first hand through our own businesses and how many other business owners and businesses were struggling with the workload that bogged them down, from admin tasks to customer service. We knew there had to be a better way.



BLACK STAR PASTRY

Belinda & Cherif

WATCH CLIENT TESTIMONIAL



WELCOME TO TRAVEL

Adam

WATCH CLIENT TESTIMONIAL

UNCLE BRIAN'S

Laura

"Chris and his team have been amazing, we were a little hesitant at first to go offshore however Chris and his team took care of everything.

They interview potential candidates upfront to make sure they are a good match for your company, they go above and beyond to make sure your business needs are being met. It has taken a lot of pressure off us personally, highly recommend"

What Our Clients Say

See why clients choose us to empower their businesses and give them back their time to what matters most.

Brands we've worked with

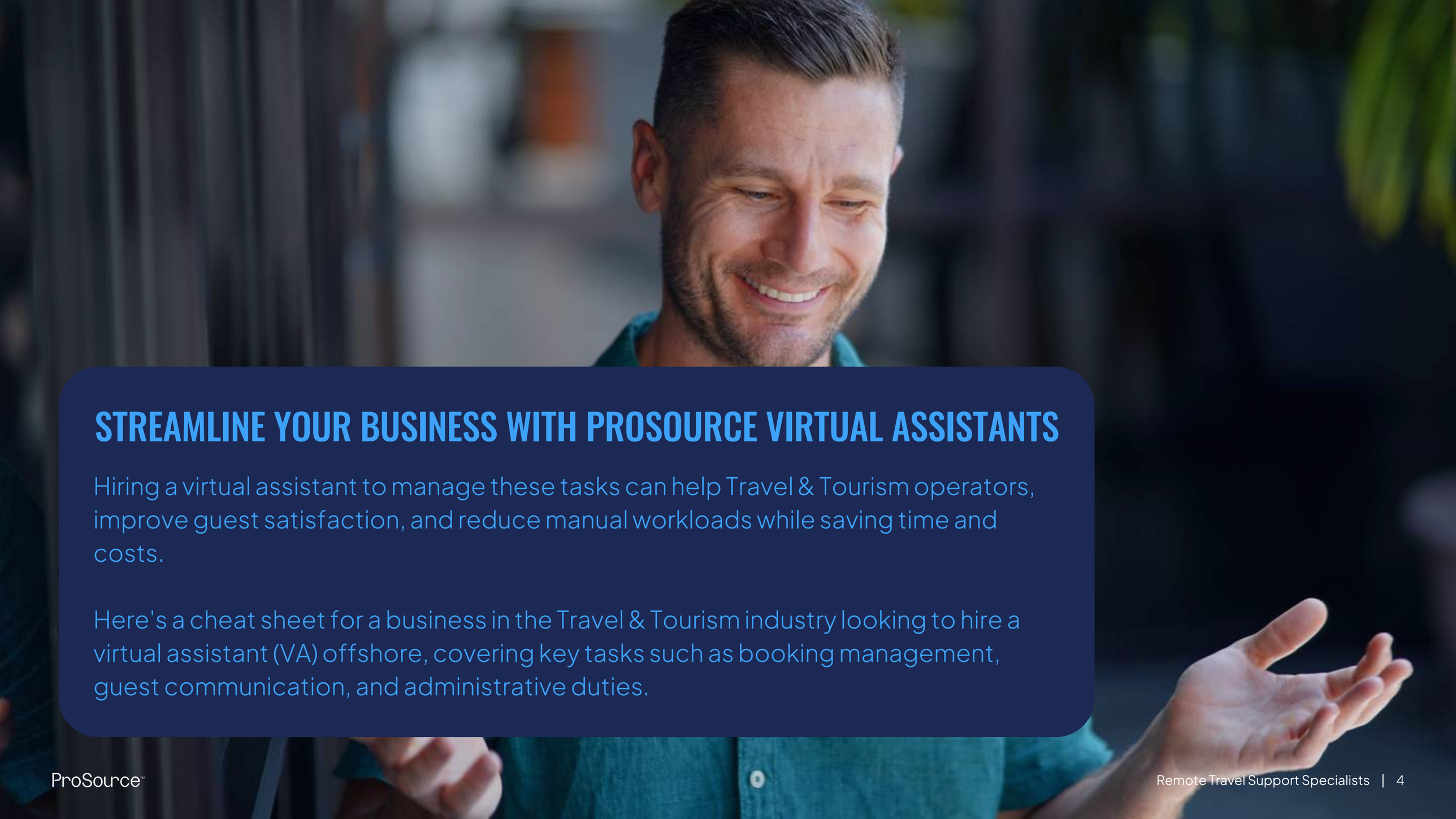
BLACK STAR PASTRY

UNCLE BRIAN'S
FALL, FALLS & FOREST
CAPE TRIBBIANI

stray

welcometo.travel

GLT
Get Lost Travel Group



STREAMLINE YOUR BUSINESS WITH PROSOURCE VIRTUAL ASSISTANTS

Hiring a virtual assistant to manage these tasks can help Travel & Tourism operators, improve guest satisfaction, and reduce manual workloads while saving time and costs.

Here's a cheat sheet for a business in the Travel & Tourism industry looking to hire a virtual assistant (VA) offshore, covering key tasks such as booking management, guest communication, and administrative duties.

Key Benefits

UNLOCK SMART OUTSOURCING



COST SAVINGS

Outsourcing reduces overhead costs associated with in-house staff.

INCREASED PRODUCTIVITY

Delegating routine tasks allows business owners to focus on strategic growth.

IMPROVED CUSTOMER EXPERIENCE

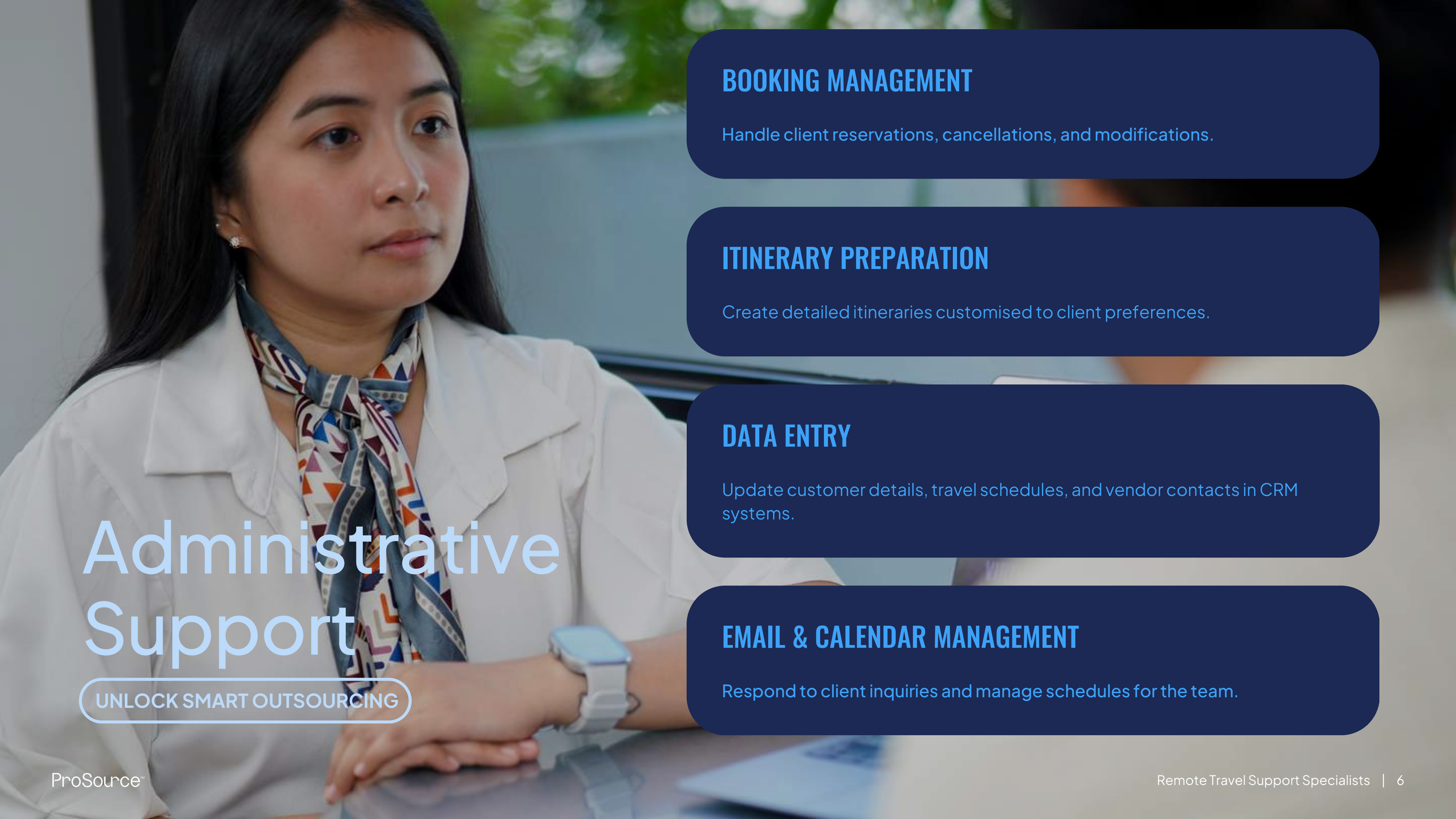
Faster responses & personalised services elevate client satisfaction.

SCALABILITY

VAs can adapt to seasonal demand fluctuations, handling increased workloads during peak periods.

ACCESS TO GLOBAL TALENT

Leverage skilled professionals who understand diverse markets and cultures.



Administrative Support

UNLOCK SMART OUTSOURCING

BOOKING MANAGEMENT

Handle client reservations, cancellations, and modifications.

ITINERARY PREPARATION

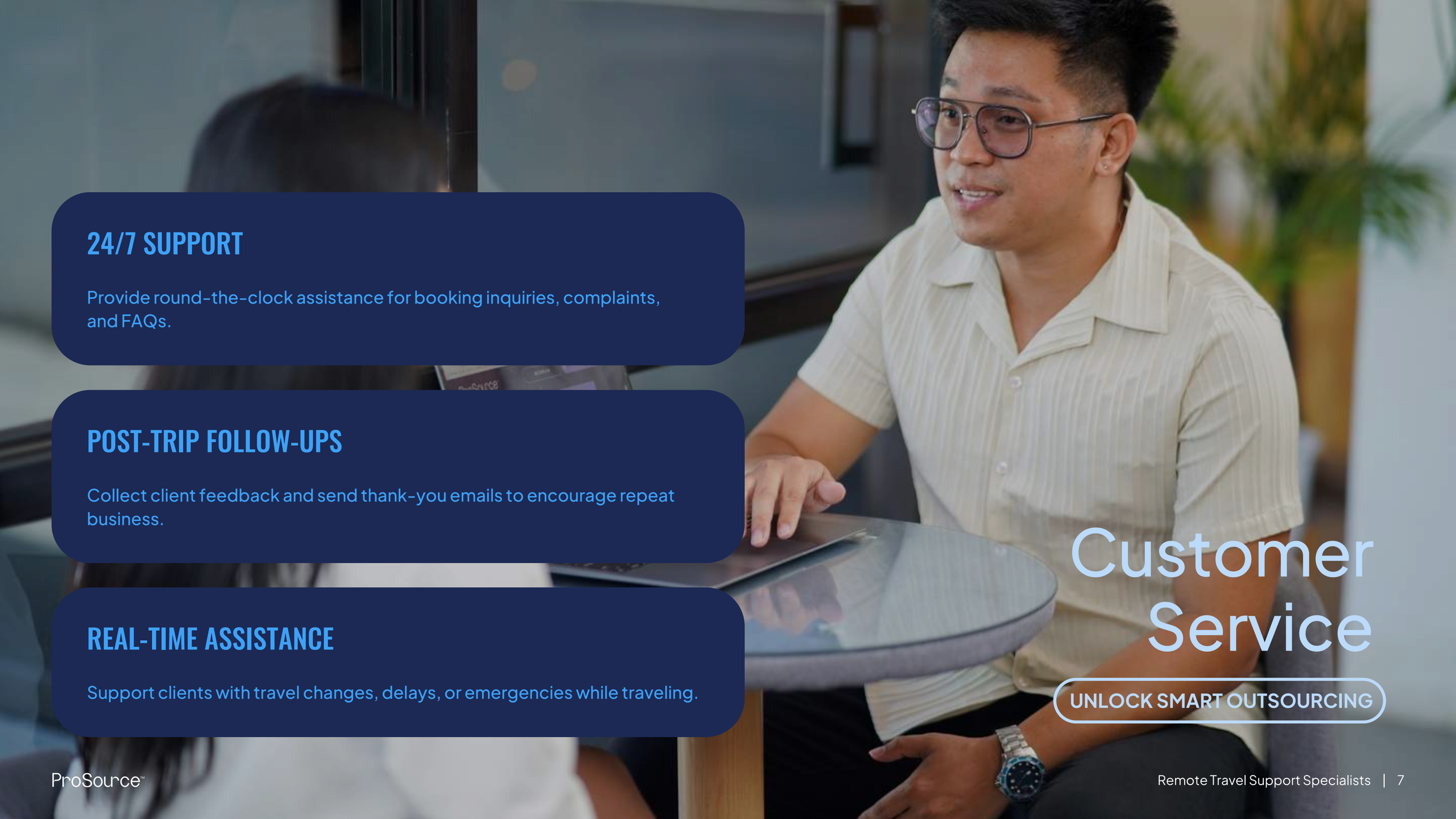
Create detailed itineraries customised to client preferences.

DATA ENTRY

Update customer details, travel schedules, and vendor contacts in CRM systems.

EMAIL & CALENDAR MANAGEMENT

Respond to client inquiries and manage schedules for the team.



24/7 SUPPORT

Provide round-the-clock assistance for booking inquiries, complaints, and FAQs.

POST-TRIP FOLLOW-UPS

Collect client feedback and send thank-you emails to encourage repeat business.

REAL-TIME ASSISTANCE

Support clients with travel changes, delays, or emergencies while traveling.

Customer Service

UNLOCK SMART OUTSOURCING



SOCIAL MEDIA MANAGEMENT

Create, schedule, and post engaging content to showcase destinations, tours, and packages.

CAMPAIGN SUPPORT

Manage email marketing campaigns and promotions to attract new customers.

CONTENT CREATION

Write blog posts, travel guides, and destination spotlights to drive website traffic.

REPUTATION MANAGEMENT

Monitor and respond to reviews on platforms like TripAdvisor, Google, and Yelp.

Marketing & Social Media

UNLOCK SMART OUTSOURCING

Sales & Lead Generation

UNLOCK SMART OUTSOURCING



FOLLOW-UP CALLS

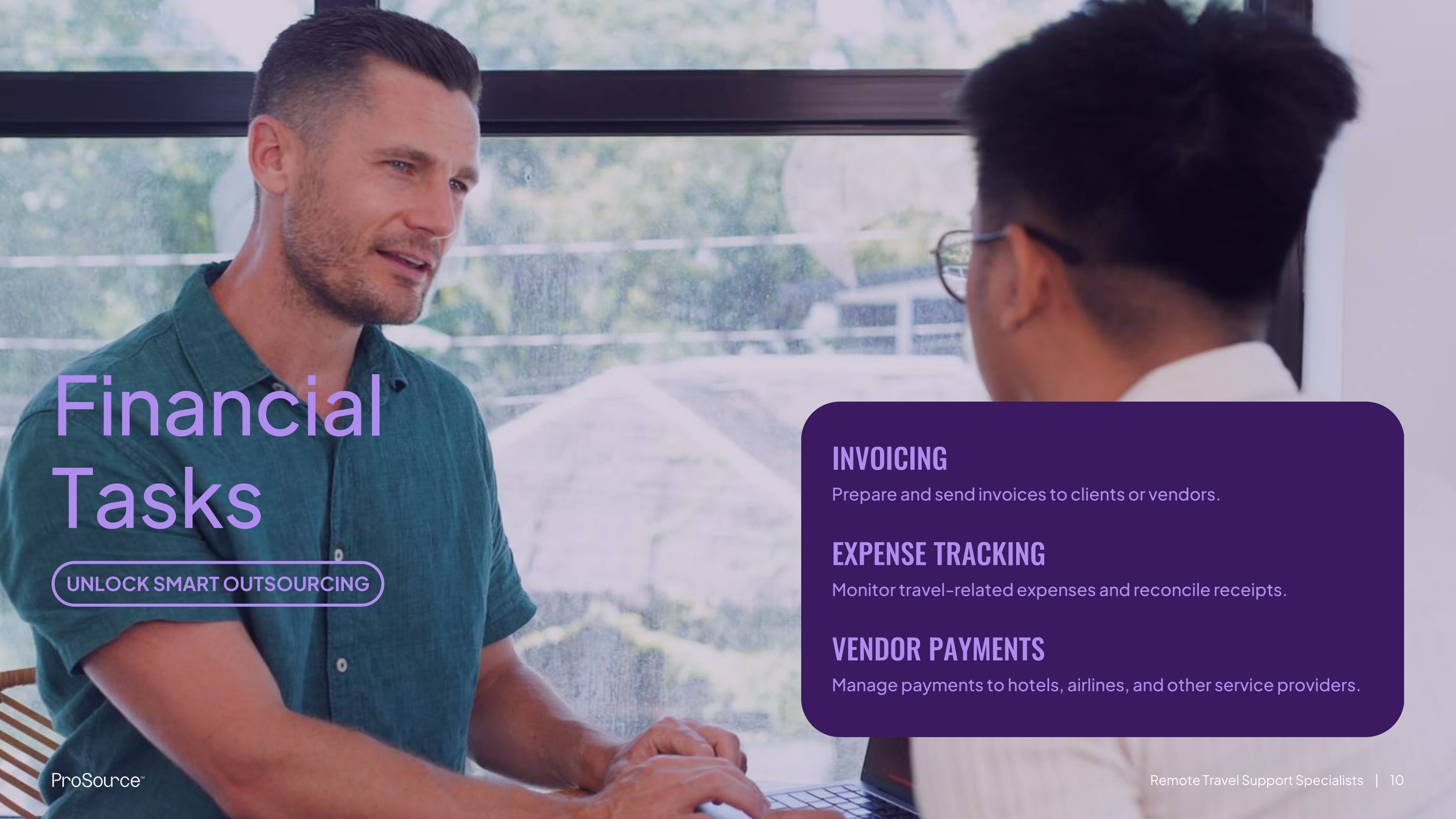
Reach out to potential leads or past clients with new offers and packages.

PROSPECT RESEARCH

Identify target markets and curate lists of prospective customers or partners.

CRM MANAGEMENT

Update and organize sales pipelines to ensure seamless follow-up.



Financial Tasks

UNLOCK SMART OUTSOURCING

INVOICING

Prepare and send invoices to clients or vendors.

EXPENSE TRACKING

Monitor travel-related expenses and reconcile receipts.

VENDOR PAYMENTS

Manage payments to hotels, airlines, and other service providers.



Vendor & Partner Coordination

UNLOCK SMART OUTSOURCING

SUPPLIER COMMUNICATION

Act as a liaison with hotels, hostels, airlines, and other service providers.

CONTRACT MANAGEMENT

Negotiate rates and maintain contracts with travel partners.

EVENT PLANNING

Organise travel expos, client meetups, or partner networking events.

Research & Analysis

DESTINATION RESEARCH

Provide up-to-date information on travel restrictions, weather, or events for clients.

COMPETITOR ANALYSIS

Monitor competing businesses to refine pricing and offerings.

TRENDS & INSIGHTS

Track travel trends to help create appealing packages and offers.

Specialised Services

LOYALTY PROGRAM MANAGEMENT

Handle client loyalty programs, rewards points, and special offers.

VISA & DOCUMENTATION SUPPORT

Guide clients through visa application processes and required documentation.

TRAVEL INSURANCE COORDINATION

Assist clients in choosing and purchasing travel insurance.

How to Get Started

01

ASSESS NEEDS

Identify tasks you want to outsource, such as customer service, marketing, or admin work.

02

SELECT THE RIGHT VA

Choose VAs with experience in travel and tourism or strong organisational skills.

03

DEFINE PROCESSES

Establish clear workflows, tools, and expectations to ensure smooth operations.

Our Contractors

Meet the ProSource virtual assistants.



NATHANIEL

Customer Service Virtual Assistant

Experienced Customer Service Virtual Assistant specializing in travel, healthcare, and airline industries. Skilled in training, coaching, and multi-tasking, with expertise in chat and email support to deliver exceptional client experiences.

WATCH INTRODUCTION VIDEO



HANNAH

Creative Marketing Virtual Assistant

Creative Marketing Virtual Assistant with a knack for content creation, social media management, and video editing. Experienced in crafting marketing strategies, organising events, and building brand awareness through engaging campaigns and collaborations.

WATCH INTRODUCTION VIDEO

Our Contractors

Meet the ProSource virtual assistants.



KAY

E-commerce and Customer Service Virtual Assistant

E-commerce and Customer Service Virtual Assistant with a strong background in Amazon case management, billing support, and team leadership. Proficient in handling escalations, creating SOPs, and ensuring operational efficiency across diverse industries.

WATCH INTRODUCTION VIDEO



WENALYN

Paralegal and Customer Service Virtual Assistant

With expertise in legal administrative support, case management, and client communication and with 5 years of experience in travel accounts like Expedia and Priceline, she excels in customer service, call handling, and travel systems like Sabre and Amadeus.

WATCH INTRODUCTION VIDEO



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CONTACT US

info@prosource.com.au

(02) 8319 5883