

DOOK

UNEXPLORED EXPLORED



DOOK[®]
INTERNATIONAL

The logo is a red circle containing the text 'DOOK' in large white letters with a registered trademark symbol, and 'INTERNATIONAL' in smaller white letters below it. The background of the slide features a collage of white silhouettes of world landmarks including the Taj Mahal, Big Ben, the Eiffel Tower, the Statue of Liberty, and an airplane with a curved trail.

Company Profile



ABOUT DOOK

ABOUT COMPANY



DOOK[®]
INTERNATIONAL

DOOK TRAVELS

Dook Travels is a Delhi based integrated Travel Management Company operating in CIS countries and India. We offer outbound travel to CIS countries including Russia, Uzbekistan, Kazakhstan, Kyrgyzstan, Armenia, Georgia, Ukraine, Azerbaijan, Tajikistan, Turkmenistan, Bulgaria, Serbia, Belarus, Moldova, Finland, Romania, Croatia, Czech, Republic, Latvia, Estonia, Lithuania, Turkey, Albania & Bosnia .

We have been operating in these sectors since 2010 and established ourselves as market leaders in India for these sectors. We have been successfully operating fixed departures from India to Tashkent, Almaty, Bishkek, Yerevan, Baku, Kiev and Moscow. We have operated many corporate groups and numerous FIT's till now.

Our strength is our large satisfied customer base and developed supply chain. Our philosophy is to constantly explore possibilities of tourism in CIS countries and make a trimmed inventory of products offering true value to our customers. By positioning ourselves at various points in the tourism value chain and through our collaborations, we have achieved a leveraged position to offer our customers, the best bargain on travel products and services in CIS countries.

Every customer is special for us and Customer delight is our aim. We vow to put best effort for our Customers' satisfaction and set a new benchmark for Customer Service.



ABOUT COMPANY



DOOK[®]
INTERNATIONAL

| DOOK TRAVELS

- ✓ Started operations in 2013
- ✓ Head office at Connaught Place, New Delhi
- ✓ Market leaders in package tours to Commonwealth of Independent States (CIS).
- ✓ Client base of over 6,000 travel Agents in India , Nepal, Bangladesh and UAE.
- ✓ IATA accredited Destination Management Company.
- ✓ ISO Certified 9001:2008 Company
- ✓ Overseas offices and operations in our destination countries, locally registered as Dook International.
- ✓ Consummate travel consultants to fulfill all your needs in CIS countries for MICE as well as leisure groups.



Destinations

Destinations



RUSSIA



KAZAKHSTAN



UZBEKISTAN

Destinations



UKRAINE



AZERBAIJAN



TAJIKISTAN

Destinations



KYRGYZSTAN



ARMENIA



GEORGIA

Destinations



SERBIA



BELARUS



BULGARIA

Destinations



TURKMENISTAN



CZECH REPUBLIC



CROATIA

Destinations



TURKEY



FINLAND



BOSNIA AND HERZEGOVINA

Destinations



ESTONIA



LATVIA



LITHUANIA

SERVICE MIX

SERVICE WITH ENDLESS POSSIBILITIES

OUR SERVICES

SERVICE WITH ENDLESS
POSSIBILITIES



1

Fixed departures for Tashkent, Bishkek, Almaty, Yerevan, Kiev, Baku, Moscow, St Petersburg etc.

2

Ad-hoc group tours for all CIS destinations.

3

Visa facilitation service for all the mentioned destinations.

4

Ancillary Services-Travel Insurance, Forex facilitation

OUR SERVICES

SERVICE WITH ENDLESS
POSSIBILITIES



5

Complete travel management for corporate groups.

6

Meetings Incentives Conferences Exhibitions
(MICE)

7

Customized Travel Arrangements.

8

Air Tickets

SERVICE DELIVERY

BALANCED QUADRANT

Optimum value-for
each tour

Tailored solution- to
meet your
requirement

Constant support - 24*7
support during sales
cycle and tour as well

Proactive account
management - dedicated
account manager to meet all
your requirements



OUR ASPIRATIONS

OUR ASPIRATIONS

Vision Statement –

We intend to remain market leader for CIS countries in Indian travel market and broaden our market reach to include other markets like middle east and South East Asia and to increase sale by at least 10 folds in next five years.

Mission Statement –

Dook will distinguish itself as a leader in re-engineering CIS travel and will be recognized for the passion of its people and ethics in rendering high quality travel services to its clients.



OUR CORE VALUES

DEFYING ALGEBRA - YOU+US = US

OUR CORE VALUES

Only Thing We Have Promised To Keep Constant Is Our Values

BUSINESS TRANSPARENCY

You must believe
in us, we are
brutally honest!

BUSINESS TRANSPARENCY

COLLABORATION; NOT COMPETITION

We believe we
can prosper by
collaboration not
necessarily
competition.

COLLABORATION; NOT COMPETITION

RESPECT FOR EVERY INDIVIDUAL

We value and
respect every
individual (their
thoughts,
opinions and
ideas included).

RESPECT FOR EVERY INDIVIDUAL

COMMITMENT

If we make a
promise, we keep
it! (This is a pre-
requisite to
exceeding
customer
expectations.)

COMMITMENT

OUR EVOLVING PHILOSOPHY

OUR EVOLVING PHILOSOPHY

DOOK[®]
INTERNATIONAL



DEFYING ALGEBRA – YOU + US = US

- ✓ Collaborative Approach.
- ✓ Customers are always right and customer satisfaction begins with setting correct expectations.
- ✓ No lowest cost but optimum value to customer!
- ✓ We take ownership of our responsibilities.
- ✓ Value creation and value addition for both of us.
- ✓ Hassle free Single-window shopping to customers.
- ✓ We habitually learn, improve and give more to customers.
- ✓ We are in the happiness business, Travelers happiness is the priority.

OUR EVOLVING PHILOSOPHY

DOOK[®]
INTERNATIONAL



DEFYING ALGEBRA – YOU + US = US

- ✓ As we are into B2B business we do not reveal our identity to travelers.
- ✓ We believe in win-win.
- ✓ Clear cut Commitments.
- ✓ We believe in nurturing long term relationships.
- ✓ We are more curators than consolidators.
- ✓ Constantly exploring new destinations to suit Indian tourists.

OUR STRENGTH

OUR STRENGTH

The logo for DOOK INTERNATIONAL is centered within a large red circle. The word "DOOK" is written in a large, bold, white sans-serif font, with a registered trademark symbol (®) to its upper right. Below "DOOK", the word "INTERNATIONAL" is written in a smaller, white, all-caps sans-serif font. A white curved line starts from the top left of the circle, loops around the top, and ends with a small white airplane icon flying downwards.

DOOK[®]
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OUR TEAM

- ✓ We hire skilled resources with positive attitude and impart the best training.
- ✓ We make sure that our core values are well imbibed in each of the team members.
- ✓ We make sure that each of our team members has travelled to destination he/she is selling.
- ✓ We believe that customers are our extended team and thus we're happy to provide training to your sales staff.



OUR STRENGTH - OUR TEAM AT NEW DELHI



OUR STRENGTH

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DOOK[®]
INTERNATIONAL

OUR SETUP

- ✓ We have strategically invested in the value chain to be cost effective and efficient.
- ✓ Our own operations at the destinations to make sure services are delivered flawlessly.
- ✓ Strong liaison with embassy authorities and agencies involved.
- ✓ Strong market share which gives us bargain power in the sector. Majority of travel agents choose us for CIS travel.



DOOK
INTERNATIONAL

R u s s i a

Our International Offices

ALMATY, KAZAKHSTAN
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Address: 050004, Almaty, Zhambyl Street, 111/72, Office No.-4

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BAKU AZERBAIJAN
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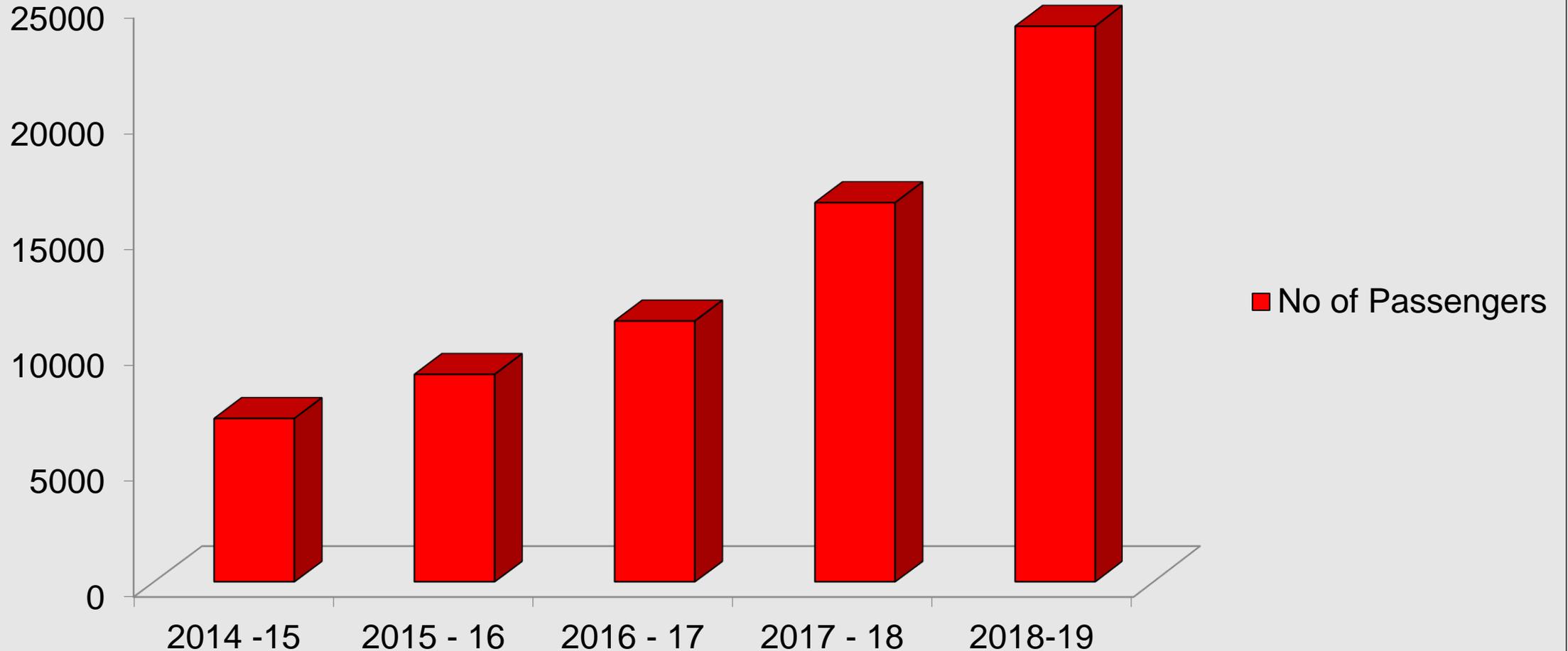
DOOK Travels Pvt Ltd

Address: 904,905,906 Kanchenjunga Building 18, Barakhambha Road, Connaught Place, New Delhi -01 www.dookinternational.com



OUR STRENGTH Cont...

Strengthening muscles in B2B segment with continuous growth



MILE STONES

Miles to go

MILESTONES

Miles to go

2010

We introduced **Tashkent** tour package to Indian market which is still one of the highest selling destination in CIS

2011

In the year 2011, **Kyrgyzstan** tour was launched after sheer hard work and was already very popular by 2015.

2012

Early 2012 was the time when **Kazakhstan's** natural beauty and modern landscapes attracted Indian travelers and it became the second most popular country in CIS.

2013



Dook becomes Brand Ambassador for Uzbek Tourism in India.



MILESTONES

Miles to go Cont...

2014

In 2014, we launched Armenia and **Georgia**; both destinations are gifted with spell-binding flora and fauna and a blend of untouched eastern Europe made them popular in Indian market.

2015

Since Moscow and Saint Petersburg were already popular in Russia, we went an extra mile and introduced Rostov, Kazan, Sochi and wonders of Lake Baikal.

2016

Though we introduced Azerbaijan in the year 2014, the year 2016 was dedicated to it and was welcomed quite well especially by the high end clients.

2017



Ukraine was developed as a promising product for Indian market.



DIFFERENTIATORS

WHAT SETS US APART FROM OTHER DMC'S?

- ✓ Only company to run fixed departures for Tashkent, Almaty, Bishkek and Russia, consistently for more than five years.
- ✓ No single group cancelled in last five years.
- ✓ Leaving few incidences- 100 % visas were stamped.
- ✓ Dedicated account managers for each key accounts.
- ✓ Whole team available 24*7 for your service.
- ✓ Honestly refunded every penny belonging to our customers.
- ✓ We don't bother to take feed back because we are constantly involved with customers.



WHAT SETS US APART FROM OTHER DMC'S?

- ✓ We do it effortlessly because we have loved and nurtured this sector to this point.
- ✓ A visionary approach in exploring new markets.
- ✓ Always delivered more than we promised.
- ✓ Attention to minor details to provide an ultimate travel experience to travelers.
- ✓ Prompt, friendly work-flow.
- ✓ Commitment to defined TAT.



OUR PRESENCE



HEAD OFFICE (NEW DELHI, INDIA) **DOOK Travels Pvt Ltd**

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OUR PRESENCE



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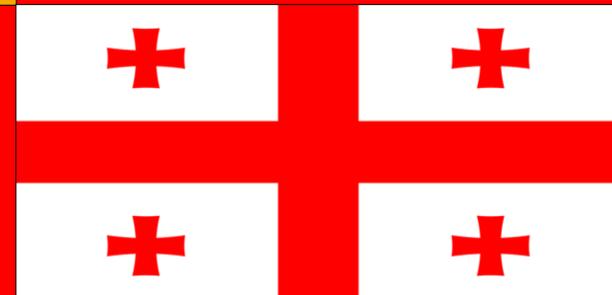


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THANK YOU

