

**EXPLORE, DISCOVER, LIVE**  
We are on a **journey**

**LUCCA** | **tour**  
explore  
discover  
live



**Call Us** by Phone  
**+90 (242) 323 08 10**

Offering leisure  
activities in  
**Turkey**

[www.luccatour.com](http://www.luccatour.com)





Passion is the  
**key essential**  
force that drives  
our **success.**

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**Lucca Tour** is based in Antalya, on the Turkish Riviera, putting us right at the heart of one of the largest tourism regions worldwide and one which has seen rapid growth over.

All of our staff already have many years of experience working in the tourism service industry; many started out are therefore familiar with the wishes and expectations of the customer.

At Lucca Tour we believe every part of your holiday should be easy and enjoyable. Lucca Tour clients travel secure in the knowledge that we have spent a great deal of time visiting the destinations, checking hotels, evaluating excursions and appointing local representatives, so you may be confident that your vacation arrangements have been thoroughly and professionally organised.

SINCE 2012  
**LUCCA TOUR**  
offering a wide  
selection of  
leisure activi-  
ties all around  
the Turkey

getting  
the **job done** properly.



**98%**

Rate Us With 5  
Out Of 5 Stars,  
Satisfied!



**73%**

Of Our New  
Clients Return  
With More Work



# Service List

Our services in relation to domestic and international business and leisure travel solutions.

## BOOKING SERVICE

Hotels, Restaurants booking service.

## COORPORATE & CULTURAL EVENTS

Product presentations, adventurous photo safari, high-comfort sailing trip, spectacular helicopter flight or idyllic balloon trip

## RENTAL SERVICE

Car, boat, helicopter and airplane rental service

## TOUR SERVICES

Daily sightseeing city and historical tours for foreign individual traveller(FIT) or group travellers

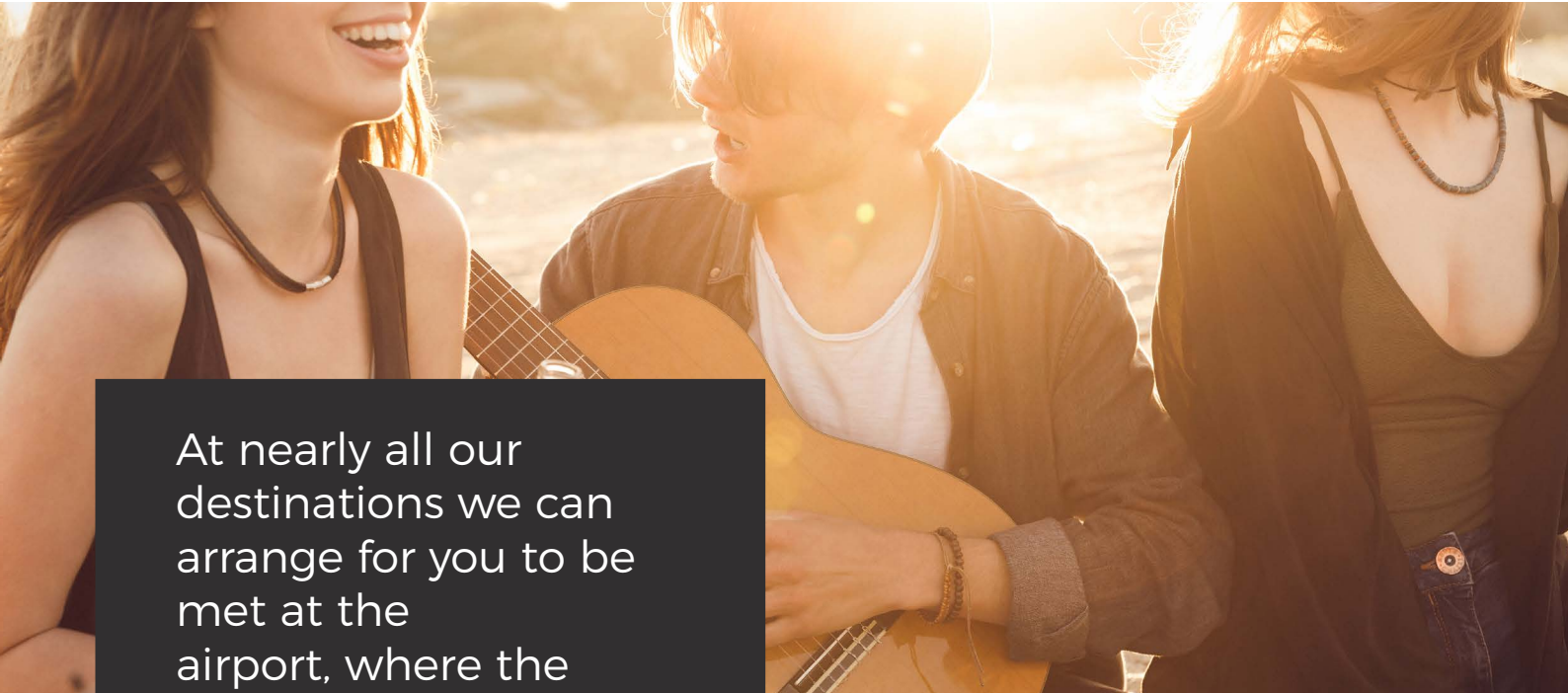
## TRANSPORT SERVICE

Private car, bus, plane transfer solutions

## THEMED ACTIVITIES

Team building activities for your special event groups. Parties and anniversary celebrations

# Customer Satisfaction



At nearly all our destinations we can arrange for you to be met at the airport, where the helpful, friendly staff of our local business partners are ready to assist you.

### Customer Relations Management

Listening to guests, understanding their demands and expectations have always been the priority tasks of Lucca Tour. The structuring of a Guest Relations unit, which is composed of experts in the field has been developed, Customer Relations Management has been designed as a process and is being effectively implemented. 24 hour, continuous service in our customers' native languages is provided to our customers by our Guest Relations units. Our guests can either communicate their written or oral complaints and requests directly to our Guest Relations Units or they can convey their messages to our guides, providing services in their native languages, during their vacations. In order to respond to our guests' complaints as soon as possible for them to continue their vacation problem-free, our guides are equipped with the necessary knowledge and competence.

### Cooperation with the Suppliers

In order to supply a service increasing in quality and satisfying our guests expectations, our suppliers are selected according to our quality standards and their performances are regularly evaluated and monitored. The performance evaluation results are shared and it is aimed to attain a continual increasing service quality with regular on-site auditings. As Lucca Tour, we believe that our partnership, based on mutual benefit, with our suppliers, makes an important contribution for the quality standards improvement in tourism.

### Learning Development Involvement

Lucca Tour, maintains its competitive advantage in business processes with full involvement of its personnel who believe in continuous learning, development and change in such quality processes. Lucca Tour, which channels its employees' creativity in order to develop systems, provides continuous quality trainings to them for the effective use of quality tools such as auditing, corrective and preventive activity, suggestion and upgrading teams.

### Management with targets

The critical performance indicators are monitored through the Corporate Book. The targets determined by the top management in accordance with Lucca Tour's vision and strategies are reduced to personnel's goals during this process. As a result, it is provided to all departments employees to create an integrated performance, advancement and synergy parallel to company's targets.







# Environment & Green Manifesto

Lucca Tour accepts and implements the sustainable tourism principles, as a part of its institutional quality standards. Contributing to the development of tourism and continuing our activities in this field with the cooperation of related institutions are some of the most important objectives of Lucca Tour. We believe that a sustainable tourism is only possible through people and institutions generating global strategies without forgetting about the local values, while respecting the history and multi-cultural structure of the country.

The sustainable environment, the effective use of natural resources to deliver prosperity and the preservation of cultural heritage became the entire world's common issues. For this reason, the preservation of natural resources is not considered as a marketing tool. We see it as a field where we can create original and participatory projects and we adopt it as a communication tool to reach the global world.

We are aware of the fact that we can leave a planet, with unexhausted reserves to our children, who represent our future. And this is only possible with the respect of natural resources and the recycling attitude. In long term, the establishment of a natural life will only be possible by respecting the nature and organisms complementing it.

As Lucca Tour, we share the concerns of people carrying for environmental issues. As of 2012, we decided to go one step further and instead of just observing the global issues, we decided to take a part in projects concerning the exhaustion of natural reserves and the protection of living spaces.

We are aware of our responsibility in respect of effective and clean use of consumable resources such as water and energy besides our responsibility for the prevention of the destruction of our planet caused by global warming. The improvement of the quality of the air we breathe by reducing the carbon dioxide emission, the development and enhancement of the natural flora and the correct use of underground and surface resources are the other responsibilities.

So, we would like to announce that, as of 2012, we will adopt effective measures making environmental management an important component of our quality standards and realize them first within our affiliates.

# Partners

ETI Express Travel International was founded in 1998 in Frankfurt. Autumn 2012 along with the date, Turkey has decided to enter the market. ETI partnership with many hotels is known in the market. Many in Turkey in Summer 2013 catalog chain and will work together with the known resort.

AltaVia Travel was founded in 2001 and it is based in Pristina Kosovo, they are one of leading and fast-growing full-service agencies. In Summer 2017 we started work together.

# Human Resources

## Continuous Development

The employee training that starts with orientation continues with personal trainings in different areas. This way, major contributions are being made to the personal developments and carriers to the employees.

## Team and Organizational Communication

Periodical and regular information transfer between the employees and their managers is being ensured. A strong communication is being established in all the stages by punctual notifications about the industrial and organizational development.

## Motivation

By enhancing the organizational sharing we help to create sense of belonging in our employees. Our employees satisfaction of their work environments is the base of our guests satisfaction.

## Constantly Rising Quality Objective

We ensure the primary objective of every employee to be the constant rise of the service quality.

## The Privileges in the Human Resources Policy

Staff planning is being done by considering the possible future needs.

It is ensured that the employees are assigned to tasks that are suitable to their personal knowledge, education and experiences. By taking employees' suggestions and expectations into account, practises, that will improve the employee commitment, are being applied.

Send your CV's to [info@luccatour.com](mailto:info@luccatour.com)







# Get in Touch

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