



# JOY DMC: COMPANY PROFILE & POINTS

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



# ABOUT US

We are a 12 years old Destination Management Company – established in 2003, JOY DMC is headquartered in Dwarka, New Delhi.

During this period, we have established ourselves as one of the leading names in the tour and travel segment in Delhi. While we started off by working with small and medium enterprises and FITs, with experience and time we have moved on to service some of the largest business houses of India.

The company was co-founded by Kunal Singh, Harpreet Singh and Praveen Kumar, all travel aficionados. Combined the threesome have a travel experience of well over 30 years between them. Since they all began their careers in travel, they have experience of working with SOTC, Cox and Kings and Thomas Cook, all top names in the travel industry.



# VISION & MISSION STATEMENTS



- To establish JOY as the leading Destination Management Company for travellers to India.

VISION



- To ensure that client servicing always remains our foremost objective, and to ensure that all promises made to clients are met, and over delivered with.

MISSION





# OUR CORE VALUES

- 1. TRUST:** It takes years to gain it, but moments to lose it. Therefore, we at JOY take the extra precaution to ensure that we never lose our clients' and other stakeholders trust.
- 2. TRANSPARENCY & HONESTY:** With us, rest assured that 'what you see is what you get'. We believe in 100% transparency, and a completely honest and upfront approach in all our interactions.
- 3. STANDARD OF SERVICE:** We have a well documented, internal code of minimum standards of service for each aspect of our business. Our stakeholders can rest assured that each one of our employees will maintain this minimum standard, while always striving for more.





# OUR SERVICES

## CORE SERVICES

1. **MICE (Meetings, Incentives, Conferences and Events/Exhibitions):** Both for large corporate houses, and for small and medium enterprises, we take care of their off-sites, corporate events and leisure tours for employee sub-groups.
2. **Destination Management:** For individual and group travellers coming to India from across the world, we take care of their end-to-end holiday management needs from their point of arrival in India to the point of departure. This includes hotels and resorts reservations, customised or standard itinerary management, local travel management and related services.





# OUR SERVICES... contd

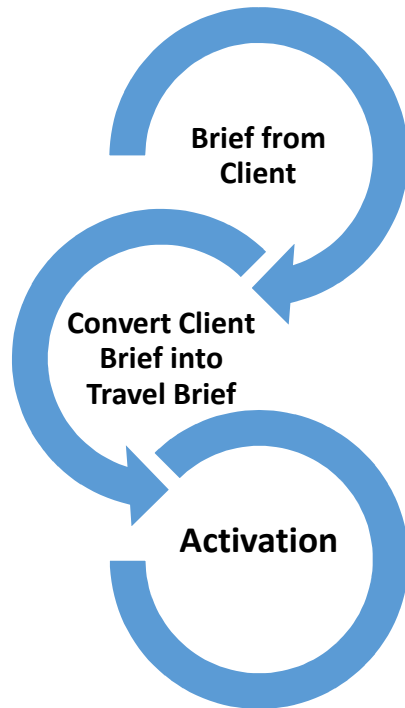
- MICE
- DESTINATION MANAGEMENT FOR INBOUND TRAVELLERS
- DOMESTIC HOLIDAY PACKAGES (STANDARD & CUSTOMISABLE)
- INTERNATIONAL HOLIDAY PACKAGES FOR INDIAN TRAVELLERS
- MEDICAL TOURISM MANAGEMENT
- EDUCATION TOUR MANAGEMENT
- STAND ALONE HOTEL RESERVATION SERVICES
- DOMESTIC & INTERNATIONAL AIRLINES TICKETING & RESERVATIONS





# MICE // Meetings

The JOY MICE team is equipped to provide HR Managers or Functional Heads with complete MICE support for all their corporate and semi-corporate Meeting Requirements.



1. Determine the exact client requirement, and break-up the requirement into individual delivery segments.
2. Present the Meeting Plan to the client.
3. Client Approval
4. Managers assigned for each delivery segment.
5. Activation
6. Execution of Event
7. Post Meeting Report to Client





# MICE // Incentives

## Benefits of Incentives:

For Employees:

1. Motivation / Continued Drive
2. Enhancement of Work Life Quality
3. Feel Good Factor
4. Basic Hygiene Need: Peer Appreciation
5. Builds Company Loyalty

For Business Associates (Dealers, MRs etc)

1. Improves Productivity
2. Attractive Proposition for Potential Stakeholders
3. Links Individual Performance to Company Goals
4. Basic Hygiene Need: Peer Appreciation
5. Focus Associates Target Approach





# MICE // Incentives

## Key Points of Success for an Incentive Meet

1. Welcoming of Winners / Awardees on Arrival
2. Gala Show (Upon return, the meet should be a proud moment for the participants to talk about)
  - Ensuring that participants remain suitably active and take part in the events.
  - Pictures and Memories for them to carry back home
3. Bonding Activities
4. Team Building Activities
5. Branding (>> Imagery Reinforcement)





# MICE // Conferences

**Goal: To deliver 'awesome' conference experiences at par with the top MICE managers of the world.**

For almost a decade now, the JOY MICE Team has worked with over 50 corporate houses and over 100 SMES and delivered over 300 conference solutions.

Towards our goal, we have a proper rating mechanism. Post event, clients are asked to rate their conference experience, and we can proudly claim that over 80% of clients have given us an 'awesome' rating in their feedbacks. (5 Point Rating Scale: Awesome / Satisfactory / Average / Not Satisfactory / Bad)





# MICE // Events

JOY MICE Team has over 10 years of experience in managing a diverse range of corporate, semi-corporate and non-corporate events. From concept to Delivery.

Seminars

Brand Promotional Activities (Including Launch)

Weddings (We are not offering this service currently).

Road Shows

Theme Parties

Workshops

Entertainment Shows (Stage Dances, Other Performers)





# Destination Management

For FITS from across the world, we offer complete Destination Management Solutions for India. Clients have 3 options:

1. Standard Pre-designed Smart Itineraries
2. Pre-designed Itineraries + Additions
3. Completely Customized Packages

We understand that individual travellers (groups, families, friends, couples) have unique requirements. With our experience, we have designed various packages to suit different need points. However, we understand that even our most smartly designed itineraries may not be perfect for your needs. And we love customizing your holiday plans as per your exact requirements. The objective is to arrive at the perfect point – where each part of the package is just the way the client would love it to be like! That is what gives us JOY!!





# Our Clients (Sample List)

The logo for BAJAJ Allianz, featuring the BAJAJ logo on the left and the Allianz logo on the right, both in white on a blue background.	The logo for MILTON Intelligent homeware, with "MILTON" in a large, white, sans-serif font and "Intelligent homeware" in a smaller, white, sans-serif font below it, all on a red background.	The logo for V-GUARD, featuring a red kangaroo silhouette above a red oval containing the text "V-GUARD" in white, with the tagline "The name you can trust" below it, all on a white background.
The logo for State Bank of India, featuring a blue circle with a white vertical line and a dot inside, above the text "State Bank of India" in a black, sans-serif font, all on a white background.	The logo for Leo Burnett, featuring the name "Leo Burnett" in a black, cursive script font, enclosed in a black rectangular frame, all on a white background.	The logo for QNET, featuring the text "QNET" in a white, sans-serif font inside an orange rounded square, all on a light blue background.



# The Joy of Travelling

“

The joy of life comes from our encounters with new experiences, and hence there is no greater joy than to have an endlessly changing horizon, for each day to have a new and different sun.

”

- Christopher Columbus

