

Travel Like an Expert

MANY positions require some traveling for business reasons. This may be to see a customer, to attend a convention, or to make a public appearance before a group, on the radio, or before television.

Whether the trip is for a day or a week, there are certain preparations and regulations that can make travel less confusing and can assure more satisfactory results for the company.

Any travel is expensive. Each trip must produce results to justify the cost as well as the time.

The *purpose* of a business trip should be clear and definite. Sometimes you can accomplish several other jobs but you should have a well-defined purpose for going.

Perhaps you will receive a letter from a group inviting you to speak to them, an office memo may come from a department asking for help, or you may originate the request. Analyze the estimated results against the cost before you submit a request to the head of your department for the trip.

Get permission for the trip to a definite city or cities on definite dates. For your protection, write your request and get a written okay, if possible.

Schedules and Tickets

Look up travel schedules for convenient arrival time. Consider night travel as an effective use of your time so as to leave daytime for work time. If there is a Transportation Department in your company, talk over your needs so that you will have the maximum amount of time at your destination. If you get your own tickets, go to the railroad office for advice. Also compare plane fare. All this investigation must be done early to assure reservations. Two to four weeks before the trip is none too early.

Round trip tickets save money, and it is safer to get your return reservation before you leave on the trip. If your plans change, you will have to rearrange your tickets. Then, be sure to cancel a reservation 24 hours before departure time in order to get refunds on the unused tickets. Try to have definite plans for your trip before you give the final order for tickets to avoid as many changes as possible.

Mode of Travel

Car travel is used by many business people whose work takes them from city to city, or throughout the country, or who must carry heavy equipment. The company will make an allowance for use of your car on a mileage basis or will furnish a company car. In either case, convenience, time, and cost are deciding factors for car travel. It costs to run a car and it may be slower travel, but your work may require this transportation. Most companies are very strict about the use of a company car for other than company business. Proper insurance, good checks for car performance, driving tests for safety, and accurate records of mileage, repairs, storage and other allowable costs are all part of the consideration in using a company car.

Bus travel may have a place in your schedule. It is usually the cheapest, but takes the longest. Sometimes, however, a bus may get you to your destination exactly when you want to arrive.

Train travel is probably the most accepted form of transportation for business trips when an automobile cannot be used. There

are several different price ranges of accommodations which you should investigate.

Coach fare is the cheapest train rate, but with crowded trains, this may not be convenient. Some trains have reserved coach seats. These are less expensive than a reserved seat in the parlor car which requires a first-class ticket plus a charge for the seat.

Overnight travel means sleeping arrangements and a first-class ticket. For this, the least expensive is an upper berth, next is a lower berth, then a section (upper not made up so the lower berth is roomier), and then a roomette. More and more companies are permitting women employees to travel in a roomette. These are very comfortable and private for one person, and they eliminate the trek to the ladies' dressing room. A bedroom, and other higher-priced accommodations, may be allowed for two or more persons, but seldom for anyone except those in executive positions.

Get acquainted with the types and prices of train accommodations. Extra-fare trains, which offer extra service and extra speed, may be allowed if the occasion warrants.

Plane travel is a thrilling experience for the beginner, but to the experienced traveler, planes are judged on convenience of schedule and cost. The price of meals and the tips are usually eliminated in plane travel, but you must add the cost of transportation from airport to hotel. This is usually higher than taxi fare from a railroad station because airports may be as much as an hour's ride from the city. Again, if air travel means an extra night at a hotel, this is a cost to consider. If you have heavy luggage, the excess weight will increase your total cost of transportation.

Some airlines have coach fare planes that are lower in cost, but very satisfactory for many trips. No meals are served but the planes are just as comfortable and the scheduled time may be just as fast as for the regular plane service.

Investigate the total cost of plane travel, the time schedule, and the company policy before deciding on the best way to make the trip.

Boat travel is usually slower than train or plane. There may

be several different rates on the boat, dependent on the accommodations. The larger the boat, the greater the price range. Before deciding on boat transportation, know the time schedule and the range in prices. Usually, the slower schedule eliminates this type of travel for the person on business.

Hotel Reservations

As soon as you know your arrival time in a city, make a hotel reservation. Never trust to chance. If your company has a Hotel Department, they may handle reservations for you. Your company may prefer that you use certain hotels for business reasons. Sometimes a hotel which is one of a chain will make a reservation for you at a hotel of the same chain in another city.

Check on what you are allowed to spend for a room before you spend it.

If you write for a reservation, be definite in *what* you want, *when* you want it, for *how long*, and for *how much*.

Letter for Reservation

Your business address

Date

Name of Hotel
Address

GENTLEMEN:

Please reserve for me a moderately priced single room with shower for June 10th through June 12th.

I shall arrive about 11:00 P.M., so please hold my reservation until midnight.

Please confirm this reservation and state the room rate.

Yours truly,
Your name

If you do not get a reply, you can wire the hotel:

PLEASE WIRE CONFIRMATION RESERVATION SINGLE ROOM LATE EVENING
JUNE TENTH.

Take a copy of your letter or telegram and the reply from the hotel with you on the trip. Late arrival at a hotel requires

special notification to avoid a misunderstanding. Sometimes it pays to send a wire to the hotel the morning of the arrival day.

CONFIRMING ARRIVAL TONIGHT JUNE TENTH. HAVE YOUR CONFIRMATION SINGLE ROOM.

Be sure to cancel your hotel reservation if your plans change.

Hotel accommodations vary greatly, from a single room with a shower or bath to a twin bedroom with parlor (known as a suite). There are different classes of hotels, too, as commercial, resident, and resort. Your company usually will want you to stay at a good commercial hotel located reasonably close to the contacts you must make.

Contacts

Be sure of the names and addresses of business contacts to be made on your trip, and make a notation of the specific purpose of each contact. Know what is expected of you.

If your company has a representative in the city you are visiting, are you supposed to notify him of your proposed trip or telephone his office when you arrive in the city? Should you notify the contacts of your proposed trip and try to set up a tentative schedule? Should you notify the publicity department to try to get publicity for your trip? Are all interested persons in your company informed about your trip so that you can make the most of your time and company money?

Financing the Trip

What is the company policy about advancing money to finance your trip and about accounting for your expenditures?

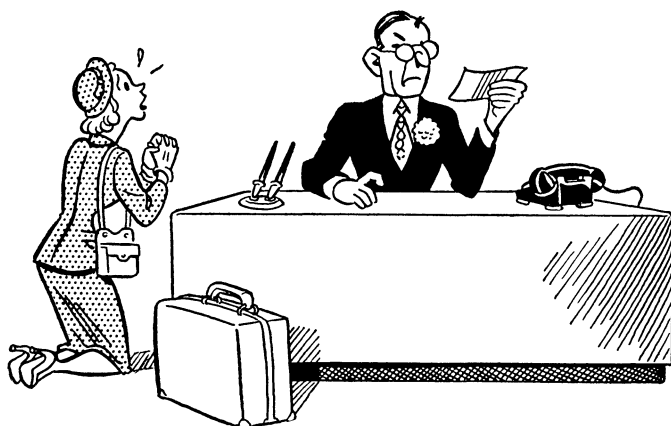
You may be allowed to draw advance money for expenses on the trip. Some companies do not want you to spend your own money. Inquire about the amount of the advance. Should you take \$100 for a week?

Play safe in carrying money. Do not carry a large sum. Usually your company is not responsible for your loss of money, so a lost purse means a personal loss.

Several kinds of *safe money* are possible.

You may plan to pay hotel bills by personal check, but you

... permission
from the
credit manager.



will not be able to cash a check for more than the actual bill unless you get permission from the credit manager of the hotel. This takes time.

If you travel frequently, you may wish to get a *credit card* for a chain of hotels or for a hotel in the principal cities you visit. You can apply to the hotel manager for a credit card. Give as references your company and your bank, but you must allow several weeks for the hotel to check on your credit rating and send the card to you.

A *company check* may be used to prevent carrying too much money. To cash this at the hotel, you must see the credit manager and must have good personal identification. This takes time, too.

Traveler's checks are the safest and easiest way to carry more than \$100 in cash. Ask at an express office, bank, or your company banking department concerning the use of traveler's checks. These can be made out for as little as \$10 per check, in books of ten or more. There is a small charge for getting traveler's checks, but you can cash them almost anywhere, anytime, by writing your name on the prescribed line *in the presence of* the person who will give you the money. Never write your duplicate signature on the check until you are sure you can cash it. If you lose traveler's checks, notify at once the office that sold them to you so you will be able to collect repayment for them.

Don't carry over \$100 in cash. Don't keep bills in an easily-lost extra purse or display a roll of bills in public. If you must carry much money, ask the hotel clerk about the use of the hotel safe.

Some companies have credit arrangements with certain hotels,



HARRY
WALSH

Is the luggage lightweight? Is it durable?

clothes so they won't wrinkle. In fact, you will learn to select clothes that minimize wrinkles, if you travel much. Careful folding with a liberal use of tissue paper or newspaper helps to keep clothes in shape. Shoe bags, stocking cases, and other travel aids will become important. Magazine articles, now and then, give special tips on packing, but you'll have to experiment, since even experienced travelers use different methods. Remember, however, that clothes acquire fewer wrinkles when the bag is packed full but not bulging.

In purchasing luggage, consider your needs for overnight, for a week, and for a long trip. Is the luggage lightweight? Is it durable? Any luggage used in travel must take punishment, so it is not wise to buy flimsy bags or very expensive ones that will become marred and scarred.

Don't take everything you own when you go on a business trip. If you are contacting different people each day, your clothes will be new to them. Even when you are with the same people, a different blouse is enough variety.

An experienced traveler learns to plan a suit-blouse wardrobe that provides the right outfit for any occasion. For the two- to five-day trip, you'll want an extra pair of shoes because your feet get a workout on most travel jobs. Nylon underthings washed out each night are dry by morning. An extra pair of hose will meet an emergency until you can get to a department store and recoup your loss.

As to cosmetics, fitted cases are heavy. You may find an all-purpose overnighter is more suitable since you can use midget-sized tubes of tooth paste and cold cream in place of heavy jars and bottles.

Remember that you pay for weight in excess baggage on planes and in the extra tips to a groaning porter. Perhaps trunks and big packages should be sent by express.

Matched luggage looks smart. If you start on a piece-at-a-time plan, ask how long that style or pattern will be available. Luggage makers drop styles and introduce new ones just as the silversmiths do.

Specialty bags, like the make-up bag, hat bag, shoe bag, etc., may be all right, but not necessary.

The two-suiter bag with hangers may be fine for the short person but impossible for the long-skirted gal. As a rule, the fewer folds at prominent smooth-surface places, the better the results. Notice how your suits and dresses are packed when they are delivered from the dress shop. You'll get ideas from many sources and get your own ideas, too.

One more word. A hat box carries hats well unless you use it for a catchall for shoes and forgotten articles. Better give your hat a break and keep it in tissue paper in its own box with no interfering heavy articles.

As to an extra coat, you'll be wise to carry this. Few coats pack well enough to be worn without pressing.

Off to the Station

Trips out of the city should not require time-off from regular work to put your personal effects in order. The beauty shop appointment, the bit of extra shopping, the repair job on shoes, and the last-minute dry cleaning, require management of your out-of-work time. Daytime departure hours may be such that you can leave from work rather than stay home or go home early to pack. Ask your supervisor what arrangements to make for a good start.

Take time to check on your ticket dates, departure time, and station. Put the ticket in your purse where you can get it easily. Have you ready change for the taxi driver and porters? They never have change! !

Allow time to get to the station even in traffic jams, to check in, and to get settled. One minute late is *too* late.

You can carry your bag if you wish. Porters are there to help you if you need help, but you pay for this service. If the porter takes your bag to be delivered to you at your seat on the train or at a designated spot, be sure to get an identification tag or check. Put it where you can find it! You'll see many women, and men too, who go through an extensive search for baggage checks and tickets, to the amusement of passengers and the boredom of transportation personnel.

Plan a place for your ticket and claim checks that is safe and accessible.

Check-in Time

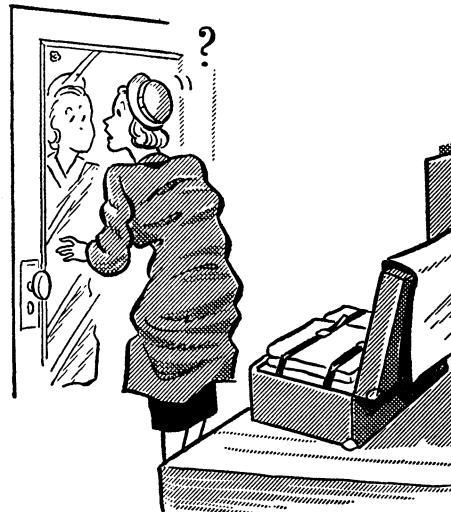
All transportation stations have good direction signs. Take time to read these signs and see how much you can learn without asking questions. *Pullman Passengers, City of Denver, Check in Here, Taxis, Baggage, out, To Planes, To Trains, Departure Time.* These and many other signs tell the answers to the questions most often asked.

Never stay in doubt because you fear to ask, and do ask the right people, the transportation employees — not fellow passengers. The information desk is there for your convenience, too.

Have you something to read? Almost every station has a newsstand, in case you haven't a book or magazine. Trip time is wonderful for catching up on your reading.

For plane travel, check in at the desk at least 15 minutes before departure time, to have your ticket stamped and your baggage checked. Listen to the announcement of your flight number and departure gate. When your flight is called, go to the right gate, and be prepared to show your ticket there or on entering the plane.

For train travel, arrive at the station at least 15 minutes early. Often reserved-space tickets must be checked at specified stands before you board the train. The tickets must be shown at the gate. The trainman at each car entrance will direct you to your space. Do not board a train until you have checked your ticket with the car porter or other authorized employee. Get on the right train! Look for the number of your seat, berth, or roomette. Be sure you are in the right car. Then, if someone else has your space, notify the porter at once. He will check the tickets and either correct the error or call the conductor. Never trade places with a passenger without authorization by the conductor since he keeps a chart of passengers, their destination, and tickets.



On the Move

Plane or train travel is the ideal time to learn to use a timetable. Start at the front and read the directions and explanations. Note the change in time from east to west and west to east. As a business woman who travels, you must learn to read timetables. Now is a good time, too, to brush up on your geography. You'll find that many time schedule folders can be good reading.

On a plane, directions will be flashed: *Fasten Seat Belt, No Smoking*. The stewardess will look out for your comforts, serve a snack or meal, and help you if you have any discomfort. Buzz for her if you wish help. Relax and enjoy yourself.

Train travel is reading and resting time. You should plan to entertain yourself. Be courteous, poised, and considerate of the rights of other travelers, but avoid conversations which turn into life histories.

Don't expect the lounge car to be a get-acquainted club. Take your book or select one of the magazines in the lounge. This doesn't mean you have to be stuffy, but do avoid starting a get-acquainted routine.

Card games on trains can be expensive. Before you join a group be sure you know exactly what the stakes are. Some people take for granted a money settlement in a card game. You'll be wise to stay out of these *casual* games.

Train Meals

Eat lightly when traveling. A waiter announces each meal, so you can decide when you want to go to the dining car. Allow for a delay in crowded cars. Wait at the entrance of the dining car for the steward to seat you.

Read the menu and know what you will be charged for the meal. Look at the list of sandwiches, salads, and omelets. Perhaps this type of meal may suit you better. Leave a tip of at least 25c, even for a small bill. Tip 20% of bills over \$1.00.



Pay your own way in
all transactions . . .

Pay your own meal check. It is natural to visit with other guests at your table, but you are on an expense account and you are a business woman. Pay your own way.

Until you gain experience, remember to keep your own counsel. Don't discuss your name, address, work, and other personal affairs with train acquaintances.

Business Travelers

You may travel to the same city with someone else from your company. Pay your own way in all transactions, even when the co-worker is a man. Do not expect to be entertained either en route or at your destination. Be gracious but ingenious enough to have plans for the dinner hours and for evenings. If a group dines together, pay your share. Remember that the only reason you are together is for business, and that you, too, have an expense account.

If a company official asks a group to dine, write your thank-you note to him or to his wife if she is present.

When in doubt as to accepting favors, make your decision according to common sense, fair play, and professional stature. Never allow an exception to occur in your standards of womanliness. It's good business to set your standards high.

Arrival

Plane travel means no tipping until you claim your luggage at the designated spot and get a porter to carry it to the airport limousine or a cab. Tip him 25c per bag.

Airport limousine fare to your hotel is usually less than a personal cab.

Train travel means tipping the porter in your car. For a parlor car seat, tip 25c to 50c, unless the porter has given you extra help with your luggage, or by bringing you a writing table or other supplies. Check your belongings before you leave.

Overnight travel means a tip for the car porter. You aren't expected to be lavish in your tips but, whether you get extra service or not, a tip to your porter is part of the expense of travel. Allow 50c a night if you have a berth and 75c to \$1.00 a night for a roomette.

Arrival in the City

If you need a porter for luggage, get a claim check and tell the porter to meet you at the taxi stand. Remember that there is a *definite* charge for each bag or package which a porter carries for you from train to taxi. This charge may be 15c to 25c per bag, plus a bit more to *sweeten* the service. Perhaps you can carry your hat box or small bag. Ask the porter to get you a cab or ask the cab starter to get a cab. Tell him your destination because he may have to put other passengers in your cab. Be sure your bags are in your cab.

Arrival at the Hotel

Pay your share of the cab fare and tip the driver 10c minimum or 25c for fare over \$1.00.

Check with the driver to be sure your luggage is left with the doorman to be brought into the hotel.

Go to the registration desk. Show your confirmation for a room, and register your full name, company name, and address. Ask about the room rate so that you know what you will pay. Ask the bellboy to inquire at the mail desk for your mail.

If you are not able to get into your room, ask a porter to check your bags. Give him 25c when he returns your claim check. This type of delay means you will have to use the ladies' lounge to freshen up and the pay phones to make your contacts. Everyone has to put up with delay in getting into a hotel room now and then. Find out when you can get into your room and plan to be at the hotel at that time.

A bellboy will take your key and luggage to your room. There may be a woman floor clerk who will take your name and will handle your mail and telephone messages without your having to go to the main desk.

The bellboy will show you how to regulate the heat and will explain other services. Tip him 25c for each bag he has carried.

Your Hotel Room

Unpack and hang up your clothes. If you need hangers or other room supplies, telephone the housekeeper, and give a 10c tip to the maid who brings them.

Some clothes lose wrinkles if hung in the bathroom. Often, hot water in the tub or shower will create the needed steam.

You'll find a hotel directory on your dresser which will give you information about meals, pressing, and other services. Usually, a house physician is listed and suggestions are given for emergencies of fire and accidents. You'll feel more at home if you learn about your hotel.

If permitted on the expense account, phone the valet or pressing service to come for your clothes, and say when these will be needed. If you must report any complaint about the room, telephone the housekeeper.

Now look over your scheduled activities and telephone to confirm appointments, if time permits. It is always a courtesy to make this telephone contact to be sure you are welcome.

Try to set up contacts at reasonable hours. Be sure there has been sufficient time to sort the mail and start the wheels rolling before you arrive. Do get to your appointments on time. Get down to business, and leave. Everyone is busy. Don't stay on until luncheon time unless you can do the inviting. Don't expect to be entertained. Try not to ask for favors. But if you are in doubt, ask.

Brief yourself by looking at the map of the city which you'll find in almost every hotel room or in the telephone book. You can learn a lot by studying the map.

Evenings

Keep up your report and expense account each evening. Then plan to make the most of your free time to see the city. A sight-seeing bus is a wonderful way to see the famous features of a city.

Look through the little magazines in your hotel room to see what events are featured. But remember that theatre tickets cost more when purchased through the theatre desk in the hotel than at the box office at the theatre.

Keep your door locked when you are *in* or *out*. Leave your key at the desk when you are away from the room, unless you plan to be in and out a great deal. If there is a clerk on your floor, always leave your key with her.

Guests

On business trips you may ask a woman but never a man to come to your room for a conference. Don't go to a man's room unless there is a group in conference. Some people may insist that a hotel room can be used for business guests, but don't do it until you are experienced enough to make wise decisions. Some hotels are strict about entertaining in your room.

If you want a member of your family or a friend to share your room overnight, she must register at the desk, or you should notify the desk clerk and pay the extra rate.

Meals

Where will you eat? You'll often find two or more dining rooms in the hotel. The prices vary in different rooms from the convenient, thrifty coffee shop (tip 10c to 25c) to the night-club room with high costs, entertainment, and sizable tip. Perhaps you'd prefer to try a restaurant that is famous for certain foods. If you go to dinner at 6 P.M. almost any restaurant is all right for a woman alone. But look out for high prices! Of course, you can always order lightly or even leave if the prices are too high.

When you dine in the hotel, you may sign the check with



... but never ask a man to come to your room ...

your name and room number, to be paid later with your room bill. Of course, this charge won't cover the tip.

If you order a meal served in your room, you can sign the check or pay for it. You must tip at least 50c plus 10% of the meal to pay for this extra service.

Other Services

Telephone calls may cost 15c to 20c. You are responsible for the calls made from your room. Separate the personal calls from those to be turned in on your expense account.

Wires, letters, packages delivered to your room call for a tip of 15c to 25c.

The beauty shop in the hotel is usually reliable, but the prices are not cheap. The hairdresser expects a tip of 50c, the manicurist, 25c.

If the maid gives you extra service, as extra cleaning up or extra linens, tip her 25c to 50c. If the doorman gives you extra service, tip him 25c.

If you ask to have someone paged in the lobby or if you are paged, tip the bellboy 25c.

You'll see that you can get a great deal of service at a hotel, but you pay for it.

Incidentally, a radio or TV set ordered for your room is a personal, not a company, expense.

Money

Be sure you have enough money to check out. If in doubt, see the credit manager before check-out time to get permission to cash a personal check. For this, you'll need identification such as a voter's card, company card, or driver's license.

Check Out

Be sure to check your ticket for leaving time and know the check-out time at the hotel. If you must stay longer, notify the hotel clerk of the hour you will leave and be prepared to pay for the overtime. Perhaps you could check out of your room and check your bags in the hotel checkroom to save this extra charge.

Telephone the bell captain to ask for a bellboy to come for

your bags. Allow 15 minutes. Look through the closet and drawers for forgotten items. Wait for the bellboy. Then go to the cashier's window and ask for your bill. Check it over and question any item you don't understand. Pay the bill and take the receipt. Never forget this valuable piece of circumstantial evidence. If you expect mail, leave a forwarding address.

Ask the bellboy to call a cab for you. Tip him, and you are ready to leave.

Back Home

If you have kept a running report and expense account, you may be able to complete these on the trip home. It is so much easier to get these records straight as soon as possible, before you forget or lose your enthusiasm for the trip. Be sure your report is complete, accurate, and sent to the right people.

If you have left something in your room at the hotel, write or wire the hotel manager describing the article, and telling the number of your room and where to send the article.

Write thank-you notes to those who were helpful to you or entertained you. Business requires the same etiquette as personal affairs. It's good business to express appreciation for courtesies.

Reminders

Traveling on business can be stimulating and interesting if you plan what you *must* do and what extras you *can* do. Traveling can be expensive if you entertain or shop. It may be worth it, but remember that personal extras are not included in the expense account.

Never forget you are a company representative and can contribute to good or bad publicity. When on company business you are *at all times* a company representative.



Never forget you
are a company
representative.