

## COMPANY PROFILE - ATLANTIS

**AtlantiS** - Macedonia, is a private tour operating and travel agency established on 24th of May 1995. **AtlantiS** is consecutive member of IATA (International Air Transport Association), and active consecutive member to different associations linked to the travel industry. Currently member of the executive board to the Chamber of Tourism in Republic of Macedonia, **AtlantiS** posses license A for exercise travel activities.

**AtlantiS** main office is based in Strumica, but also there are branch offices:

- Radovish (active since October 1999)
- Skopje (active since May 2003)
- Ohrid (active since January 2004)
- Bitola (active since November 2005)
- Stip (active since June 2011)
- Gevgelija (active since December 2011)

Currently there are 30 high educated and professional individuals who work at AtlantiS.

In 2004, **AtlantiS** was awarded the 1st place for “Touristic promotion and service in Republic Of Macedonia” organized by the Ministry of economy, category “Best travel promotion”.

In effort to magnify the ability to satisfy quality requirements and to enhance customer satisfaction in supplier-costumer relationship AtlantiS is in final stage of implementing ISO 9001:2009 quality management system.



## COMPANY POLICY

1. **Inspirational Leadership.** We continuously give them all the necessary trainings and tools in order to become more professional in their fields and helpful to our clients.
2. **Proactive with people.** Professional attitude, communicational skills and manners in order to present the agency on top level.
3. **Internal Support.** For the working environment we set an extra attention by providing the team with the all up to day tools and software's in order to be on top of their work and making it much easier for them.
4. **Research.** By analyzing the travel industry, the travel markets, the travel needs, with choosing the right product we are monitoring our success and we are recognized as one solid organized company from many institutions on the highest level.
5. **Business Communication** Along with the big inspiration that we possess, our other main key of success are our truly faithful clientele and partners. Their satisfactory also is very important to us and gives us motivation to grow even more.

## GOAL OF THE COMPANY

In keeping with our full service philosophy, **AtlantiS** is a one-stop-shop which offers an extensive range of services to maintain satisfied customers and partners. Our customers can book everything they may need at the same time which is possible thanks to our experienced team of tourism professionals.

## OBJECTIVES

- \*to conduct our business according to the highest level of ethics
- \*to ensure that our clients get the best value, quality and satisfaction from using our services
- \*to maintain a management culture that is action oriented, always flexible and never bureaucratic
- \*to expect from the service we render satisfaction that we provided unbiased and truthful information on Macedonia and its tourism product
- \*to continue to train ourselves and our so that the service we give will be more and more intellectually performed
- \*to be the most efficient in everything that we do.



## SERVICES

### INCOMING TOURISM

**AtlantiS** is one of the leading incoming agencies in Macedonia which will support you from start to finish. Atlantis is main handling partner for Macedonia for the biggest Scandinavian Tour operator - Aurinkomatkat – Finland for 2011 and 2012. We offer these services:

- Hotel reservations.
- Meeting and transferring guests on arrival and providing assistance during their stay in Macedonia.
- Excursions all over Macedonia.
- Providing accommodation in private villas.
- Organizing round trips for groups.
- Handling of incentives and conferences.
- Rent – a - car.
- Shuttle service, airport to hotels

All excursions and transfers are organized with our own vehicles and our tourist guides.

### OUTGOING TOURISM

Our friendly and experienced staffs are on hand to give advice, help you plan your holiday and provide you with all your arrangements to anywhere in the world, in order to make it the most enjoyable and memorable. Outgoing tourism as department has variety of services from charter programs, individual packages to school programs. If there's any special request **AtlantiS** professional team will respond to the request with professional manner.





## ADD-ON SERVICES

Besides the main services the other services which complete **AtlantiS** are:

- Sales of airline tickets, bus tickets, cruise tickets, travel insurance, FedEx
- Western Union Money Transfer
- Individual and group excursions, educational excursion for kids and students
- Work & Travel
- Work & Study
- Au Pair
- Internship programs

## TRANSPORTATION

**AtlantiS** is a specialist in organization and handling transportation. Tourism is all about travel; and the role of transportation in its operation is vital. **AtlantiS** continuously invests in its own transportation department in order to satisfy the high demands of the industry.

**AtlantiS** posses own technical service and parking lot for its own high quality travel vehicles:

- 4 tourist buses NEOPLAN with commercial number of seats 49; 53; 59 and 61.
- Mini bus VOLKSWAGEN CRAFTER with commercial number of seats 19
- Mini bus IVECO with commercial number of seats 20
- Mini bus HYUNDAI with commercial number of seats 8
- Mini bus FIAT Doblo with commercial number of seats 4.

They are all equipped according to the highest standards.

**AtlantiS** also gives you the opportunity to provide transfer services with your own brand and image



## RENT-A-CAR

AtlantiS possesses an own rent-a-car service with new vehicles:

- Toyota Aygo, Skoda Fabia (2 vehicles), Skoda Octavia, Skoda Superb, Toyota Land Cruiser.

All cars have A/C, Radio CD, Power Steering, Electric windows, Airbag.

## ATLANTIS GROUP

Atlantis group includes all tourist companies and services with high quality which is possessed by Atlantis.



Tour operating and travel agency



Rent-a-car



Destination management



Hotel management



Travel transportation services



## ATLANTIS ORGANISATION NETWORK

Atlantis has own well good organization, where every member is part of the team, who knows his own responsibilities and authorization.

