

**Abbey Group**

**Welcome Pack**

**For:** \_\_\_\_\_

**Private and confidential**



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**Welcome!!!**



Dear.....

We look forward to having you work in Abbey Ireland & UK / Abbey Conference & Events / Moloney & Kelly.

To help you to understand our business and the services we provide, we have produced an introductory manual, which we hope, will be of interest to you.

Also provided are the following documents: (being updated currently with new branding for all offices/ company changes)

Handbook 1	Employee Guide to a Better Partnership
Handbook 2	Employee Safety Handbook

Our policy with our staff, both full time and also our overseas students, is to give you a real experience of the tourism business in Ireland and the UK.

The information provided is to assist and support our staff (this information is also private and confidential).

Together with any of my colleagues, we will be available to assist, support and advise you while working in Abbey Ireland & UK / Abbey Conference & Events / Moloney & Kelly.

We are delighted to have you here at Abbey Ireland & UK / Abbey Conference & Events / Moloney & Kelly and we wish you well.

Yours sincerely,  
Brian McColgan (Chairman)

## 1. Welcome to Abbey Ireland & UK / Abbey Conference & Events / Moloney & Kelly

### 1.1 Introduction to Abbey Ireland & UK /Conference & Events

#### Abbey Ireland & UK's role

The function of the Ireland office is to market the Irish & UK product overseas and service the accommodation, ground transportation and all other requirements of tourist visitors.

We handle business from over 50 countries worldwide. Our major markets include France, Germany, Italy, Spain, Nordic Countries, Australia, Switzerland, Belgium, Netherlands, United States, Canada and Great Britain.

The Ireland office works with the travel trade (tour operators and agents) only (B2B). These operators are outbound companies in their respective country who work directly with the end client / consumer.

**Ownership** Privately owned

**Company Chairman** Brian McColgan

**Board of Directors** Brian McColgan, John Healy, Jane Magnier, Patricia McColgan, Marina Finn, Darren Byrne, Vanessa Castles, Rebecca Brooks, Tim Duffy, Paula Gismondi, Teresa Gambino, Helen Murphy

**Permanent staff** 92

**Management Team** Dermot O'Neill (Senior Business Development Manager FIT / Online Services)

Alma Martin (FIT & Online Operations Manager)

Claudia Anton (Business Development German Speaking Markets)

Lena Paterson (Customer Care Manager German Speaking Markets)

Caroline Cusack (Key Accounts Manager French Business Development)

Ines Pinto (Manager Mediterranean Markets)

Mark Browne (Contracting Manager)

Clair Ahern (Group Financial Controller)

Colin Wynne (Manager USA – North America and Long Haul Markets)





Tom Sampson (IT Manager)

Pauline Dooley (Manager Accommodation Services)

Anja Fischer (Manager Conference dept)

Marije Kraan (Events Manager)

**Address:**  
**(Abbey Dublin)**

City Gate, 22 Bridge Street Lower, Dublin 8, Ireland

Tel: +353 1 648 6100;

Fax: +353 1 648 6199

**Address:**  
**(Conference & Events)**

City Gate, 6 Bridge Street Lower, Dublin 8, Ireland

Tel: +353 1 648 6100;

Fax: +353 1 648 6199

**Individual Telephone DDI Numbers**

You can download all our phone lists from our Intranet for Abbey office in Ireland, Scotland, Moloney & Kelly and our overseas representatives.

## 1.2. Introduction to Abbey Ireland & UK – Scotland office

### Abbey Ireland & UK - Scotland's Role of Dublin office above

#### Board Of Directors

Abbey Group Board – as above

#### Managing Director

Rebecca Brooks

#### Permanent staff

26

#### Management Team

Rebecca Brooks (UK Managing Director)

John Cardie (Customer Care Director)

Jamie Robertson (UK Accommodation Director)

Laird Smith (Accommodation Manager)

Irene Webster (Senior CC Manager English Speaking)

Marie Hasslegren Horribine (Senior CC Manager  
Corporate Markets)

David Cunningham (FIT & Group Contractor Scotland  
and England)

Derek Dear (FIT UK Manager)

Karin Gidlund (Product Manager)



#### Address:

3<sup>rd</sup> Floor, Shandwick House,  
67 Shandwick Place, Edinburgh  
EH2 4SD, Scotland

Tel: +44 131 6556 5900

Fax: +44 131 656 5929

### 1.3. Introduction to Abbey Ireland & UK – London office

#### Abbey Ireland & UK – London office

The London office – formerly European Travel Services was established in 1987. Since this time, they have grown to become a leading destination management company in Great Britain, specialising in all aspects of incoming business to London and the UK.

The new London office builds on Abbey's existing locations in Dublin and Edinburgh.

Our office in London (former ETS) is officially part of the Abbey Group since October 2015.

**Board of Directors:** Brian McColgan, John Healy (Managing Director), Jane Magnier, Patricia McColgan, Marina Finn, Darren Byrne, Vanessa Castles, Rebecca Brooks, Tim Duffy, Paula Gismondi, Teresa Gambino, Helen Murphy

**Permanent staff:** 16

**Management Team:** Rebecca Brooks (UK Managing Director)  
Nicolas Roland (Online Manager & UK FIT Operations Manager)  
Tanja Brachetta (FIT BD & Product Manager LEW)  
Caroline Maddox (UK Contracting Manager)  
Ian Fail (German GDs and Nordic London Groups Manager)  
Katrinn Erdmann (Business Development Manager)



**Address:** 33 Farnival Street, London, England, EC4A 1JQ  
Tel: + 44 (0)20 7730 7182;  
Fax: + 44 (0)20 7730 7413

## 1.4 Introduction to Moloney & Kelly

### Moloney & Kelly's Role

Founded in 1970, Moloney & Kelly is the longest privately owned Premier Destination Management Company and Incoming Tour Operator in Ireland, specializing in Incentive, Group and Leisure Travel.

Moloney & Kelly is officially part of the Abbey Group since 1<sup>st</sup> of July 2013. 95% of the business is from the US. Moloney & Kelly currently handles approximately 6,000 mostly up-market clients. The three main and long term clients are:

- Maritz Travel – major US Incentive House
- “On-Site” for Virtuoso Travel Network – has approximately 600 travel agencies in USA, South America and Australia
- “On-Site” for Signature Travel Network – has approximately 400 travel agencies in the US

### Board of Directors:

Brian McColgan, John Healy (Managing Director), Jane Magnier, Patricia McColgan, Marina Finn, Darren Byrne, Vanessa Castles, Rebecca Brooks, Tim Duffy, Paula Gismondi, Teresa Gambino, Helen Murphy

### Permanent staff

14

### Managers:

Michael Dalton (Director of Sales)

Yasmine Rodriguez (Director of Operations)



### Address:

5 City Gate, Bridge Street Lower, Dublin 8, Ireland  
Tel: +353 1 690 9450;  
Fax: +353 1 690 9499



## 2. History



**1978**

Abbey Travel founded by five travel colleagues, all formerly part of the Ryan Tourist Group in Ireland.



**1980**

Abbey Tours set up as the inbound travel department of Abbey Travel.



**1983**

Company bought over by two founder directors – Brian McColgan and Jerry Leahy.



**1991**

Business acquires new headquarters in City Gate, in the centre of Dublin.



**2004**

Jerry Leahy retires. Co-Directors Jane Magnier, Patricia McColgan and Marina Finn buy his 50% share.



**2007**

Abbey Tours acquires the inbound business of O'Mara Travel. John Healy, former Director of O'Mara Travel joins the Board of Abbey Tours.



**2008**

Abbey Group acquires Ireland Inbound, another incoming tour operator. Brian McColgan sells his 50% share of Abbey Tours to Jane Magnier, Patricia McColgan and Marina Finn. He is now Executive Chairman of Abbey Tours.



**2010-2016**

Abbey Group is named one of Ireland's 20 Best Managed Companies by Deloitte.



**2012**

Notre Dame Vs Navy Biggest single event handled in Abbey Group history.



**2013**

Opening of new office – No.14 City Gate Abbey Conference & Corporate Division



**2013**

Moloney & Kelly Travel became part of Abbey Group.



**2015**

European Travel services became part of Abbey Group

➤ **Rebranding: The Abbey Group**



**2016**

New rebranding: Abbey Ireland, Abbey Scotland and European Travel Services become **Abbey Ireland & UK**

### 3. What we do?

- Market Ireland and UK as Tourist destinations
- Service the needs of tourist visitors from nearly 50 countries worldwide

Types of business which we cater for:

- Group Travel
- Individual Travel
- Conference / Corporate / Events/ Incentive Business
- Online Booking Service

#### **THE SERVICES WE OFFER**

We offer a wide range of services and we can tailor make according to clients' requirements.

##### **Accommodation**

We offer a wide range of accommodation from Bed & Breakfast and Hotels to Castles & Manors.

##### **Transportation**

Coaches ranging in size from 16 seater vehicles upwards to 55 seaters  
Car rental and chauffeur driven limousines are also available.

##### **Guiding Services**

All languages

##### **Dining and Entertainment options**

A wide variety of restaurant options to medieval banquets

##### **Visitor attractions**

Visits to all of Ireland's major attractions

#### 4. How we do it!?

The Abbey Group operates three separate trading divisions in the leisure and business tourism sectors. The divisions are as follows:



##### **Abbey Ireland & UK Group Tours**

Selling Leisure Group Tours, Special Interest Tours, Study Tours, Short Breaks, Tailor-Made Tours and Sports Groups for Ireland and UK to the Company's overseas travel partners and tour operators.

##### **Abbey Ireland & UK FIT & Online**

Selling Individual Travel Programmes for Ireland and UK, both offline and online to the Company's overseas travel partners and tour operators.

##### **Abbey Conference & Events**

Established to market and service International Conferences and Events in Ireland and sometimes overseas.

We have several departments, which cater for each area of our business divisions.

We receive requests from companies worldwide for tourist services in Ireland & UK. We package Ireland, UK and combined tours by creating a PCM (quotation) accompanied by a detailed offer.

When we receive definite bookings, we confirm the reservations to the hotels and other various services, which have been requested via our Accommodation and Operation Services dept.

We reply to the Tour Operator confirming the names of the hotels, which we have booked on their behalf. We then reserve any other requirements such as visits, coach, guide etc. The Customer Care depts. ensure that all promised services are delivered. We issue vouchers to the clients covering all services. For groups the vouchers are co-ordinated by the Tour guide of the Abbey Group. These vouchers are a proof for them and the hotels about the services they have booked.

We have a B2B online reservation system for our FIT Department.

Our job is to give a fast reliable service to our agents and solve any problems, which may arise.

## 5. How to register for tax

### 5.1 For Abbey Ireland & UK – Dublin office and Moloney & Kelly

**If you have never worked in Ireland before please read the following:**

Before you register for tax, you need a PPS (Personal Public Service) Number. To obtain it, please follow these steps:

- E-mail your Name and Address (in Ireland), the date you started work in the Abbey Group and the department you work in to the HR intern who will provide a letter confirming you work in the Abbey Group
- Register on [mywelfare.ie](http://mywelfare.ie) and make an appointment for the PPS office online. Therefore, you need a mobile phone number and two email addresses (a main address and an alternate address).
- Print the notification and bring it with your PPS letter (created by HR) and your ID to your appointment along with the required documents.

**The address of the PPS office is:**

PPS Number Allocation Centre (inside the Intreo Centre)  
197-199 Parnell St.  
Dublin 1

- When you have received your PPS number you need to send **a scan of the letter** with your PPS number to Enda (for Trainees of Abbey Ireland) or to Claire (for Trainees of M&K). Please also insert your PPS number into TMS yourself after you have received it.

**If you have worked in Ireland before:**

If you have worked in Ireland before you will already have a PPS number.

In this case please logon to the online Jobs & pension service on **[revenue.ie](http://revenue.ie)** and go to **myAccount** (this replaces the previously used paper form system 12A). The Abbey Ireland employee registration number which you will need is **6413498R**. The Moloney & Kelly number is **3185251QH**.

Please include your PPS number in your Personal Details Form as well.

**If you have any questions, please ask your *Manager or Enda* in Accounts as he deals with any queries from trainees to do with pay or tax.**

### 5.2 For Abbey Ireland & UK – Scotland office

Students need to complete a P46 form for tax office

**Apply for a National Insurance Number (NIN)**

Job Centre Plus will arrange an 'Evidence of Identity' interview for you or send you a postal application. If relevant, they will confirm the date, time and location of your interview and what information/documentation you need to support your application.

### **What to expect at the 'Evidence of identity' interview**

The interview will usually be one-to-one. You will be asked questions about why you need a National Insurance number, your background and circumstances.

You will also have to prove your identity. Bring as many 'identity documents' (originals, not photocopies) as you can to your interview. Examples of documents which count are:

- Valid passport (UK or foreign)
- National identity card (UK or foreign)
- Residence permit or residence card including biometric immigration residency documents
- Full birth or adoption certificate
- Full marriage or civil partnership certificate
- Driving License (UK or foreign)

If you don't have any of these - or other - identity documents you still must go to the interview. The information you are able to provide might be enough to prove your identity.

During the interview a National Insurance number application form will be completed and you will be asked to sign it.

### **What happens next?**

If you were asked to provide additional information you will need to do this by the agreed date. Job Centre Plus will let you know whether your application was successful and what your National Insurance number is.

Tell your employer your National Insurance number as soon as you know it. Do not share your National Insurance number with anyone who does not need it as this might help someone to steal your identity.

For further information you can check the following website:

<http://www.taxguideforstudents.org.uk/types-of-student/international-students>

### **5.3 For Abbey Ireland & UK – London office**

Daya Dayarathna in the London office will answer any tax queries. Interns will need to visit nearest Department of Social Security Office to obtain NI number

## 6. Door Codes & Phone System Instructions – Dublin office:

### 6.1 Door codes:

These are the most important door codes for our office that you should keep in mind:

- Reception area **2921**
- Brazen Head Gate/ Side Gate **05973 + Bell**
- Car Park Gate **A4961B**
- Archway **5746**

### 6.2 Phone System Instructions:

Below you can find the most important things to remember in telephone communication:

#### *In General:*

- Calls are received in two ways – internally & externally
- Treat all calls equally – you never know who is on the end of the phone when you answer.
- We are all responsible for our immediate calls firstly, and secondly our departmental calls.
- Be courteous – remember we are in the hospitality industry your voice is the frontline. You may be about to initiate a sale, contribute towards or assist in the closure of one.

#### *On a call:*

- Answer the call by formally introducing the company and by greeting the caller (good morning, good afternoon, etc.).
- Establish the nature of the call – is it a new enquiry, existing enquiry, complaint, client, supplier, etc.
- Listen to the caller – take notes.
- Thank the caller and advise what further follow up or actions will be taken.
- Where possible or necessary, record the details of the conversation in TP or email.

#### *Taking a message/transferring a call:*

- Ensure you obtain callers' name, contact information, nature of call and any other information you expect will help the message recipient.
- Thank the caller and advise that you will pass on the message/transfer to the recipient.

*How to handle:*

- An Internal Call:  
Lift handset and dial required extension number.
- An External Call:  
Lift handset and press **9** followed by the number you require.
- Holding calls:  
After answering a call press a **PARK** button on your phone to place the call on hold. The call will flash green on your function keys and flash red on everyone else's phone. You can then ring the intended extension and tell them that there is a call for them on the specific **PARK** button. Once they have picked up the call, the **PARK** key becomes free for future calls.
- Call pickup:  
To answer a call ringing on another phone, lift up the handset and press Pick up.

If you wish to get more information, please check "*Abbey Telephone Procedure*" and "*Phone System Instructions*" on the Intranet.

## 7. Private bookings

### Private bookings:

You can book services through Abbey at discounted rates for you, your family and friends:

- You will pay our cost without any markup applied.
- There will be **5% markup** for close family (parents, brothers and sisters) and **10% markup** for the rest of the family and friends.
- The services you can book are all in the Database in TP – hotels, day tours, visits.
- Car Rental: minimum 25years old + credit card required.

All the booking requests for Ireland can be send to Martina ([Martinac@abbey.ie](mailto:Martinac@abbey.ie)), all the booking requests for Scotland (same principle applied) can be send to Huw ([Huw@abbeyuk.com](mailto:Huw@abbeyuk.com)).



## 8. Further Information

If you have any enquiries or require further information about your placement with Abbey Ireland & UK and Moloney & Kelly please contact your direct manager who will be happy to provide advice and guidance.

The Abbey Group will provide a written reference to all trainees. Please ensure you request your reference before departure from the company.

