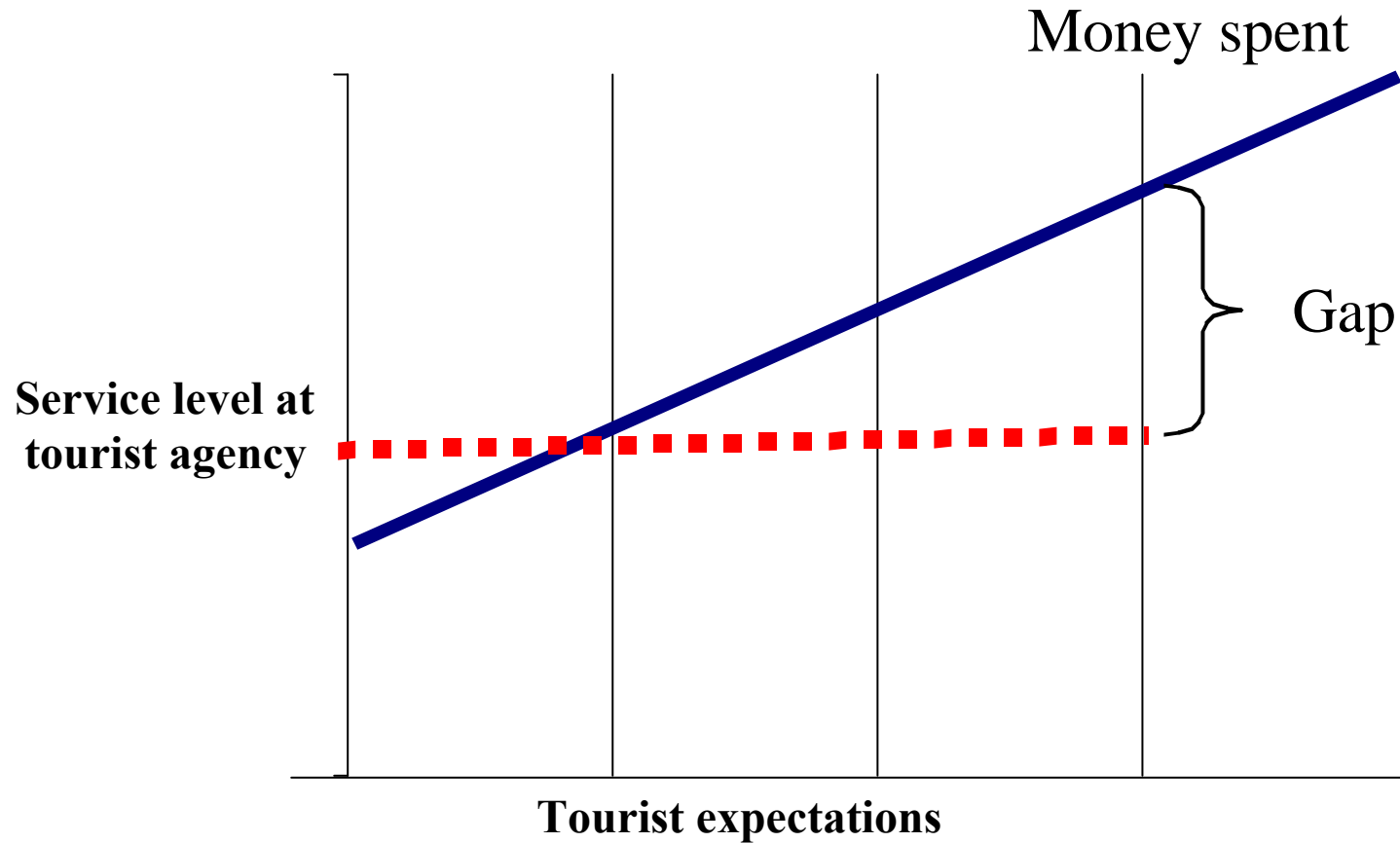


Give customers more



Our signs



FörTur – Föreningen Turism i Sverige
www.turism.se



Swedish Tourism Associated
www.turism.se

Opening hours

- 45 hours during season
- 20 hours rest of year

- 48 hours during season
- 30 hours rest of year

Opening hours larger cities

- 50 hours during season
- 40 hours rest of year

- 56 hours during season
- 45 hours rest of year

Opening hours along the boarder

- 35 hours

- 45 hours

Season

- 40 hours during 8 weeks

- 45 hours during 8 weeks

Information

- Provide information about accommodation
- If charges for service it must be displayed
- Information less than one day's drive away by car. Verbal and written.

- Book accommodation locally
- If charges for service it must be displayed
- Verbal information on all of Sweden
- Reference copies on general information about Sweden

Internet

- Staff must have access to Internet

- Staff must have access to Internet
- Internet available on the premises (chargeable)

After closing

- Answering machine or
- Letter -box outside or
- Notice-board

- Suggested accommodation and map

Service

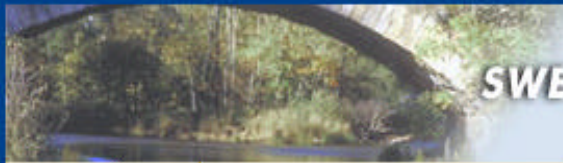
- Borrow the agencies own telephone if there is no telephone kiosk nearby

- Answer telephone within 6 signals
- Answer fax, e-mail and letter within 3 working days
- Accept credit cards
- Borrow the agencies own telephone if there is no telephone kiosk nearby

Not only the "i" sign

- List of main regional brochures including languages
- Controls approx 5 %
- Brochure of tourist agencies in Sweden
- Tourist agencies on our www.turism.se
- Skill day in Gothenborg

- Sweden training
- Knowledge of "i" sign survey
- Newsletter 10 times
- Survey – 25 % visit at tourist agent during summer
- List of knowledge requirements



Search for tourist agencies in Sweden

Here you can search for tourist agencies in Sweden. You can specify your search for specific areas on the map or in the menu below. You can also further specify your search by selecting a city/council in the area.

SEARCH

Area:

City/council:

Type of agency:

The database was updated 2003-04-01 15:33:39

Knowledge requirements

- The importance of tourism
- Service knowledge – communication – sales talks
- The foundation of marketing
- Local, regional and national features on offer to tourists
- Who does what in the Swedish tourist industry
- Work at an "i" agency
- Language abilities

Sweden's best tourist agency

- Students call (three times)
- Students send e-mail (three times)
- Few requirement analyses
- Best 5 or 6, personal visits
- Gold, silver and bronze

Authorisation costs

- Green/white = 210 EUR
- Blue/yellow = 265 EUR
- Season = 95 EUR