

# MAHIMA TOURS AND TRAVELS LTD.

## Company Profile



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## Company Profile

### Introduction (Characteristics of the Organization)

We Started as Tours & Traveling business in 2007 as a Proprietorship Business Named **Mahima Tours & Travels** registered in Bangladesh since January'2007, involved in the travel related activities for providing comprehensive and integrated services to travelers in different fields for armature to professionals travelers within the line of their requirements.

The company has established in 2007 under the Trade License No. 193000 8764, issued by the Dhaka City Corporation. Over the time this company acquired various professional certification to get recognized by professional bodies such as Association of Travel Agents of Bangladesh (ATAB) , Tour Operator Association of Bangladesh (TOAB) Since 2014, Ministry of Civil Aviation & Tourism (MCAT) Since 2014 and finally International Air Transportation Authority (IATA) Since 2015. Massive dedicated contribution has helped this company working on the front line according to Travelers association of Bangladesh transforming its self into a **Mahima Tours & Travels Limited** company recently for its own benefit and sharing more responsibilities growth.

**Vision:** The Company has the vision to serve travelers and the travel, Industry by active participation in all Travel related services globally.

**Mission:** Serving Travelers worldwide with comprehensive support in Travel, Tourism and all forms of Business and VIP Travelers- **one stop** service point.

### **Objectives:**

- We provide comprehensive services to the travelers including the following.
- Flight booking (Domestic and International)
- Ticketing (Air, Rail & Bus)-Domestic and International
- Package Tour development (Domestic and International)
- Hotel accommodation globally (Home and Abroad)
- VISA Application & Guidance and other immigration related services
- Medical Application, Tours in India, Thailand, Singapore and Country of your choice

### **Financial Ability:**

- \* **Strong financial strength of the company.**
- \* **Direct business relation with the corporate & potential clients.**
- \* **We have modern technologies for instant response.**

### **Facilities such as:**

- \* **Telephone, Fax, E-mail, Skype and mobile communication.**
- \* **We have professional and qualified human resources**
- \* **We accept Cash, Cash cheque, A/C Payee and Credit Cards.**



## Customer Relation:

The Managing Director of Mahima Tours & Travels Ltd. has dedicated to provide quality customer service instead of quantity based. Experienced in Travel and Tourism which makes our clients demand repeated services. They are all motivated by the belief that great experiences build great companies with admirable relation.

Introduction with Mahima Tours & Travels Ltd. is only the beginning of a beautiful relationship with us. We believe customer satisfaction is of paramount importance, as taking care of you is not just good business, but an enduring commitment that we strive to maintain. Our aspiration is to become the Airline service of your choice.

Mahima Tours & Travels Ltd. aims to ensure that the commitment towards quality of service provided is considered on a high scale, taking into account “**safety**” as important as all other aspects.

Customer perceptions on quality of services expected from us do vary from passenger to passenger. Therefore, our services are cared for all valued clients and also tailored for their needs. We understand that this begins not only from the time you have purchased the ticket till the time you have reached your destination, but also whenever you need us to lend an ear and an eye towards your travel experience, we are there for you. We do not treat your feedback as just another complaint, but we consider your reaction to our performance and services as our learning which we promised to do even better.

As much as we believe that most sensible approach to a negative travel experience is to prevent them, at times it's hard to eliminate factors that become hindrance to meet our objective of providing you with a seamless Travels. We need to be aware that we work in line with the Airlines rules and regulations despite having the true intention to assist, support our clients which ever way is possible but again we have to go by the book. Therefore, as a service recovery measure we have made provision of a Customer Relation Team within Customer Support Department, to welcome and respond to any passenger complaints, comments or suggestions. We endeavor to respond quickly and appropriately within BAS with the feedback needed to improve our services.

**We, Mahima Tours & Travels Limited are proud of our reputation for being excellent:**

A reputation based on our commitment and tremendous labor that we have already delivered to our clients to exceed client's expectation.

### **Our Services:**

We provide worldwide range of services to our valuable clients.

### **Ticketing and Package Tour Operation:**

International and Domestic air ticketing and holiday package holidays - a process of continuous development on new destinations and route.

### **Visa Application Processing with guidance:**

Regional countries: India, Nepal, Thailand, Malaysia, China, other South Asian and South East Asian Countries other Countries: USA, UK, Canada, Australia, European Countries (Schengen Countries)

**Immigration:** Immigration is the movement of people into a destination country to which they are not living or do not possess its citizenship in order to settle or reside there, especially as permanent residents or naturalized citizens, or to take-up employment as a migrant worker or temporarily as a foreign worker (**Skilled Worker and Unskilled Worker**).

### **TOURIST :**

**Tourism** is travel for recreation, leisure, religious, family or business purposes, usually for a limited duration. Tourism is commonly associated with International Travel, but may also refer to travel places within the same country.

### **Student visa:**

You must have a **student visa** to study in the United States or anywhere else. Your course of study and the type of school you plan to attend determine whether you need **VISA** and other necessary documents.

### **Investor visa:**

**Investor visas** are long-term visas - renewable work **visa** granted to **business investors** from countries.

Our **Investor business** migration **visas** are for **investors** who want to gain residence in New Zealand/ Australia/ UK/ USA/ CANADA/ Russia/ Ukraine/ Malaysia/Singapore and Europe. **Entrepreneur Visas** are designed for migrants who want to work full-time in a **business** they own to the country where they want to go. For those who possess sufficient genuine fund to demonstrate eligibility.

### **Hajj and Umrah :**

The **Umrah** is pilgrimage to **Mekkah** performed by Muslims any time in the year except **Hajj** period. The Umrah is **not compulsory but Highly Recommended** for Muslims. At **Mahima Hajj Group** we can make your **Umrah / Hajj** dream come true, we take care of everything from departure until you arrive back home. Finally, let's come to discuss the focal points of our article that is "The Packages of **Umrah**". There are many **Hajj and Umrah** agencies in Bangladesh and their performing well. Every year many People of Bangladesh is going to perform **Hajj and Umrah** by our agency



# MAHIMA TOURS & TRAVELS LTD

## COMPANY ORGANOGRAM

