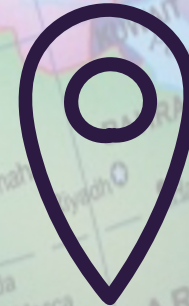
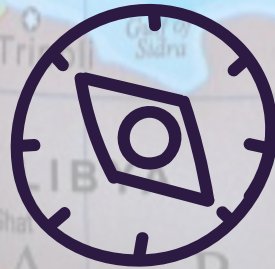
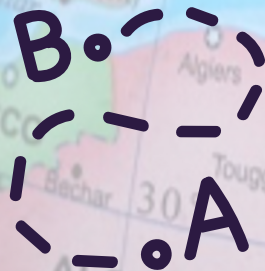


C. Travel planning, itineraries, costs and suitability matched to customer needs

C2. Understanding of travel itineraries



Need to know:

What is involved in travel planning including researching travel routes, transport options and costs.

How to present this information as an itinerary or plan.

The potential advantages and disadvantages and how they can be matched for suitability for different types of customers.

Skills:

Navigating websites and being able to select the relevant information

Researching board topics

Working collaboratively in pairs and small groups

Showing knowledge and understanding in a variety of ways: presentations, posters, emails, blogs, discussions etc

Assessment for Unit 2: outcomes & grade descriptors

Assessment outcomes

A01 Demonstrate knowledge and understanding of the location, features and appeal of global destinations

AO2 Apply knowledge and understanding of the features that contribute to the appeal of global destinations and the types of tourism and activities they support

AO3 Evaluate information to make informed decisions about the suitability of travel plans, routes and itineraries to meet the needs of specified customers

A04 Be able to evaluate factors and consumer trends that influence the popularity and appeal of global destinations, synthesising ideas and evidence to support recommendations

Grade descriptors

Level 3 Pass

Learners apply their knowledge of features of global destinations to explain their appeal and how they support different tourism activities. Learners will match travel arrangements to customer needs, with some relevant detail. Learners demonstrate knowledge and understanding of the factors and consumer trends that can contribute to the popularity of global destinations. Learners research and investigate current consumer trends and the factors that may influence the popularity and appeal of global destinations.

Level 3 Distinction

Learners provide detailed evaluations about the suitability of travel arrangements and itineraries in meeting customer needs. Learners can evaluate the factors and/or consumer trends that contribute to the popularity of global destinations. Learners can conduct valid and reliable research and synthesise knowledge of consumer trends and/or factors that may influence the popularity and appeal of global destinations.

Unit 2 Assessment: key terms

Term	Definition
Analyse	Presents the outcome of methodical and detailed examination either by breaking down: <ul style="list-style-type: none"> • a theme, topic or situation in order to interpret and study the relationships between the parts and/or • information or data to interpret and study key trends and interrelationships.
Article	A piece of writing about a particular subject suitable for a magazine or newspaper
Email	A communication that gives information and is written using appropriate technology for a defined purpose in a task or activity.
Evaluate	Draws on varied information, themes or concepts to consider aspects such as: <ul style="list-style-type: none"> . strengths or weaknesses . advantages or disadvantages . alternative actions . relevance or significance. Learners' enquiries should lead to a supported judgement showing relationship to its context. This will often be in a conclusion.
Explain	Provide detail and reasons and/or evidence to support an opinion, view or argument.
Illustrate	Inclusion of examples and diagrams to show what is meant within a specific context.
Justification	Give reasons or evidence to: support an opinion /decision or prove something right or reasonable.
Report	A formal document that is clearly structured and written in appropriate sector language
Travel plan	A structured travel document giving a range of details and information with dates, times and places.

Unit 2 Assessment: activities

Activity One

Independent research

Destination A

- geographical location and features of the destination including:

Types of tourism:

for example: cultural + nature based - ecotourism or nature based - trekking

Gateways and transport:

Passenger facilities at the various hubs

Transport options for the journey to the destination

Travel/holidays:

accommodation, activities and travel for a one week holiday for two people

Destinations B

Key factors that have influenced the popularity of the place as a worldwide travel and tourism destination

Activity Two

Features of worldwide travel and tourism destinations

You work for a specialist tour operator that offers holidays in destination A for cultural tourism. The tour operator is considering whether to offer nature based tourism holidays.

Write a report that includes:

- . a description of the location. . an analysis of the features and how they contribute to its appeal for **cultural** tourism, nature based **ecotourism** and nature based **trekking**.

You have been asked to recommend **one** type of tourism, either, cultural, nature based

- . ecotourism or nature based trekking that is best supported by the features of the destination

Write an email to your manager providing:

- . an evaluation of the features and appeal of the destination that make it suitable for your recommended type of tourism – **either** cultural, nature based ecotourism or nature based trekking.

Activity Three

Gateways, hubs and transport options

You have been asked to investigate passenger facilities available at the railway station and transport options for to and from the destination

Prepare notes for a booklet that includes:

- . an explanation of the facilities for passengers at the railway station.
- . a comparison of the advantages and disadvantages of **three** different transport options for travel to and from the destination

Activity Four

Travel plans, itineraries and customers

The company you work for has asked you to prepare a presentation with information on itineraries and customers.

Prepare notes for a presentation that: explains the specific travel needs related to three different customer types - families, business people, young people

Explains the cost factor - under occupancy supplement

identifies **two** sources of information for researching travel plans

You have been helping customers plan a one week holiday in destination A. They have requested an all-inclusive holiday and are interested in sightseeing with some time relaxing.

- . Complete the itinerary template provided

- . Write an email to your customers that evaluates the suitability of your proposed itinerary in meeting their needs.

Activity Five

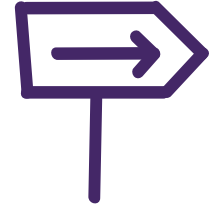
Travel plans, itineraries and customers

The tour operator is planning to offer holidays to destination B
You have been asked to research the popularity of the destination

Write an article that includes:

- . an evaluation of the key factors that have influenced the popularity of destination B as a worldwide travel and tourism destination.

Content



1. C2 Understanding of travel itineraries

- **General information included in a travel itinerary:**

- o number in the party
- o dates and duration of the trip
- o total costs, cost breakdown, extras, supplements, currency requirements, insurance
- o entry and visa requirements, health advice, vaccines, medications
- o type of trip – one centre, two centre, guided tour, independent
- o contact details of travel organiser/agent, emergency contact details.

- **Outward travel details**

–departure date, time, travel to departure point, method of travel, duration of journey, transport provider(s).

- **Transport from departure point:**

- o service booked, codes, terminals
- o embarkation details, security, passport checks
- o seating arrangements, catering, assistance
- o travel time to destination gateway, adjustments across time zones, method of travel, duration, provider.

- **Onward travel arrangements:**

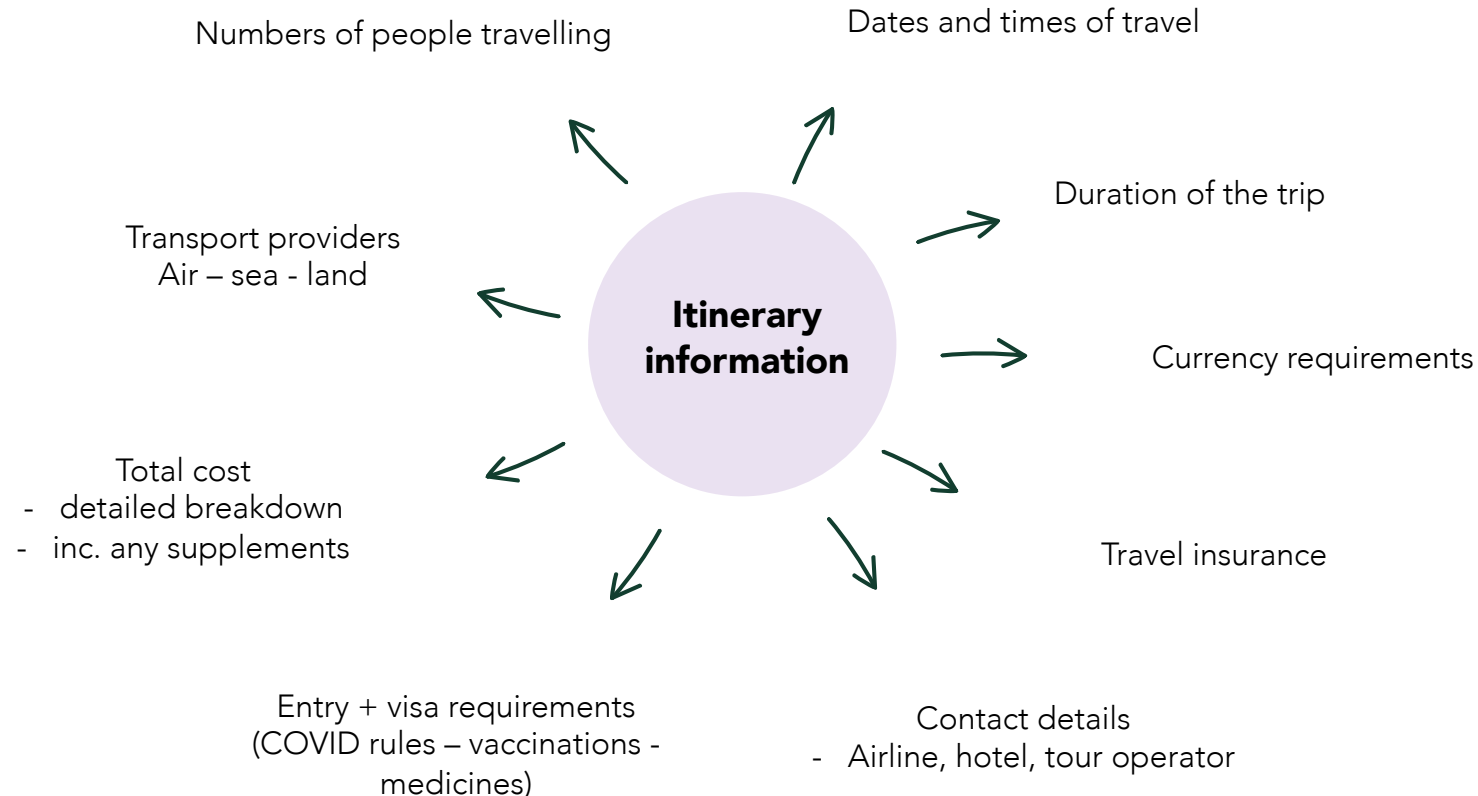
- o duration, method of travel, provider(s)
- o time of arrival at accommodation, location of accommodation, room and board arrangements
- o activities – planned excursions, tours, day trips, optional extras, leisure time.

- **Return travel details**–departure date, time, travel to departure point, method of travel, duration of journey, transport provider.



Understanding of travel itineraries

Itinerary is a detailed plan for a journey or holiday. There are different formats or layouts but they all contain key information needed. These may be a physical copy or a downloadable version.





Understanding of travel itineraries



TASK 2

Study the itinerary below and answer the questions below.

Itinerary summary: Flights, trains, accommodations, activities

Date	Route/Location	Time	Details	Accommodation	Places to see
August 17, 2019	Manila - Singapore	09:55 - 13:40	Scoot TR 393 Changi Terminal 2		
18	Singapore - Berlin	00:25 - 07:20	Scoot TR 734 Berlin Tegel	Airbnb Mareschstraße 15A 1st floor, Berlin, Berlin 12055, Germany Host: Oliver Check in: 15:00, Check out: 11:00 +49 157 7442 1818	* Museum Island (Pergamonmuseum Museum) * Brandenburg Gate * Berlin Wall Memorial * Memorial to the Murdered Jews of Europe * Berlin Cathedral Church * Topography of Terror
19	Berlin				
20	Berlin				
21	Berlin - Prague	09:00 - 14:00	Bus: Flixbus Berlin central bus station Bus connection 060 Direction Vienna Erdberg	<i>Transfer to:</i> Airbnb Písecká 1, Prague, 130 00, Czech Republic Host: Dušan Check in: 14:00, Check out: 11:00 +420 737 683 104	* Old Town Square (Astronomical Clock, Seven Foot Sigmund Freud) * Charles Bridge * Old Jewish Ghetto * Prague Castle * Mala Strana
22	Prague				
23	Prague - Vienna	12:47 - 16:49	Train: Czech Railways Praha hl.n. - Wien Hbf Train no. rj 79	<i>Transfer to:</i> Airbnb Endresstraße 65, Vienna, Wien 1230, Austria Check in: 13:00-15:00, Check out: 10:00 +43 660 4701 063	* Schönbrunn Palace and Gardens * Belvedere Museum * Rathaus * St. Stephen's Cathedral * Vienna State Opera * The Hofburg Palace
24	Vienna				
25	Vienna				

1. How many countries are visited, after leaving Manila?

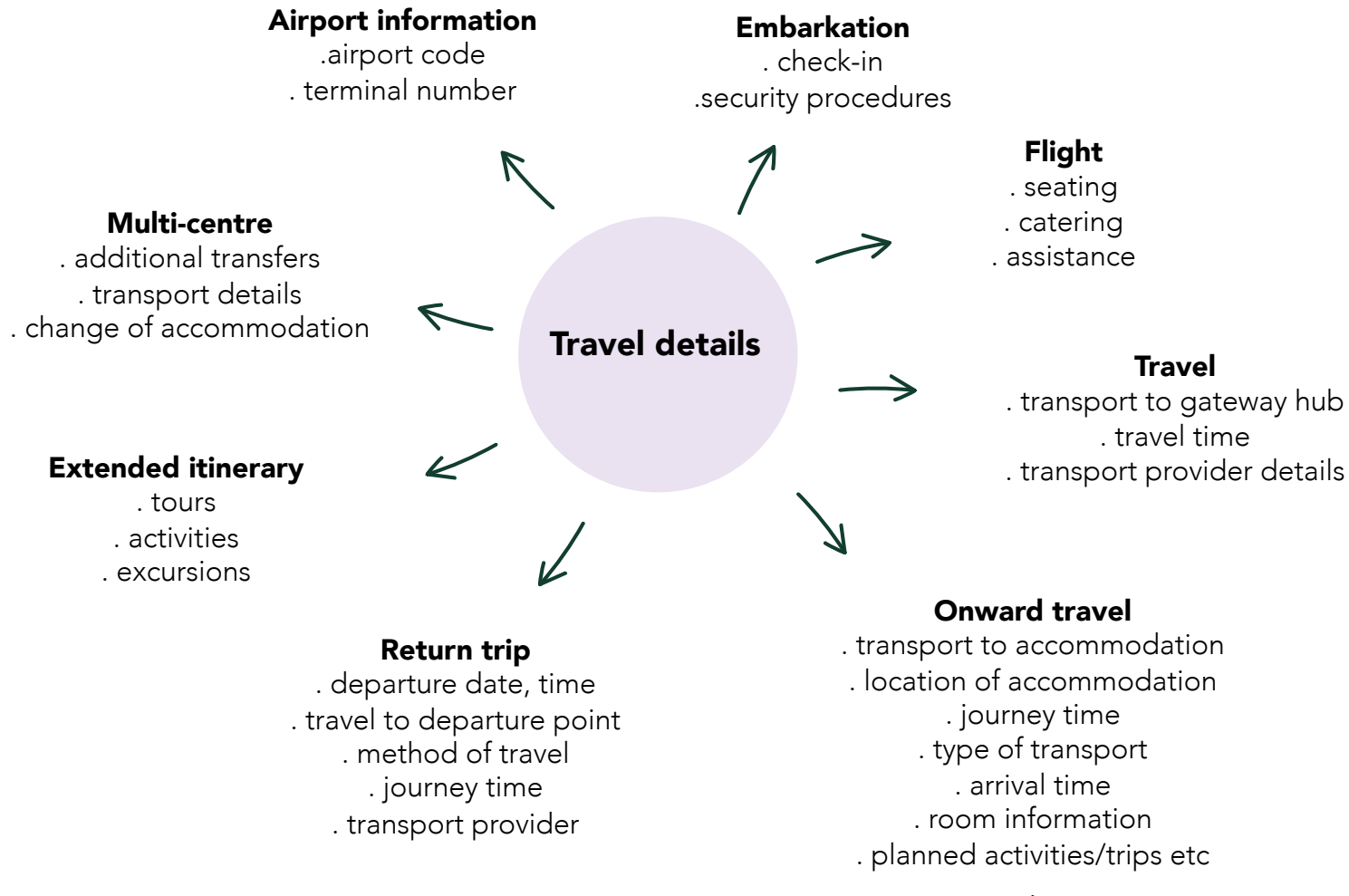
2. What key information is contained in the itinerary?

3. What additional information may the traveller want?



Understanding of travel itineraries

A travel itinerary will include all the details of travel for the outward and return journey. Some travel like cruises may include a number of different trips and tours in different countries. Several currencies may be needed in one trip and these will be converted into one currency



Unit 2: Global destinations – C. Travel planning, itineraries, costs and suitability matched to customer needs

eTicket Receipt

Prepared For

BOOKING REFERENCE	ZEOBMC
ISSUE DATE	24Jun17
TICKET NUMBER	6072132643730
ISSUING AIRLINE	ETIHAD AIRWAYS
ISSUING AGENT	Etihad Airways Staff Travel/W10
TOUR CODE	B14

Itinerary Details

TRAVEL DATE	AIRLINE	DEPARTURE	ARRIVAL	OTHER NOTES
11Aug17	ETIHAD AIRWAYS EY 17	Abu Dhabi Airport, Abu Dhabi, United Arab Emirates Time 13:50 Terminal TERMINAL 3	Heathrow Airport, London, United Kingdom Time 18:45 Terminal TERMINAL 4	Class BUSINESS Seat Number CHECK-IN REQUIRED Baggage Allowance 2PC Booking Status OK TO FLY Fare Basis / Fare Choice CID50N1 Not Valid After 24JUN17

Payment/Fare Details

Form of Payment	CREDIT CARD - VISA : XXXXXXXXXXXX 2224
Endorsement / Restrictions	S/N44453/DOJ28SEP14/SUPPLEMENTARY
Fare Calculation Line	AUH EY LON420.00NUC420.00END ROE1.00
Fare	USD 420.00
Equivalent Amount Paid	AED 1550
Taxes/Fees/Carrier-Imposed Charges	AED 10 YRI (SERVICE FEE - CARRIER-IMPOSED MISC)
	AED 75 AE (PASSENGER SERVICE CHARGE)
	AED 5 TP (PASSENGER SECURITY AND SAFETY FEE)
	AED 35 F6 (PASSENGER FACILITIES CHARGE)
Total/Transaction Currency	AED 1675



TASK 3

Study the flight itinerary below and answer the questions below.

1. List the key information the traveller will need to know about the flight
2. Explain how the total price of the flight is calculated

Unit 2: Global destinations – C. Travel planning, itineraries, costs and suitability matched to customer needs



If you like this Travel Itinerary template, let me know. Visit my web site, <http://www.thekickassadmin.com/> and sign up for more just like it!

Follow me on Twitter @Ask_Ebony!
Or connect with me on LinkedIn at [EbonyWalleron LinkedIn](#)

Travel Itinerary

Mr. T. John Smith
Program Manager, EW Program

May 3-6, 2011

IVG Workshop
Arlington, VA

Contact Information		Daily Schedule													
Admin	Ebony L. Waller ebony@ew.com • Yahoo IM ewyaho 919-555-1234 Work 919-555-5678 Fax 919-555-9826 Cell	Tuesday, May 3													
		<table><tr><th>Time</th><th>Event/Activity</th></tr><tr><td>Departure 5:15 pm</td><td>RDU to DCA American Flight No. 4435 Seat 4A</td></tr><tr><td>Arrival 6:15 pm</td><td></td></tr><tr><td>Pick up Rental Car or Take Taxi/Metro to</td><td>Residence Inn Arlington Courthouse Check in: After 3:00 pm</td></tr></table>		Time	Event/Activity	Departure 5:15 pm	RDU to DCA American Flight No. 4435 Seat 4A	Arrival 6:15 pm		Pick up Rental Car or Take Taxi/Metro to	Residence Inn Arlington Courthouse Check in: After 3:00 pm				
Time	Event/Activity														
Departure 5:15 pm	RDU to DCA American Flight No. 4435 Seat 4A														
Arrival 6:15 pm															
Pick up Rental Car or Take Taxi/Metro to	Residence Inn Arlington Courthouse Check in: After 3:00 pm														
Venue / Event Contact Info	The System Corporation HQ 5 th Floor 3601 Wills Boulevard Arlington, VA 01234 703-555-8200 Tel 703-555-8700 Fax corpcomm@syscorp.com	Wednesday, May 4													
Event Contact (s):	Jan Wilder Support to SysCorp System Corporation 703-555-8748 Tel 703-555-1084 Fax jan.wilder@syscorp.com Jeffrey Williams System Corporation, Program Manager 571-555-4876 Tel	<table><tr><th>Time</th><th>Event/Activity</th></tr><tr><td>8:00 am – 8:00 pm</td><td>See Daily Schedule for IVG WORKSHOP (p.5)</td></tr><tr><td>12:00 – 1:00 pm</td><td>IVG Fellows Luncheon</td></tr></table>		Time	Event/Activity	8:00 am – 8:00 pm	See Daily Schedule for IVG WORKSHOP (p.5)	12:00 – 1:00 pm	IVG Fellows Luncheon						
		Time	Event/Activity												
8:00 am – 8:00 pm	See Daily Schedule for IVG WORKSHOP (p.5)														
12:00 – 1:00 pm	IVG Fellows Luncheon														
		Thursday, May 5													
		<table><tr><th>Time</th><th>Event/Activity</th></tr><tr><td>8:00 am – 8:30 pm</td><td>See Daily Schedule for IVG WORKSHOP (p.5)</td></tr></table>		Time	Event/Activity	8:00 am – 8:30 pm	See Daily Schedule for IVG WORKSHOP (p.5)								
Time	Event/Activity														
8:00 am – 8:30 pm	See Daily Schedule for IVG WORKSHOP (p.5)														
		Friday, May 6													
		<table><tr><th>Time</th><th>Event/Activity</th></tr><tr><td>Before 9:00 a.m.</td><td>Take Taxi/Metro to Venue</td></tr><tr><td>9:00 a.m. – 3:00 p.m.</td><td>See Daily Schedule for IVG WORKSHOP (p.5)</td></tr><tr><td></td><td>Return Rental Car or Take Taxi/Metro to DCA Airport</td></tr><tr><td>Departure 5:55 pm</td><td>DCA to RDU American Flight No. 4417 Seat 4A</td></tr><tr><td>Arrival 6:55 pm</td><td></td></tr></table>		Time	Event/Activity	Before 9:00 a.m.	Take Taxi/Metro to Venue	9:00 a.m. – 3:00 p.m.	See Daily Schedule for IVG WORKSHOP (p.5)		Return Rental Car or Take Taxi/Metro to DCA Airport	Departure 5:55 pm	DCA to RDU American Flight No. 4417 Seat 4A	Arrival 6:55 pm	
Time	Event/Activity														
Before 9:00 a.m.	Take Taxi/Metro to Venue														
9:00 a.m. – 3:00 p.m.	See Daily Schedule for IVG WORKSHOP (p.5)														
	Return Rental Car or Take Taxi/Metro to DCA Airport														
Departure 5:55 pm	DCA to RDU American Flight No. 4417 Seat 4A														
Arrival 6:55 pm															
Airlines	American Airlines Confirmation No. KPJSOT 800-433-7300 Customer Service Ticket No. 0012337485678	Notes:													
Hotel	Residence Inn Arlington Courthouse 1401 North Adams Street Arlington, VA 22201 703-312-2100 Tel 703-248-9616 Fax 1 Bedroom Suite, King, Sofabed Confirmation No. 84105679														
Transportation	Will take taxi or metro. Or Enterprise Rental Cars 703-555-1100 DCA Branch Confirmation No. JBVDK0														



TASK 4

Study the business itinerary below and answer the questions below.

1. Who is the traveller?
2. Where is his destination?
3. What date/time/flight number is his outbound flight?
4. Where is he staying and what type of room is booked?
5. What airport-hotel transfer options are there?
6. What is the date/time/flight number for his return flight?
7. Whose contact details are given?

