



Construct and ticket a non-air travel plan

D2.TTA.CL2.05

Trainee Manual



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Specialist centre
for foods, tourism
& hospitality



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Angliss
Institute

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& hospitality

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Introduction to trainee manual

To the Trainee

Congratulations on joining this course. This Trainee Manual is one part of a 'toolbox' which is a resource provided to trainees, trainers and assessors to help you become competent in various areas of your work.

The 'toolbox' consists of three elements:

- A Trainee Manual for you to read and study at home or in class
- A Trainer Guide with Power Point slides to help your Trainer explain the content of the training material and provide class activities to help with practice
- An Assessment Manual which provides your Assessor with oral and written questions and other assessment tasks to establish whether or not you have achieved competency.

The first thing you may notice is that this training program and the information you find in the Trainee Manual seems different to the textbooks you have used previously. This is because the method of instruction and examination is different. The method used is called Competency based training (CBT) and Competency based assessment (CBA). CBT and CBA is the training and assessment system chosen by ASEAN (Association of South-East Asian Nations) to train people to work in the tourism and hospitality industry throughout all the ASEAN member states.

What is the CBT and CBA system and why has it been adopted by ASEAN?

CBT is a way of training that concentrates on what a worker can do or is required to do at work. The aim of the training is to enable trainees to perform tasks and duties at a standard expected by employers. CBT seeks to develop the skills, knowledge and attitudes (or recognise the ones the trainee already possesses) to achieve the required competency standard. ASEAN has adopted the CBT/CBA training system as it is able to produce the type of worker that industry is looking for and this therefore increases trainees' chances of obtaining employment.

CBA involves collecting evidence and making a judgement of the extent to which a worker can perform his/her duties at the required competency standard. Where a trainee can already demonstrate a degree of competency, either due to prior training or work experience, a process of 'Recognition of Prior Learning' (RPL) is available to trainees to recognise this. Please speak to your trainer about RPL if you think this applies to you.

What is a competency standard?

Competency standards are descriptions of the skills and knowledge required to perform a task or activity at the level of a required standard.

242 competency standards for the tourism and hospitality industries throughout the ASEAN region have been developed to cover all the knowledge, skills and attitudes required to work in the following occupational areas:

- Housekeeping
- Food Production
- Food and Beverage Service
- Front Office

- Travel Agencies
- Tour Operations.

All of these competency standards are available for you to look at. In fact you will find a summary of each one at the beginning of each Trainee Manual under the heading 'Unit Descriptor'. The unit descriptor describes the content of the unit you will be studying in the Trainee Manual and provides a table of contents which are divided up into 'Elements' and 'Performance Criteria'. An element is a description of one aspect of what has to be achieved in the workplace. The 'Performance Criteria' below each element details the level of performance that needs to be demonstrated to be declared competent.

There are other components of the competency standard:

- *Unit Title*: statement about what is to be done in the workplace
- *Unit Number*: unique number identifying the particular competency
- *Nominal hours*: number of classroom or practical hours usually needed to complete the competency. We call them 'nominal' hours because they can vary e.g. sometimes it will take an individual less time to complete a unit of competency because he/she has prior knowledge or work experience in that area.

The final heading you will see before you start reading the Trainee Manual is the 'Assessment Matrix'. Competency based assessment requires trainees to be assessed in at least 2 – 3 different ways, one of which must be practical. This section outlines three ways assessment can be carried out and includes work projects, written questions and oral questions. The matrix is designed to show you which performance criteria will be assessed and how they will be assessed. Your trainer and/or assessor may also use other assessment methods including 'Observation Checklist' and 'Third Party Statement'. An observation checklist is a way of recording how you perform at work and a third party statement is a statement by a supervisor or employer about the degree of competence they believe you have achieved. This can be based on observing your workplace performance, inspecting your work or gaining feedback from fellow workers.

Your trainer and/or assessor may use other methods to assess you such as:

- Journals
- Oral presentations
- Role plays
- Log books
- Group projects
- Practical demonstrations.

Remember your trainer is there to help you succeed and become competent. Please feel free to ask him or her for more explanation of what you have just read and of what is expected from you and best wishes for your future studies and future career in tourism and hospitality.

Unit descriptor

Construct and ticket a non-air travel plan

This unit deals with the skills and knowledge required to Construct and ticket a non-air travel plan in a range of settings within the travel industries workplace context.

Unit Code:

D2.TTA.CL2.05

Nominal Hours:

50

Element 1: Confirm client information and requirements for travel

Performance Criteria

- 1.1 Capture and/or confirm client details
- 1.2 Confirm existing arrangements relating to the travel plan
- 1.3 Identify and confirm needs and preferences of client
- 1.4 Identify and access appropriate resources and sources of information to enable processing of client requirements
- 1.5 Identify booking deadlines

Element 2: Process travel plan requirements

Performance Criteria

- 2.1 Select carriers and suppliers to accommodate identified client requirements
- 2.2 Update internal records
- 2.3 Construct costed draft itinerary in accordance with host enterprise operational requirements and identified client requirements
- 2.4 Obtain approval and authority to proceed with booking/s from client
- 2.5 Book approved itinerary with nominated carriers and suppliers
- 2.6 Obtain payment from client, as required

Element 3: Process travel documentation and payment

Performance Criteria

- 3.1 Prepare required travel documentation to support approved client booking
- 3.2 Process payment/s by client
- 3.3 Issue travel documentation
- 3.4 Pay supplier

Assessment matrix

Showing mapping of Performance Criteria against Work Projects, Written Questions and Oral Questions

The Assessment Matrix indicates three of the most common assessment activities your Assessor may use to assess your understanding of the content of this manual and your performance - Work Projects, Written Questions and Oral Questions. It also indicates where you can find the subject content related to these assessment activities in the Trainee Manual (i.e. under which element or performance criteria). As explained in the Introduction, however, the assessors are free to choose which assessment activities are most suitable to best capture evidence of competency as they deem appropriate for individual students.

		Work Projects	Written Questions	Oral Questions
Element 1: Confirm client information and requirements for travel				
1.1	Capture and/or confirm client details	1.1	1,2	1
1.2	Confirm existing arrangements relating to the travel plan	1.2	3,4	2
1.3	Identify and confirm needs and preferences of client	1.3	5,6	3
1.4	Identify and access appropriate resources and sources of information to enable processing of client requirements	1.4	7,8	4
1.5	Identify booking deadlines	1.5	9,10	5
Element 2: Process travel plan requirements				
2.1	Select carriers and suppliers to accommodate identified client requirements	2.1	11,12	6
2.2	Update internal records	2.2	13,14	7
2.3	Construct costed draft itinerary in accordance with host enterprise operational requirements and identified client requirements	2.3	15,16	8
2.4	Obtain approval and authority to proceed with booking/s from client	2.4	17,18	9
2.5	Book approved itinerary with nominated carriers and suppliers	2.5	19,20	10
2.6	Obtain payment from client, as required	2.6	21,22	11

		Work Projects	Written Questions	Oral Questions
Element 3: Process travel documentation and payment				
3.1	Prepare required travel documentation to support approved client booking	3.1	23,24	12
3.2	Process payment/s by client	3.2	25,26	13
3.3	Issue travel documentation	3.3	27,28	14
3.4	Pay supplier	3.4	29,30	15

Glossary

Term	Explanation
Auxiliary	Additional products and services appropriate and used to enhance another product or service
Colleague	A fellow worker or member of a staff, department, profession
Communication	The imparting or interchange of thoughts, opinions, or information by speech, writing, or signs
Consultation	Seeking input, advice and suggestions from others
CRS	Central Reservation System
Data	Piece of travel related information
Delegate	To pass tasks to another person to complete
Dispatch	To send
Distribution	Method of purchasing a tourism product or service
Document	Any paper or electronic form of ticket, voucher or travel related information
Dossier	Document containing all the detailed information regarding a travel activity
Efficiency	How well something is done with effective use of resources
Enterprise	Organisation or business
E-ticket	Electronic ticket
ETA	Estimated time of arrival
ETD	Estimated time of departure
GDS	Global Distribution System
Goals	The result or achievement toward which effort is directed; aim

Term	Explanation
Inbound	Travellers coming into a country
Non-air	Any travel that is land or sea based
Nett	Financial amount after direct expenses or taxes have been deducted
Network	Gathering of people for a particular purpose
OHS	OHS refers to 'Occupational Health and Safety'. In some countries the term OSH 'Occupational Safety and Health' is used. The concept is identical and relates to workplace health and safety policies, procedures and practices.
Outbound	Travellers leaving a country
PDS	Product Disclosure Statement
Preferences	Experience your customer is seeking
Quotation	A statement of information and prices relating to travel activity
Supplier	Also known as operator. Any organisation that provides travel related products or services.
Tariffs	Prices
Transfers	Method of transportation used of getting from one destination to another
Wholesaler	Travel organisation that packages different supplier services

Element 1: Confirm client information and requirements for travel

1.1 Capture and/or confirm client details

Introduction

Given the different companies associated with booking non-travel documentation, including tour operators, car hire and accommodation establishments, it is easy to see that the task of taking travel related reservations and ticketing is not only complex, but it is essential that information is accurate.

The importance of having established travel reservation and ticketing policies and procedures cannot be understated. Not only does this outline the steps to be taken by reservation staff but ensures that vital information or activities are not forgotten.

This manual will explore the different steps associated with taking reservations and processing travel related documents, including ticketing, within the tourism industry, primarily performed by travel agents.

Naturally the actual tasks may vary depending on the services provided by the tourism organisation and the requirements of customers. That said, many activities are standard across the tourism industry.

This manual is focused on the preparation of non-air documentation.

Maintaining accurate customer information

One of the first steps when handling travel documentation is to ensure that the details relating to customers are correct.

This normally takes place before starting to become familiar with the actual travel requirements the customer may have.

Before information can be stored relating to customer enquiries, there are certain preparatory tasks that need to be completed. This involves the identification and preparation of:

- Information recording and storage systems
- Client files.



Types of information recording and storage systems

There are a range of different applications used by travel agents some of which are specific to that travel agent or that chain. Training in the use of back office procedures and software is provided by the business itself or where the system used is linked to a CRS e.g. Cross Check Travel and Galileo, then training is offered by that CRS.

Some systems used by travel agents have the facility to provide an itinerary or quotation which includes the detail of all the products and services required or booked for the customer.

In addition, the system will record or allocate a customer file or reference number and some systems offer the facility to convert a quotation into an actual booking.



Most travel agents use one of the following methods to record the detail of the products and services booked, their status and other relevant customer detail.

- A totally manual system
- A totally electronic system
- A combination of both – most common.

Importance of recording accurate information

It is important that these records be accurately maintained to ensure:

- Efficiency – when referring to the quote
- Effectiveness – when making reservations or changes with suppliers
- Team work – colleagues may need to refer to the quote in your absence
- Profitability – mistakes cost money
- Enhanced customer service.



Benefits of accurately recording information

If you are inundated with requests for quotations it may be possible to:

- Review and prioritise in order of importance
- Second one of your colleagues to assist you
- Reset agreed deadlines with customers
- Bring your situation to the attention of your manager or supervisor.

If you have followed a process of accurately and legibly recording all aspects of the quotation, it will be easy for your manager or colleagues to provide you with assistance.

Create client files

Most travel agencies will establish dedicated client files to record:

- Client detail
- Supplier quotations
- Travel agency quotations.



Regardless of the recording method used, it is essential that all information is recorded in a thorough and accurate manner.

Given that many travel agencies receive many requests for quotations and in addition are required to produce quotations, it is essential that the recording method chosen enables any travel agent staff member, regardless of previous contact with customers, are able to understand the status of clients.

Most travel organisations require staff to record notes using only jargon that is generic and that can be understood by the entire team.

In addition, to ensure that staff endeavour to be disciplined in the way they record any information collected or discussed with clients and suppliers at the time that they take place.

Identify client file number

Each client file has a unique reference number, the format of which is enterprise specific.

A client file number is often only allocated (manually or electronically) once a booking has been made and a deposit or some money has been received from the customer.

A similar system, using a unique reference number, is usually employed to record quotations.

The protocols for a quotation reference number are again, enterprise specific.

Generally these customer files/quotation reference numbers are allocated electronically and are recorded using a back-office application such as Cross Check Travel or similar.



Client file details

Travel agents use a client file to record all information in relation to the:

- Client details
- Client requirements
- Information sourced to date
- Information provided to clients to date
- Communication discussions taken place to date
- Travel arrangements booked
- Associated financial transactions relating to that particular file.

Activities associated with creating client files

The activities associating with creating client files includes:

- Preparing paper-based or electronic file
- Establishing and naming file for individual clients
- Incorporating previous client history into file
- Allocating specific agent to handle and deal with client
- Initiating nominated client and file records as required by the host enterprise.





Activity 1 - Research and identify information systems and client files

You are to visit a travel organisation to gain an understanding and briefly outline:

- Information recording and storage systems used
- Types, formats and inclusions of client files.



Information recording and storage systems used

Types, formats and inclusions of client files

Types of customer reservation data

Whilst the actual types of data to check may vary depending on land companies used and travel requirements involved, generally there are common pieces of reservation data that must be interpreted for accuracy.

Reservation data may include:

- Dates and times
- Customer names
- Age of customers
- Contact details of customers
- Number of customers
- Agent details, where relevant
- Address for delivery of documents
- Date for required delivery of documents
- Type of transport, accommodation
- Name of carrier
- Customer preferences
- Special requests
- Seating and/or room allocation
- Times when client is available and/or unavailable
- Preferred contact times of the day
- Associated groups or other bodies client is a member of or connected to for purposes of determining relevant preferential treatment and/or discounts
- Previous client history, including information on system databases and client management systems.



1.2 Confirm existing arrangements relating to the travel plan

Introduction

Now that we have established client files and identified accurately basic client information, it is now time to identify what arrangements have been made to date.

In this section, we will explore some of the types of arrangements that may be reviewed.

In some cases, the customer may have passed on information to a colleague of yours and therefore to avoid repetition, it is vital that any arrangements have been identified and confirmed.

In many cases, you may have been the original and only person the customer has spoken too. Given that a travel agent deals with numerous customers on a daily basis, and if the original enquiry was some time ago, you are not expected to remember each and every detail of the customer.



Therefore by undertaking this review process, you are not only becoming re-familiar with the customer's needs but can also ensure if their requirements are still valid and accurate.

Types of existing arrangements

Existing arrangements may include:

- Existing reservation data
- Products and services already sold or confirmed as part of the current travel plan
- Identification of confirmed bookings held for client for current travel plan
- Confirmation of quotations supplied to client for products and services
- Finalisation of outstanding issues and financial matters with clients.

Confirm non-air products or services already sold or confirmed as part of the current travel plan

Naturally one of the first steps is to identify any non-air products or services that have been confirmed by the client.

Common non-air products and services

Whilst each potential customer will have their own preferences for products and services, commonly requested tourism products and services required include, but not limited:

- Car hire
- Transfers
- Accommodation
- Entertainment
- Tours



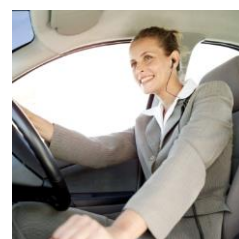
- Cruises
- Entrances to attractions and sites
- Workshops, exhibitions, functions and events
- Insurance.

Details of common products and services confirmed or sold

Following are details relating to common non-air products and services that may have been recorded in customer files. It is essential that these are confirmed.

Car hire

- Names of companies – Avis, Budget, Hertz etc.
- Vehicle group or type – compact, midsize, group C etc.
- Transmission – manual or automatic
- Pick up and drop off dates, times and location
- Rates
- Rental Inclusions – mileage, additional drivers, insurances, taxes
- Any additional local payments for additional services e.g. GPS.

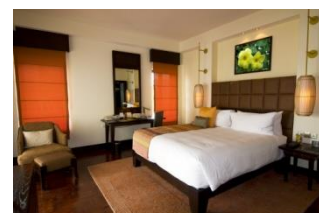


Transfers

- Date, time and location of transfers
- Type of transfer – seat in coach, private transfers, limousine etc.

Accommodation

- Name of accommodation and location
- Room type and bedding configurations
- Check-in and check-out dates
- Total number of nights
- Any extras or inclusions such as meals, transfers etc.
- Cost per person per night and total amount for the stay.



Entertainment

Types of entertainment including:

- Shows
- Shops
- Nightlife
- Sports and recreation
- Natural attractions
- Man built attractions
- Restaurants.



Tours

- Tour company name
- Tour name, code and duration
- Destinations
- Departure date, time and location/city
- Arrival date, time and location/city
- Rooming details – single, twin, triple
- Inclusions.



Cruises

- Name of the cruise line or company
- Name of the ship
- Name of cruise, including code
- Number of days or nights
- Departure date, time and location
- Return date, arrival time and location
- Cabin type and deck location.



Entrances to attractions and sites

- Types of attractions
- Inclusions in attractions
- Hours of operations
- Costs
- Name of Pass
- Duration and types of pass.



Workshops, exhibitions, functions and events

- Types of event
- Location / venue
- Types of rooms
- Speakers and specialised staff
- Equipment services
- Special event consumable items
- Catering
- Accommodation
- Transfers
- Tourist activities
- Corporate activities.



Insurance

- Company used
- Policy type and length of policy
- Type of cover
- Reference to PDS (Product Disclosure Statement).

Identify confirmed bookings

It is important to identify if any products or services have already been booked. This is essential as it means that products or services are not double booked.

Booking advices and confirmations from product supplier to the travel agent will specify:

- The Travel Agent detail
- The passenger names
- The products or services booked
- The status of the items
- The gross price and the nett amount
- The commission expressed as a % and a dollar amount.



In some instances there may be products and services that have been priced however they may not be confirmed. Their status will be 'On Request', 'Pending' or something similar. Prices can change for items that are not confirmed. Generally prices are quoted and invoiced on a per person basis. For packages, often, the total per person price is derived from the sum total of all the products and services, divided by the total number of passengers.



Activity 2 - Identify importance of confirming existing arrangements



You are required to explain in your own words, why it is important for travel agents to confirm any existing travel arrangements with customers.

1.3 Identify and confirm needs and preferences of client

Introduction

Whilst it is important to review the current arrangements the client may have previously made, in many cases no bookings may have been made.

Therefore it is important to identify and confirm any needs and preferences that the client may have.

By collecting relevant information, travel agents can accurately source the most desirable products and services that can be included in a quotation, to reflect their travel needs.

When a customer comes to book tourism products and services, you must identify their travel requirements which may include:

- Domestic
- International
- Mixture of both.



This will assist you in narrowing down destinations if the customer is requiring assistance in the planning process. It is your job to offer the products that will satisfy your customer's needs. In many cases this will involve offering products and services they have not considered.

In this section we will explore the various yet common types of specific needs and preferences that customers may have.

In reality, the list of preferences is unlimited, with the greater variety of travel options available to consumers.

Types of customer needs and preferences

Needs and preferences of client may relate to:

- Packages
- Personalised travel plans
- Budget limitations
- Timing and duration
- Number of travellers, including considerations applicable to groups, families and individuals
- Destinations
- Preferred carriers and suppliers, including preferences for:
 - Methods of travel, including car rental, coaches, trains and other options unique to individual destinations, countries and locations
 - Type and style of accommodation
 - Attractions, sight-seeing trips and events



- Quotations and advice previously supplied to client
- Existing arrangements for the travel plan that have already been finalised, including arrangements made by the client and arrangements made by the host enterprise or other agencies.

Process of identifying client needs and preferences

The process of identifying client needs and preferences includes:

- Meeting with the client, including face-to-face meetings, over the telephone contact and electronic communications
- Identifying the need to coordinate and integrate services for the bookings
- Determining and negotiating individual client wants, needs and preferences
- Identifying relevant specifics that relate to the identified wants, needs and preferences.

Seek client personal information

The standard information contained within these documents is as follows:

- Name, initial and title
- Dates of birth for passengers, in particular children
- Contact details for home, work and mobiles
- Special meal requests or seating preferences
- Frequent club memberships
- Details of travel such as dates, places and products
- Payment details
- Wholesaler or Consolidator used.



Identify specific client travel requirements

Specific client travel requirements may be related to:

- Name and contact details of the client including details of the traveller where the contact is not the user
- Days, dates and times
- Duration and frequency
- Budget
- Customer numbers and classification, including adults, children, babies and groups
- Non-negotiable elements that relate to the quotation
- Preferred travel options
- Reasons for trip, function
- Destinations, venues, attractions and events
- Accommodation and catering requirements



- Catering and conference requirements
- Proposed itinerary, including destinations (intermediary and final destinations), services and activities required, attractions to be visited
- Previous history of the client in relation to bookings made.

Identify specific products and services sought by customer, based on needs

We have explored common products and services that have to be purchased through suppliers. That said, based on identified customer needs, specific products and services may include, but not limited to:

- Adventure holidays, packages and tours
- Snow skiing holidays, packages and tours
- Specific age holidays, packages and tours
- Diving
- Cruising
- Rail
- Coach
- Sporting
- Safaris
- Family
- Overland treks/walking
- Beach
- Camping
- Campervan/car rental
- Wedding ceremonies.



Activity 3 - Identify tourism products and services for specific requests

Based on the list of specific tourism products and services listed above, you are to select one and identify different products and services that can be recommended to clients.

Base your findings on an international customer coming to your country.



Using a Quotation Planner

Each organisation will have established pro-formas or documents which must be used by staff when collecting information from clients in which quotations can be based around.

The use of scraps of paper and posits are not advisable, for obvious reasons. A standard enquiry form is recommended to ensure that the correct questions are asked and that vital information is not forgotten.

On the next page is an example of a form that will assist in the collection and recording of the information required to provide a quotation.



QUOTATION PLANNER - TEMPLATE

General Information

Consultant	
Date	
Contact name	
Telephone	
Mobile	
Email	
Destination	

Passenger/s

Surname	First Name	Title	DOB

General Questions

How many people will be travelling?

What type of holiday and/or destination do you have in mind?

When do you want to travel?

How long do you want to be away?

Where did you go on your last holiday?

What standard of accommodation are you looking for?

How much are you considering spending?

Are you a member of any frequent membership programmes?

Rooming/cabin type required?

Preferred departure/return points?

Do you have any special requirements?

Is your passport valid?

What is the nationality of your passport?

Land preferences

Arr Date	Dept Date	Accommodation/Ship/Tour	Room Type	No.	Costing

Checklist

Travel insurance	
Passport details	
Visa	
Schedule of fees	
Merchant fees	
Foreign currency	
Other	

Follow-up

Date quote provided	
1. Call back date/time	
2. Call back/date/time	



Activity 4 - Identify client requirements

Using a quotation planner or other template of your choice you are to identify the travel package needs of a fellow class participant.

That person should identify their 'perfect holiday'.



1.4 Identify and access appropriate resources and sources of information to enable processing of client requirements

Introduction

Information is a key component in providing travel options to customers. Effective information is also a key requirement for the booking and documentation of any tourism product or service.

Finding information and using it effectively to meet the needs of your customers is a key element of working in many tourism industry positions.

Having product knowledge helps to answer customer questions including:

- Where is it?
- How do I get it?
- How long does it take?
- What is it like?
- Is there a good?
- How much does it cost?
- What would you recommend?
- What is the weather like?
- Where can I go to buy?



To assist customers, coordinate the booking and to ensure specific needs are met it is imperative to continually seek knowledge and updates on all products and services offered by various suppliers

One of the most important aspects of any job in the tourism industry is finding information. It is impossible to know everything about the thousands of different tourism products and services.

You can, with experience, build up what you know, and firsthand knowledge is the most valuable of all.

In some jobs you need a broad range of information about multiple destinations and in others you need an in-depth knowledge of one destination.

The underpinning key to information provision is knowing where and how to find the information you need and applying that information effectively to the specific needs of your customer.

Direct contact with sources of information

Naturally the best way to gain information is through direct contact with suppliers including:

- Travel suppliers, including carriers, airlines, cruise operators, railway operators, bus lines, car rental businesses, limousine hire, taxis
- Suppliers and providers of support and ancillary services, including travel insurance providers, finance providers, currency exchange, conference and similar venues, and interpreters
- Tour operators and wholesalers
- Travel agencies and associations
- Peak travel bodies
- Government tourism industry bodies and authorities, including domestic and international bodies.



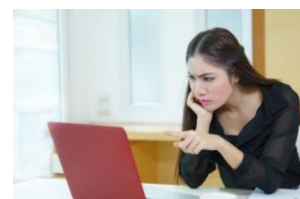
Sources of information provided by travel organisations

Whilst some of the above may be provided by travel organisations, there is often specific information that may be provided directly by tour operators, either via their website or directly to meet the needs of individual clients.

Website information

The internet or supplier websites are sources of detail such as:

- Hotel addresses
- Car depot addresses
- Port embarkation instructions
- Information relating to the validation of passes.



Most tour operators now have websites where you are able to source a huge amount of information specifically related to that tour operator and/or the bookings that you have made with them. These websites may also be available to the general public and in these instances a special partition for travel agents is available and accessed using a log-in and a password.

Internal office resources

In addition to information found on websites, travel companies may collate internally produced information which may be given to clients.

Internal office resources such as:

- Hotel directories
- Externally sourced wallet inserts such as quarantine regulations
- Duty free allowances
- Passenger departure cards
- Destination pamphlets.



Confirm client information and requirements for travel

Here are some examples – <http://www.etravelvietnam.com/english/>

Etravelvietnam - Vietnam & Indochine tours

Call for support (+84) 090 928 4554

Think travel - Think Saigon tour.st!

Destination Tour packages SIC tours Hotels Air ticket Car hire Promotion

Francois | Deutsch | Russian

A Central Insight
4 days

Mekong Delta in Brief
3 days

Colorful and Charming Lands
3 days

A Glimpse Of Vietnam
6 days

VIETNAM - INDOCHINE, the ultimate collection of activity holidays and experiences

Popular tour

- A Central Insight
- Mekong Delta in Brief
- Colorful and Charming Lands
- Full Indulgence In Phu Quoc
- A Glimpse Of Vietnam
- From Beautiful Blue Sea To Romantic Green Highland

See all >>

Popular destination

- Phan Thiet • Ho Chi Minh
- Ha Noi • Ha Long
- Hue • Sapa
- Nha Trang • Can Tho
- Phu Quoc • Phnom Penh
- Siam Reap • Sihanouk Ville
- Vientiane

See all >>

Popular hotel

- Hilton Hanoi Opera
- Furama Resort
- Victoria Hoi An Beach Resort & Spa
- Caravelle Hotel
- Vinpearl Resort & Spa

See all >>

Find your dream holidays

Travel styles ...

How many days

How much ... ?

Chat support

Not Online right now

Chat with me

Information

- Homepage
- About Vietnam
- About Cambodia
- About Laos
- About Myanmar

Travel Services

- Seat in coach
- Tour packages
- Hotels reservation
- Air ticket
- Car hire

Customer care

- About us
- Contact us
- Testimonials
- Awards & recognitions
- Sustainability

Contact us

(+84) 090 928 4554

Email us
info@etravelvietnam.com

<http://www.etravelvietnam.com/english/> [1/07/2014 10:10:44 AM]

<http://www.tempoholidays.com>

The screenshot displays the Tempo Holidays website interface. At the top, there are navigation links for regional sites (aus, nzl, mena), utility links (currency, weather, time), and standard site links (useful links, terms and conditions, FAQ). A large banner for 'Tempo Egypt & Dubai 2009 Brochure' features a smiling man and the text 'Be Tempted'. Below this is a 'Tempo Recommends' section with several promotional tiles: 'Hop, shop and tie the knot in Greece', 'Posarelli Villas & Apartments In Tuscany & Umbria', 'Earlybird airfares to Europe 2009', 'Villas & Apartments in Italy, France, Spain & Portugal', 'Wine and dine in Burgundy', 'Take the high road to Scotland', 'La bella Italia', and 'Uniquely Ecuador'. A central search box is highlighted with a blue border, containing 'Basic Search' and 'Advanced Search' sections. The 'Basic Search' section includes dropdowns for 'Show' (Top 20) and 'Show Results by' (Least Expensive), and input fields for Property Type, Country, City, Checkin Date (28/10/2008), No. of Nights, Checkout Date, and Price Range (per person). The 'Advanced Search' section includes input fields for Hotel Name, Checkin Date (28/10/2008), No. of Nights, and Checkout Date. To the right of the search box is a 'Login Information' section with fields for Username and Password, and a 'SIGN IN' button. Below the login section is a 'More Information' menu with links to About Tempo, Brochures, Specials, Media Room, Careers, Group Enquiries, Contact Tempo, Testimonials, Privacy and Security, Travel Essentials, Request Tailored Itinerary, and a Lonely Planet logo. At the bottom of the page, there is a navigation bar with links for Accommodation, Car Hire, Cruises, Flights, Packages, Tours, and Services, and a row of payment logos including Visa, MasterCard, American Express, and others.

<http://www.peregrineadventures.com>

AUSTRALIA 1300 791 485
CONTACT US | EMAIL US | HELP | SITEMAP | AGENT SIGN IN

SEARCH

[| ABOUT US](#) | [| MORE INFO](#) | [| BROCHURES](#) | [| CHOOSE A DESTINATION](#)

WALKING & TREKKING

CULTURE & HISTORY

WILDLIFE & WILDERNESS

FAMILY ADVENTURES

POLAR EXPEDITIONS

Small group adventure tours worldwide
CHOOSE YOUR ACTIVITY

TOP 5 WALKING & TREKKING

From easy walks, to scenic treks and challenging mountaineering expeditions, these adventures are all about getting out of your comfort zone and into the majestic Himalaya, the top of Kilimanjaro or along the trails of Patagonia. Enjoy our 'Introduction to walking and trekking' video, or follow the links to our top 5 trips below.

Region	Trip	From (\$AUD)
Himalaya	Everest Base Camp & Kala Patar (20 Days)	\$2690
Latin America	Paine & Fitz Roy Adventure (13 Days)	Email Us
Africa	Mt Kilimanjaro Climb – Machame (Ex Nairobi) (10 Days)	\$2250

[VIEW WALKING & TREKKING TRIPS](#)

CHOOSE A DESTINATION

SEARCH FOR TRIPS:

Region

Country

Tour Name

Activity

Leaving on

Returning

[SEARCH](#)

NEW ADVENTURES

For 30 years now our destination experts have been roaming the world, seeking out new adventures and ensuring that our trips are innovative, interactive and adventurous. Below are two of the newest additions to our stable of small group tours in over 80 countries and on all seven continents.

Region	Trip	From (\$AUD)
Latin America	Galapagos with Cusco & the Sacred Valley	\$3720

MORE INFORMATION

PHONE US 1300 791 485

EMAIL US

REQUEST A BROCHURE

BOOK A FILM NIGHT

Other information resources

There are endless resources that can be accessed and reviewed that will help identify and explain the endless range of tourism products and services available in the global market.

Information resources	What sort of information can you find here?
Brochures/DVDs	Destinations and product information, packages, prices, booking conditions. Many brochures also provide information on local customs, health precautions, visa requirements, currency, shopping, hints on what to wear.
Hotel and accommodation guides and indexes	Information and contacts on accommodation.
Atlases, maps and encyclopaedias	Geographical and general destinations information.
Travel guides	Destination and product information. (e.g. Lonely Planet, Fodor's, Insight, internet)
Individual timetables	Product and scheduling information, general industry information.
Automated information systems	Varied information
Internal database of product suppliers and their details	List of preferred suppliers Comments made by colleagues. Various documents collected
Computerised Reservations Systems (CRS)	Almost anything relating to airlines-flight schedules, fares, seating plans, just to name a few. In addition, most CRSs can provide you with a massive amount of other information – location times, daily exchange rates, visa information, and destination information. They also provide a link into the reservations systems of many wholesalers.
Supplier information	This includes information from: <ul style="list-style-type: none"> • brochures • sales kits • sales representatives • contracts with suppliers, providers and carriers • preferred contracts or agreements • price schedules • confidential and general industry tariffs

Information resources	What sort of information can you find here?
International airline guides	Comprehensive worldwide air schedules, minimum connecting times, check in requirements, baggage information, airline and city codes, international time calculators, local taxes etc. The main example is the Official Airline Guide (OAG), although its use has been superseded to a great extent by the CRS.
Travel Trade Yearbook	Contacts for hundreds of companies in different sectors of the travel industry.
Travel Information Manual (TIM)/ Travel Trade Visa Guide/ Travel Express Visa Guide	Visa and other statutory requirements for overseas countries. TIM can now also be accessed on the CRS.
Passenger air tariff	Airfare information
Trade press	Industry updates, destination and product information, general news. (E.g. Travel Trade, Travel Weekly etc.)
General print and electronic media, travel magazines and even news bulletins for current issues	General destination and product information. News services can supply very current information on the day to day developments such as flood, social unrest, exchange rates and so forth.
Literature	This includes reference books, magazines and newspapers.
Educationals/product familiarisations	Opportunities to experience products and services first hand.
Networks and contacts	Personal network of contacts, including those within the host enterprise and those external to the business.
Other organisations in the industry	To get information and advice from an organisation who specialise in a particular product or destination.
The internet, travel websites, travel advisor, blogs	Websites including individual companies, directories, news sites, surveys and research sites A major resource of all types of information destinations, airline, current affairs, hotels, just to name a few. The internet is fast becoming an increasing popular means of booking travel arrangements.
Travel companies product launches, travel shows and information nights	A major way to gain knowledge on specific products with specific travel companies, update you on new product information on the market and to keep in touch with people in the travel industry.
Official country tourist offices, authorities and bureaus	General destination and product information

1.5 Identify booking deadlines

Introduction

Now that you have identified the needs of the customer, and accessed various resources in which to collect information which will be used for the basis of any quotation and itinerary, it is important to identify any booking deadlines that may apply and influence on the urgency of bookings.

In many cases, the time difference between the enquiry and actual date of travel will be the greatest influence on the need for urgency in making travel bookings.

In this section we will explore some factors that impact on booking deadlines.



Factors impacting booking deadlines

Whilst there may be a wide variety of factors that will impact the timing of making bookings, on behalf of clients, common factors include:

- Immediate need for travel
- Demand for specific travel times
- Carrier guidelines
- Advance notice timelines required by carriers and suppliers
- Client needs
- Relationship between cost and advanced booking dates/timelines
- Early bird specials or other applicable discounts.





Activity 6 - Identify examples of factors impacting booking deadlines

You are required to identify examples of how each of the following factors impact on booking deadlines.



Factors impacting booking deadlines	Examples
Immediate need for travel	
Demand for specific travel times	
Carrier guidelines	
Advance notice timelines required by carriers and suppliers	
Client needs	
Relationship between cost and advanced booking dates/timelines	
Early bird specials or other applicable discounts	

Work Projects

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

1.1 Please complete the following activities relating to this Performance Criteria:

- Activity 1

1.2 Please complete the following activities relating to this Performance Criteria:

- Activity 2

1.3 Please complete the following activities relating to this Performance Criteria:

- Activities 3,4

1.4 Please complete the following activities relating to this Performance Criteria:

- Activity 5

1.5 Please complete the following activities relating to this Performance Criteria:

- Activity 6

Summary

Confirm client information and requirements for travel

Capture and/or confirm client details

- Maintaining accurate customer information
- Types of information recording and storage systems
- Importance of recording accurate information
- Benefits of accurately recording information
- Create client files
- Identify client file number
- Client file details
- Activities associated with creating client files
- Types of customer reservation data

Confirm existing arrangements relating to the travel plan

- Types of existing arrangements
- Confirm non-air products or services already sold or confirmed as part of the current travel plan
- Details of common products and services confirmed or sold
- Identify confirmed bookings

Identify and confirm needs and preferences of client

- Types of customer needs and preferences
- Process of identifying client needs and preferences
- Seek client personal information
- Identify specific client travel requirements
- Identify specific products and services sought by customer, based on needs
- Using a Quotation Planner

Identify and access appropriate resources and sources of information to enable processing of client requirements

- Direct contact with sources of information
- Sources of information provided by travel organisations
- Other information resources

Identify booking deadlines

- Factors impacting booking deadlines

Element 2: Process travel plan requirements

2.1 Select carriers and suppliers to accommodate identified client requirements

Introduction

A key part of any travel agent's tasks is to provide a range of tourism products and services to their clients.

In most cases, these tourism products and services will not be provided by the travel organisation themselves but different suppliers. Your role will be to deal with a range of different suppliers of tourism products and services and then present options to prospective clients.

Once you have gathered all the information relating to possible client requirements it is now time to determine and select the appropriate supplier to meet their needs.

Sourcing and selecting product and services to provide a quotation for your customer is reliant on your industry knowledge of what is possible.

It is also based on:

- Availability of appropriate products and services to suit the stated or established customer needs
- Suitable suppliers or wholesalers that can provide these products
- Prices that meet the passengers' budget.



Identify role of suppliers

When developing relationships with various suppliers it is important to understand the role they perform in providing products and services to customers. This will help determine their suitability in providing products and service.

Supplier roles include:

- Selling destinations you need
- Selling transport you require – car, rail, coach, cruise etc.
- Selling accommodation style you require – hotel, motel, apartment, resort etc.
- Selling the appropriate level of comfort and inclusions your client needs
- Having competitive prices and offering value for money for your client
- Having a reputation for reliability, efficiency and easy payment
- Provide quality documentation



- Employ helpful and knowledgeable staff
- Pay competitive agent commission
- Have local representation.

Activities in identifying appropriate suppliers

All travel and tourism organisations will need to identify and select suitable suppliers in which to provide tourism products and services for customers.

In many organisations, these relationships have been long lasting, whilst new suppliers will always need to be sourced to meet the individual and ever changing needs of customers.

Therefore activities associated with identifying suitable suppliers include:

- Identifying client requirements in terms of products and services
- Collecting information as to whom provides these products and services
- Identifying suitable suppliers
- Assessing alternatives against the identified requirements for the quotation
- Evaluating the alternatives against the given criteria for the quotation
- Conducting nominated checks, comparisons and evaluations to be made prior to determining supplier to be used
- Accommodating host enterprise requirements in relation to the use of preferred suppliers, providers and carriers
- Aligning with established client preferences and individual client market research data/feedback
- Determine and select suppliers, providers and carriers to be provided as options to the client.



Types of suppliers

There are a number of suppliers whom may provide products and services.

Suppliers may include:

- Internal suppliers
- External suppliers
- Carriers.



Types of suppliers of tourism products and services

One of the most important aspects of providing travel options and solutions to customers is to firstly understand who supplies tourism products and services.

When compiling supplier information for your product knowledge data bases, it is essential to identify the different types of businesses / suppliers in which your potential customers may use.

Whilst gathering information from each and every potential tourism supplier is impossible and impractical, by identify commonly used tourism providers enables you to gather information relating to the products and services they provide.

In addition it enables you to ensure that the information that you have gathered is accurate and up to date.



Depending on the types of tourism offerings provided by your organisation or requested by customers, possible suppliers in which you may seek product information from includes, but not limited to:

- Transport providers
- Support and ancillary services
- Accommodation
- Attractions and theme parks
- Tour operators
- Inbound Tour Wholesaler
- Outbound Tour Wholesale
- Retail Travel Agents.



In this section we will look at the different suppliers under the above mentioned categories.

In Section 1.2 we also explored the different types of products and services that may be sought by different customers to suit their travel needs.

Transport providers

These include but are not limited to:

- Cruise operators
- Railway operators
- Bus lines
- Car rental businesses
- Limousine hire
- Taxis.



Support and ancillary services

This includes:

- Travel insurance providers
- Finance providers
- Currency exchange
- Conference and similar venues
- Interpreters.



Accommodation

This sector includes but not limited to:

- Hotels and motels
- Guest houses
- Bed and breakfasts
- Caravan parks and camping grounds
- Resorts
- Time share properties
- Apartments, villas and cottages
- Conference and exhibition centres.



Attractions and Theme Parks

This sector includes but not limited to:

- Museums and galleries
- National parks, wildlife parks and gardens
- Theme parks
- Heritage sites and centres
- Sport and activity centres
- Aquarium and zoos.



Tour Operators

A tour operator typically organises sightseeing tours and accommodation in a particular destination or region. They act as a middle person between the Wholesaler and the Principal or Supplier of the product

Examples of businesses include Trafalgar Tours and Contiki.

Visit:

- www.trafalgartours.com
- www.contiki.com



Inbound Tour Wholesaler

An Inbound Tour Wholesaler packages products to form a trip for an overseas market travelling to a specific country.

Outbound Tour Wholesaler

An Outbound Tour Wholesaler negotiates product from International Suppliers for clients in a specific travelling to an international destination. They approach airlines, hotel, local tour operators, cruise companies, car rental companies and rail companies to obtain wholesale rates which are then on-sold to the public via the Retail Travel Agents

Examples of businesses include Tempo Holidays, Peregrine Adventures and Creative.

Visit:

- www.tempoholidays.com
- www.peregrineadventures.com
- www.creativeholidays.com



Retail Travel Agents

A Retail Travel agent is the go-between between the client and the Wholesaler. It is the Retail agent who obtains all the relevant details from a client to enable them to make a booking through a Wholesaler. All this information is then finalised and paid for to the Wholesaler. Both the Retail agent and the Wholesaler make commission from the booking.

Examples of these businesses include: Flight Centre, STA and American Express

Visit:

- www.harveyworld.com
- www.flightcentre.com
- www.statravel.com





Activity 7 - Identify tourism suppliers



For each type of tourism business listed below, provide examples of suppliers in which you would request information from.

Type of tourism businesses	Names of organisations
Transportation providers	
Cruise operators	
Railway operators	
Bus lines	
Car rental businesses	
Limousine hire / taxis	

Type of tourism businesses	Names of organisations
Support and ancillary services	
Travel insurance providers	
Finance providers	
Currency exchange	
Conference and similar venues	
Interpreters	
Accommodation	
Hotels and motels	
Guest houses	

Type of tourism businesses	Names of organisations
Bed and breakfasts	
Caravan parks and camping grounds	
Resorts	
Time share properties	
Apartments, villas and cottages	
Conference and exhibition centres	
Attractions and theme parks	
Museums and galleries	
National parks, wildlife parks and gardens	
Theme parks	

Type of tourism businesses	Names of organisations
Heritage sites and centres	
Sport and activity centres	
Aquarium and zoos	
Tour operators	
Inbound Tour Wholesaler	
Outbound Tour Wholesale	
Retail Travel Agents	





Activity 8 - Select suppliers to meet identified client requirements

You are to explain how you will identify appropriate suppliers to meet the needs of one of the following clients:

OPTION A - Your fellow participant's perfect holiday, as identified in Activity 4

OR

OPTION B - One of the travel options presented in Activity 5.

SUPPLIER SELECTION STRATEGY

KEY CLIENT REQUIREMENTS	PRODUCTS / SERVICES SOUGHT	POSSIBLE SUPPLIERS	DETAILS / COSTS FOR INCLUSION IN QUOTATION

Identify operational arrangements with suppliers

Once suitable suppliers have been identified it is now time to discuss and confirm arrangements and contracts with them.

This is the clarification of the framework for which the partnership will exist.

Operational arrangements include, but not limited to identifying:

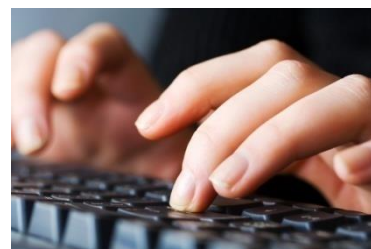
- Contractual enterprise negotiated agreements
- Preferred supplier status of companies
- Contra-deal arrangements
- Reciprocal business relationships
- Individual scope of authority for lodging requests, bookings and spending money on behalf of the host enterprise.



Consider existing agreements & preferred suppliers

Your selection of suitable suppliers will to some extent be influenced by any existing commercial agreements, commonly termed preferred agreements that may be in place in the organisation where you are employed.

There are many suppliers out there, and sometimes it is difficult to know who to use and trust. Companies often have 'preferred' arrangements with suppliers. You will need to ask your manager for the list of 'preferred'.



A preferred agreement is a formal commercial agreement between a supplier and a travel agent which facilitates the payment of extra commission and other benefits by the supplier to the travel agent in exchange for the travel agents agreement to sell the suppliers product.

Where there are preferred agreements in place, the expectation is that these products will be displayed and sold over other similar product. To facilitate this, specific preferred product training, information and resources are extended to the travel agent.

If a supplier is on the preferred list, it usually means they have been thoroughly checked by your company. Their finances have usually been checked and passed, and any necessary licenses obtained. It also means that your company has gathered other feedback on this supplier as to what quality of service they provide. As the agent, dealing with a supplier from a preferred list, gives you peace of mind. You can be confident that you are dealing with a competent, professional and reputable company. This confidence then extends to the client.

In addition to having their character investigated and passed, 'preferred' companies can also sometimes offer a commission override. This means a financial incentive to you to sell their product over others. These overrides are negotiated on your behalf usually by your manager, or in the case of bigger companies, by the BDMs – Business Development Managers.

'Preferred' agreements are exclusive and confidential arrangements. Both parties need to have trust in each other for it to be a successful relationship. The stronger these relationships become, the more lucrative they will be.

Dealing with a 'preferred' supplier will not guarantee success. It just reduces the risk. Preferred suppliers require constant monitoring by your company, to ensure they still fit the requirements. If you experience difficulties with a preferred, this needs to be reported to the appropriate person within your company.

Contents of an operational arrangement with suppliers

Whilst the formation and contents of agreements between specific travel organisations and suppliers will be different common elements include:

- Details of the parties
- Subject of the agreement
- Duties of each party
- Scope of authority of each party
- Terms and conditions of bookings
- Terms of deposits and payments
- Commissions
- Cancellation and amendment clauses
- Liabilities and charges
- Duration of contract
- Complaints procedure
- Termination of contract
- Legal jurisdiction and governing law
- Data protection
- Distribution and promotion
- Banking details.



Activity 9 - Research and collect a tourism supplier agreement

You are to conduct research and locate a tourism agreement that may be used to establish a relationship between a travel organisation and suppliers.

If you are unable to obtain an agreement, you are to identify five key points you would insert into an agreement.

2.2 Update internal records

Introduction

In Section 1.1 of this manual, the importance of establishing client files was discussed.

In this section we will explain the importance of updating internal records, the reasons for updating records and information that may contained within these records.

This section will look at the changes and updates that need to be made to internal records between the time of making a booking through to undertaking the actual travel activities.

Types of internal records

Internal records may include:

- Client files
- Invoices
- Receipts
- Computerised system screens and fields.



Reasons to update internal records

Whilst there are endless reasons why to update internal records, the common reasons include:

- Adding confirmations and other responses from suppliers
- Adding communications from client
- Including documents and records relating to amendments and adjustments to initial request/booking
- Up-dating financial status of client file
- Receiving, processing and recording payments
- Generating and issuing invoices and credit notes for changed arrangements.



Update the financial status of internal records

Keeping track of financial transactions and being responsible for processing accounts payable and receivable requires excellent organisation skills.

Understanding the policies and procedures of your organisation is essential in order to plan what sourced documents are needed, what financial records you need to access and what you will do if you discover any discrepancies.

Naturally any time a payment is made or received, it must be recorded on the client's account.

In addition, any time new products and services are booked, that need to be paid by the client must also be identified and recorded.

In Section 3.2 the process of processing payments from clients will be explained in more detail and in Section 3.2 the focus will be on making payments to suppliers.

Amend quotation products and services required

There are many reasons quotations can be done several times before a final decision is made. Most of the reasons are out of the control of the person who constructed the original draft version of the quotation.

Regardless of the need to make changes, any changes must be:

- Reflect need for change
- Done in a timely manner
- Accurate and relevant to the changes.

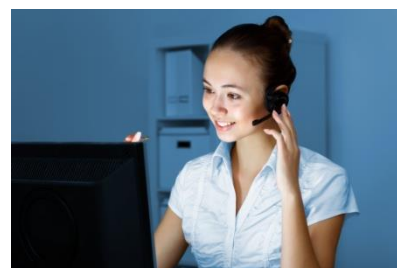
For these reasons all quotations are kept on record in the clients file, either manually or electronically. This makes the information easily accessible to the entire team in the office ensuring efficiency in situations where the quotation needs to be amended.



Reasons for amendments

There are endless reasons for the need to change a draft quotation including but not limited to:

- Changes requested by customers – these can relate to changes or new requests in travel requirements or arrangements
- Changes requested by management – these can relate to errors identified, format, policies and procedures or recommendations
- Changes notified by suppliers or product/service providers – these can relate to availability, price changes, conditions etc.
- Changes notified by governments – including taxes, visas, travel advisories or warnings.



Adjust and update quotations to take account of changed requests or arrangements

Client changes

If the client has requested changes, then you need to also check all elements of the original quote to see if and how they are affected and forward the updated quotation to the customer.

Some travel agents will impose charges where the change requested by the customer entails extensive itinerary planning and quoting. In most instances where a fee is applied, this is deducted from the total value of the booking once the customer confirms the booking by paying the required deposit. You will need to comply with the business requirements in this regard.



Changes notified by management

Normally when reviewed by a colleague or manager changes may need to take place due to:

- Errors may have been identified
- Suggestions made to ensure the quotation is in the most 'user friendly' format for customers.
- Policies or procedures may impact on the quotation.

Changes notified by suppliers

There are situations where the supplier, tour operator or wholesaler will advise you of changes, in which case these changes or amendments must be provided to your customer.

Here are some reasons that suppliers can/will make changes:

- Change in costing due to currency fluctuations (usually increase)
- Change in departure or arrival times of flights, tours, rail, coach etc.
- New taxes and charges for flights or car hire
- Tour may be cancelled and customer rescheduled onto another option
- Departure or return date or location
- Number of passengers in the group
- Hotel changes such as alternative hotel or change of room type
- Flights may be rescheduled or rerouted causing changes in taxes
- A product or service may be cancelled due to operational reasons
- Weather conditions e.g. lack of snow, hurricanes, and floods etc.
- An 'Act of God' such as a natural disaster or war
- Expiration or withdrawal of the deal, package, offer etc.



If the supplier has made changes then they will provide you with an updated quote / invoice with the changes and new costing. It is important that you carefully check the new amended details and if they affect the original quotation provided, that you forward an updated quotation in writing to the customer.

Record all details of adjusted quotations and keep on file

The differences between various quotes may be subtle such as moving the departure day by just one or a few days. This however may have a less than subtle impact on the quotation where the change of date may mean a change of seasonality, from low to high, and thus a much higher price.

Customers often do not understand why their quotation has increased simply because they are departing a few days earlier or later. It is therefore important to be able to refer to the previous quotations where the old date of departure had been recorded.

Remember to keep copies of every version of quotations on file to avoid any discrepancies or disputes at a later date.

Individual businesses will have their own systems, processes and procedures which have been tailored to suit their particular requirements. You are of course expected to comply with these at all times. In general, most agencies will use software that allows for version control in relation to quotations.

Where this is not an option, you will have to devise and implement your own system.

Bear in mind that there are 2 parts to the quotation process:

- Recording, filing and retaining quotations provided to you by product and service suppliers e.g. Wholesalers, Tour Operators etc. This includes any and all supplier initiated changes sent to you e.g. tour price increase
- Recording, filing and retaining quotations provided by you (or your colleagues) to the customer. This includes any and all supplier initiated changes sent to you where you have communicated these to the customer and any and all customer initiated changes.



Methods to record and file information

In both instances records must be kept in one of the following ways:

- Hard copies – physical printouts filed in date order
- Electronic copies – soft copies filed in version order
- Emailed copies – retained in client email folder.



Regardless of the method of recording and filing quotations that is used by an organisation it is essential that:

- All relevant persons have access to files including the most current version
- Everyone understands and follows the correct procedures
- Updates of files are recorded and easily identified
- The most current version is easily identifiable.



Activity 10 - Identify benefits of updating internal records

You are required to identify three benefits of updating internal records.

1. _____

2. _____

3. _____

2.3 Construct costed draft itinerary in accordance with host enterprise operational requirements and identified client requirements

Introduction

Once suitable suppliers have been selected, with relevant information to match client requirements researched and collated, it is now time to place all information into a draft quotation and itinerary.

In many organisations, a draft itinerary is only one part of a quotation.

A quotation is a summary of costs for products and services which are provided by the travel agent to clients who wish to travel, either within a specific country or overseas and who are considering purchasing these products and services from your travel organisation.



In essence, the itinerary is a day to day schedule of events, which normally accompanies the quotation.

Methods to prepare quotations and itineraries

There are two primary ways in which a travel organisation agent will record and administer a customer's details and requirements in relation to the provision of a quotation and itinerary:

- Electronic – a computer record
- Manual – a hand written record.

In both instances, most organisations will have a recommended format or input process for the collection and recording of this information.

All information relating to the quotation and itinerary must be recorded regardless of the type of system used i.e. manual or electronic.

Quotation and itinerary formats

In the previous section, a template has been identified to collect vital customer information and their travel needs.

In addition to having templates and guidelines when collecting information, travel companies will also have established formats when providing a quotation and itinerary to customers as well.

Every travel company will have their own guidelines regarding the provision of a quotation and itinerary to customers and you will need to work within the applicable and particular business procedures. Providing a quotation and itinerary can be quick and easy or quite time consuming.



For complex itineraries requiring a lot of work, a formal written quotation and itinerary will be provided. Some businesses will charge an itinerary planning fee for this service. Basic and straight forward quotations and itineraries e.g. a tour and transport will take less time and an approximate amount can often be provided on the spot.

These quotations and itineraries are provided either formally in writing using a software program or informally on the back of a business card or on a 'with compliments' slip.

Customers will invariably shop around and in many instances you may not be the only travel agent being asked to provide a quotation. There are travel agents who offer to 'beat any price' or 'price match' any quotation. The provision of an informal quote, initially, will often make it challenging for another agent to decipher exactly what they are trying to beat or match. It is recommended that when engaging in 'price beat' or 'price match' activities that you are completely satisfied that you are dealing with apples and apples and not apples and oranges. Failure to do so will impact your bottom line.

Consider operational requirements when preparing quotations and itineraries

Whilst each organisation will have their own requirements, common operational requirements that must be considered when producing quotations and itineraries include, but not limited to:

- Carrier and supplier guidelines
- Regulatory requirements
- Host enterprise requirements
- Peak body requirements and procedures, where applicable, including fare construction rules, if applicable
- Use of correct documentation and/or computer screens and system information.

Prepare the quotation and itinerary to reflect customer requirements

General quotation and itinerary inclusions

Quotations and itineraries must be provided in a format that can be easily understood by a client. It is important therefore that the following general protocols are followed:

- Use official company stationery – letterhead or standard pro-forma document
- Date the quote
- Avoid the use of jargon
- Ensure correct spelling and grammar
- Include Customer and Passenger name/s
- Specify currency e.g. All prices are quoted in Singaporean Dollars
- Provide both a per person and total price
- State validity of the quote
- Detail all the arrangements included in the quote – products, services, dates, times



- Follow a logical and sequential order for arrangements
- Detail deposit amount and date required
- Cover payment options and any associated cost e.g. merchant fee
- Draw attention to the booking terms and conditions – agency and suppliers
- Outline any passport or visa requirements
- Recommend Travel Insurance
- Thank the customer for the opportunity to provide the quotation
- Be specific when and how you will contact them to follow-up.



Inclusions in formal quotations and itineraries

The most formal quotation and itinerary would be a combination of a letter stating all costs with a detailed itinerary of times, dates etc.

This letter would include the following information:

- Date of quotation and reference number (if applicable)
- Clients name
- Name and number of travellers or passengers, including indication of adults and children, where applicable
- Phone contacts and fax (if applicable)
- Email address
- Address
- Day and date of travel
- Departure and arrival times
- From and to destinations
- Name of carrier and identification of chosen option, including seat allocation, where applicable
- Class of travel
- All products and services required
- Inclusions and exclusions
- Fare, taxes, fees and charges, including sub-totals and total using basic calculations
- Deposit or full payments required, if applicable
- Verification of connections and times, where applicable.
- Payment requirements and cancellation fees
- Conditions of the quote
- Service fees
- Expiry date of the quotation
- General conditions and rules.



Types of terms and conditions

All quotations and itineraries will come with terms and conditions that will apply to various aspects of travel arrangements.

Terms and conditions may be provided by:

- The travel agent themselves
- Suppliers
- The individual product or service provider.

You are strongly advised to refer to these terms and conditions when providing a quotation and itinerary for your customer.



It is essential that any terms and conditions are clearly identified and that customers understand them.

Whilst there may be an endless set of terms and conditions that may be established, to suit the needs of the respective suppliers and providers, taking into account organisational requirements and the nature of their services, there are common terms and conditions that relate to most travel related quotations.

General terms and conditions include:

- Terms and methods of payment, including dates for payment of deposits and final payment
- Notifications regarding final confirmation of the booking and, where relevant, numbers
- Cancellations and penalties and charges that apply
- Procedures and charges that apply to name and date changes for the booking
- Guarantees and warranties that apply to the products and services covered by the quotation
- Exclusion and limitation of liability clauses
- Identification of the period for which the quotation is valid
- Whether or not the quotation is subject to change with or without notice
- Reference to associated terms and conditions as imposed by third party providers
- General industry rules, regulations and codes.



Calculate costs of products and services

Naturally the cost provided to the travel company will differ to that to be included in a proposal as suitable mark ups will be determined in line with organisational profit expectations.

The main activities associated with calculating costs of products and services should include:

- Ensuring comprehensiveness and accuracy of all information provided
- Negotiating costs with suppliers, providers and carriers to obtain optimal prices
- Calculating commissions that apply to the quotation
- Calculating mark-up net costs
- Applying host enterprise procedures to determine selling prices
- Including all relevant and legitimate taxes, fees and other charges to provide a quotation that has no hidden charges
- Incorporating currency conversions into the statement of prices, where applicable
- Factoring allowable discounts
- Considering and including package deals, where appropriate
- Taking into account seasonal and other premiums that may apply to bookings
- Estimations based on current year prices.



Calculate mark-up nett costs and commissions to determine a profitable selling price

A large part of the job of a travel agent is sourcing the best pricing for your client's itinerary, while at the same time ensuring that you are earning a reasonable return for effort expended and service provided.

The underlying pricing principle is a business will source product and services from various principals and suppliers at a rate that is sufficiently competitive to allow for a reasonable margin.

The costing and pricing of these products and services will take account of currency exchange rates, margins for the wholesaler and the various levels of retail travel agent commission they intend to offer.



Here is an overview of the most common methods:

Method 1 – Gross price less commission

1. Local suppliers such as hotels, guides, coach companies, transfer companies etc. sell their product to local tour operators at a rate referred to as nett nett.
2. The tour operators or wholesaler will contract for these services at the nett nett rate and add a margin to allow for a reasonable profit. This rate is termed the nett rate.
3. The tour operator or wholesaler will then add either a percentage or dollar amount to the nett rate to allow for the payment of travel agents commission.
4. This then becomes the gross price for the product and service and it is this rate which is published in brochures and on websites.
5. The product is then distributed and sold to the customer via various distribution channels, one of which is the travel agent network. In exchange for distributing (promoting and selling) their product, the tour operator or wholesaler will extend a small payment to the travel agent. This is termed travel agent commission.



The percentage commission paid will vary depending on the type of product and any preferred agreements that may be in place however it averages around 10% for land arrangements. Commission on airfares can be anything from no commission to a maximum of 9% with most being around 5%.

Method 2 – Nett plus mark-up

There are instances where a travel agent is offered or sources a nett cost for a product or service.

The travel agent is then at liberty to mark up the nett cost by adding a percentage or dollar amount to reach a gross price which is then provided to the customer.

The amount of the mark-up (percentage or dollar value) is most often influenced by the organisation and the conditions in the market place.

In this instance the difference between the nett cost and the marked up price represents the travel agent commission or margin.

Identify costs relating to each land supplies

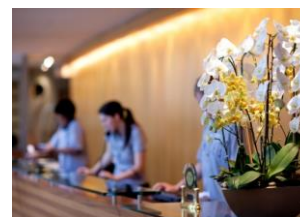
Individual products and services are usually priced as follows:

Car hire

- Per total rental duration with specified inclusions
- One 24 hour period equals one day
- Additional charges (usually pay direct) for confirmed extra's e.g. GPS.

Accommodation

- Per person per night – hotel
- Per night per unit – villa's, units
- Extra bed charge per night
- Children/infants are often free of charge in same room.



Tour

- Per adult per tour
- Per child per tour
- Infants are often free of charge or not permitted
- Per senior/pensioner per tour.

**Cruise**

- Per person per cabin based on 2 or more passengers
- Extra charge for sole use of cabin.

Transfers

- Per person per transfer e.g. seat in coach
- Per transfer e.g. private limousine.

**Passes**

- Per pass – Adult/Child/Senior
- Duration – 3 day/5 day etc.

Process of explaining quotation and itinerary

Whilst you as the travel agent may have spent considerable time researching and developing a quotation and itinerary for a customer, it is important to remember that the customer may have only seen an initial quotation.

Also it is important to remember that customers do not have the same degree and depth of knowledge in the travel industry and the processes involved in making bookings, and that they will need explanation from yourself to help their understanding.

Key aspects of providing a quotation and itinerary

As mentioned, some of the key aspects of providing a quotation and itinerary are to:

- Providing personal interpretation and explanation of the quotation and itinerary
- Explain in more detail the key pieces of information in them
- Providing supporting brochures and marketing materials to assist with understanding of the quotation and itinerary
- Explaining the reasons for charges and fees included in the quotation and itinerary
- Assisting the client to understand the reputation and expertise of nominated suppliers, providers and carriers
- Answer any questions customers may have
- Provide suggestions and recommendations
- Outline the processes associated with confirming and organising travel arrangements
- Guide them through the sales process.





Activity 11 - Research and collect quotation and itinerary templates

You are required to conduct research and collect at least one quotation and itinerary template used by a travel organisation to provide travel information to clients.

One of these templates will be used in Activity 10.



Activity 12 - Prepare a quotation and itinerary

For the Option you have identified in Activity 8, you are required to prepare a quotation.

You may use a quotation and itinerary format of your choice.



2.4 Obtain approval and authority to proceed with booking/s from client

Introduction

Once you have provided and explained quotation and itinerary information to clients the process of selling takes place.

Given that a great deal of time and effort has gone into researching and preparing travel quotations and itineraries, it is important that the client agrees with what you have provided and is happy to confirm authorisation for you to proceed with the booking of tourism products and services from suppliers.

This section will focus on the actions taking to gain this authorisation.

Identify buying signals

As mentioned, naturally the overriding purpose of providing a quotation to a customer, is for them to agree with what information has been presented to them and to help facilitate the booking of travel services.

When closing in on the sale it is important to monitor customer buying signals and correctly identify and respond to them.

Failure to act promptly on the appropriate signals can result in a lost opportunity, one never again to be recaptured.

If a person decides to buy 'now' and that moment is not taken, the same person can reverse that decision about the same product – even at a lower price – a moment, hour or day later.

This underlines that a decision to buy is not a decision that lasts forever – it is a transient moment that we must seize with both hands.

Everyone has experiences where they were primed to make a purchase but didn't due to a lack of service staff, lack of someone to process the transaction, or the simple lack of a question such as 'Are you ready to book'?

Often, that buying decision is never repeated and the sale simply evaporates – the customer spends their money elsewhere, or they change their mind and decide not to make that purchase.

At some point in the consultation with your customer, they will give you an indication that they are ready to buy. Some buying signals are obvious and yet others are indirect and not so apparent. Customers will generally signal interest through their questions and their actions. In any instant it is time to stop selling and close the sale!

Questions to indicate a readiness to buy:

- How early do we need to book?
- Do you accept credit cards?
- Are there seats available on 8 January?
- Do I need to pay a deposit?
- Can you arrange for vegetarian meals?



Actions that show a commitment

There are a number of signs that indicate customers will make a commitment to a sale.

These include:

- Taking out their credit card or wallet
- Looking for a pen to fill out a booking form
- Spending a long time studying one particular product
- Positive body language, leaning forward in their chair, responding to your eye contact, alert and attentive, frequently nodding.

You've received some obvious buying signals and you're confident that your customer is ready to make a decision to buy. Many sales are lost because the consultant is not confident to ask for the sale. How? Try:

- "How will you be paying for this?"
- "Would you like me to go ahead and make the booking now?"
- "Can you leave a deposit with me?"
- "So, what do you think?"
- "Is this what you're after?"

After making the necessary arrangements, summarise the current situation, tell them what will happen next and how long it will take, ask if they have any further questions or anything else you can do for them.



Obtain authority to proceed

In essence this is the key aspect of providing a quotation to the client. It is vital that before any further actions take place, the client grants authority for you to proceed with the booking of tourism products and services.

This authority may include:

- Verbal notification from client
- Signed authority on standard organisational form
- Explanation of relevant terms and conditions that attach to bookings.

Each organisation will have their own policies, procedures and documents to record this 'authorisation'.





Activity 13 - Explain quotation and obtain authorisation to proceed with booking

Based on the quotation and itinerary prepared in Activity 12, you are to present the quotation and itinerary to your teacher or other participant.

You will have 10 minutes to make your presentation.

It is important that you:

- Provide accurate information verbally
- Have shown the client to quotation, itinerary and any supplementary documentation including brochures etc.
- Ensure the information provided meets the needs of the client
- The client understands the content of the quotation and itinerary
- You have addressed any questions or concerns the client may have
- Have identified buying signals
- Have asked for the sale
- Have received authorisation to proceed with the booking.



2.5 Book approved itinerary with nominated carriers and suppliers

Introduction

Once you have received the approval to proceed with bookings it is now time to make the bookings themselves.

This section will explore the different activities associated with booking activities.

Types of bookings

Before we look at the process of making bookings, it is important to identify the types of bookings that may be made.

Bookings may include:

- A single product or service
- Multiple products or services comprising a complete itinerary
- Individuals and groups
- Guests and delegates
- One-off touring arrangements
- Series tours
- Incentive tours
- Meetings and conferences
- Payment of deposit or full payment for products and services.



Actions to make booking

Naturally the actions associated with making bookings relating to each travel enquiry will differ depending on the arrangements and components involved, there are a number of common actions that need to take place.

Possible actions to make booking may include:

- Placing requests with carriers and suppliers
- Advising client of web-based opportunities to lodge a booking
- Obtaining confirmation of bookings
- Operating computerised reservation systems
- Seeking and booking through alternative carriers and suppliers where initially selected carriers and suppliers are unable to accommodate requests/bookings
- Notifying client of any early-bird discounts or bonuses that apply to placement of bookings before a nominated date
- Confirming need for deposit to accompany booking, where applicable.



Purpose of contacting suppliers

Previously the focus on contacting suppliers was to gather accurate information regarding products and services, whereas now the focus is on making bookings.

You need to contact suppliers of tourism product to:

- Confirm availability of products and services
- Confirm prices as stated in quotation
- Make a booking for particular products and services
- Provide customer and agent details
- Request special services or requirements
- Identify payment requirements
- Ask to receive confirmation of booking
- Request additional resources or documentation that the client may require.



Comply with organisational requirements when forwarding requests to suppliers

When making requests for products and services through suppliers, each organisation will have their own policies and procedures about who and how this process can take place.

It is important that these are followed at all times, given the fact that not only will organisations have preferred supplier arrangements in place (as identified in Section 2.1), but large volumes of business, including high amounts of money, are involved, sometimes with bookings made without payment yet being received by clients.

Organisational requirements in relation to placement of requests for bookings of products and services may include:

- Scope of authority limitations
- Designated person authorities for nominated suppliers
- Volume and value consideration related to booking
- Method of lodgement
- Timing requirements.





Activity 14 - Identify organisational requirements

You are required to identify four requirements (policies or procedures) you would have in place when placing requests for tourism product and services bookings through suppliers.

Explain the reasoning for the requirement.

Requirements (policies or procedures)	Reasoning for requirement

Methods to forward requests to suppliers

Requesting products and services can be done in many different ways and each supplier will have many methods making requesting an easy and quick process. The different methods to forward requests may include:

Sending hard copy requests

This includes:

- Mail
- Personal delivery.

Making verbal requests

This includes:

- Face-to-face
- Over the telephone
- Through Skype.



Lodging electronic requests

This includes:

- Fax
- Computerised reservation system
- E-mail
- Online through supplier websites - via a travel agent only area of the applicable website. These 'agent only' access areas of supplier websites are user name and password protected and some will allow the agent to initiate a booking.



Activity 15 - Identify methods of requesting products and services



Based on your quotation and itinerary created in Activity 12 identify the methods you would use to request different products and services.

Product / Service	Supplier	Method of request

Make requests for multiple services

Reservations for multiple services can involve many different suppliers to ensure the customer's requirements are met.

This will require the ability to coordinate effectively the booking process from the initial request to the confirmation. You will also need to:

- Interpret correctly requirements and services
- Keep accurate records of bookings made
- Find this information and products as required
- Identify codes, abbreviations and jargon.

Juggling multiple flight segments, organising pick up transfers, assigning accommodation with numerous room types, managing cruises or coach tours to squeeze in to tight date schedules, is often complex and requires the skills of an experienced travel consultant.

When transport, the client may have requested, are not yet confirmed it would be difficult to book accommodation with no definite dates set and so to, tours, transfers etc.

Coach tours are important to book and confirm because there are limited dates and times available, the travel consultant would secure a reservation immediately, even before confirming flights. Then accommodation, transfers etc. all other components would need to fit into the dates of the confirmed coach tour. This also applies to cruising and specialised touring.



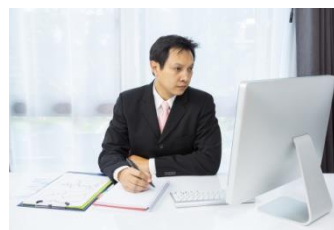
Request bookings and costs from suppliers

As mentioned, in order to request the booking and costs of products and services you will need to contact the applicable supplier, tour operator and wholesaler for the individual components that you have selected based on the customer's requirements.

General considerations when requesting bookings and costs

It is important that when dealing with these suppliers that you bear the following in mind:

- Be polite and respectful at all times
- Have all the necessary information to hand before you make contact
- Have a pen and paper ready
- Listen and accurately record what you are told
- Get the name of the person you are dealing with
- Secure and record the booking reference number
- Request an email copy of the booking.



Requesting tour operator bookings

To request a booking from a tour operator (e.g. Contiki Tours Holidays etc.) you will need:

- Your agency name, password or code
- Passenger names exactly as they appear in their passports
- Tour number, name of tour, departure date and departure city
- Number of passengers travelling
- Age of passengers – especially children
- Room type and configuration - single, twin, triple
- Any additional requirements - airfares, transfers, pre and post tour hotel accommodation.



Requesting wholesaler accommodation bookings

To request a booking for an accommodation package with a wholesaler you need:

- Your agency name, password or code
- Passenger names exactly as they appear in their passports
- Accommodation name
- Number of night required - in and out dates
- Early and late check-in, check-out or day use
- Number of passengers travelling
- Age of passengers - especially children
- Room type and bedding configuration required - single, twin, double, triple, king, queen, adjoining rooms, kitchenette, 1 or 2 bedroom apartment
- Any additional requirements - airfares, transfers, meals, tours.



Requesting wholesaler cruise bookings

To request a booking for a cruise wholesaler e.g. (P&O, Crystal, Cunard, and Carnival) you need:

- Your agency name, password or code
- Passenger names exactly as they appear in their passports
- Name of the ship or cruise company name
- Cruise name, number and date of departure and departure port
- Number of passengers travelling
- Age of passengers - especially children and seniors
- Cabin type, bedding configuration required - single, twin berth triple berth, quad berth, inside, outside, cabin, deck name or level, balcony
- Any additional requirements - airfares, transfers, pre and post cruise accommodation.



Requesting car hire bookings

To request a booking for a car hire or motor home (e.g. Driveaway Holidays, Avis, Hertz, Budget) you need:

- Your agency name, password or code
- Passenger names exactly as they appear in their passports
- Vehicle type or code - size, air conditioned, petrol or diesel, manual or automatic
- Number of passengers travelling
- Age of passengers - especially those under 25 years and any children
- Pick-up and drop off dates - duration impacts rate
- Pick-up and drop-off times - important when calculating number of days
- Pick-up and drop-off location - fees apply for one way rentals
- Number of drivers - often surcharges apply for additional drivers
- Where the customer plans to take the vehicle - some countries are restricted
- Any additional requirements - baby seat, GPS, ski racks.



Negotiate costs with suppliers

In most instances travel agents are not required to negotiate costs with suppliers. Usually this is done by the wholesaler, tour operator or General Sales Agent and by specific people within the organisation, commonly termed product buyers.

There may however be occasions where in order to secure a particular product or service for your customer you may be required to go outside of the recognised channels and deal direct with the principal e.g. for a group, charter, conference, special interest or some kind of unique product or service not offered by a local supplier or if offered, where the pricing is prohibitive.

In this situation the following may be negotiable.

- The gross price
- The commission
- The Nett price
- The currency
- The method of payment
- The deposit amount and deadline
- The final payment deadline
- The cancellation or amendment fees
- The allocation of seats, rooms or cabins
- The release back date for unsold allocations
- The deadline for final passenger names or numbers.



Bear in mind that while you may be able to negotiate a better price you will also be required to do a substantial amount of extra work in relation to the ongoing monitoring and management of product and services sourced in this way.

In many instances, particularly with a group, there is financial risk to the travel agent and substantial deposits should be collected from the customer before entering into arrangements where you are dealing direct with the principal.

Also it is a good idea to research these suppliers to ensure that they are above board and that they genuinely offer and are able to provide the particular product and/or service contracted.

Identifying final supplier details and costs

In summary you should ensure that you have secured and noted down the following information:

- The name of the supplier, wholesaler, tour operator
- The date, time and name of the person providing the booking
- The detail of the various products or service and the price – make a special note of the pricing structure i.e. per person, per rental, per room etc.
- Booking reference number.

All these details should be recorded, either written or electronically, against the customers file for future reference.

In addition, it is vital that once the written email copy of the booking is received, that the content is checked against notes taken at the time of securing the quotation. This should be done before written or verbal information are provided to the customer. It is not unusual for there to be discrepancies which must be rectified immediately.

Mistakes are costly.

Check responses to requests

Once all requests for bookings have been sent to the respective suppliers it is now time to follow up the booking request with the end result of obtaining confirmation of the booking of all products and services requested.

One of the main aims of following up the bookings, in addition to confirming the booking/s themselves is to ensure that the information is correct.

Firstly it is essential to check the responses to requests.

This may include a demand for suppliers to provide, in hard copy or electronic format:

- Receipt of request
- Confirmations of ability to supply products and services as requested
- Responses regarding the inability to supply products and services as requested.



Seek alternate suppliers of products and services

At times whilst at the time of a quotation specific products and services may have been available, when it is actually time to make a booking there is no availability.

This is normal for a number of reasons including but not limited to:

- The time that may have elapsed between the time of the original quotation and the authority given to make a booking may be considerable
- There may have been limited availability
- Demand during lead times naturally means others book products and services as dates draw near
- Promotions or special offers may have elapsed or allocations sold.

Where there is an inability to provide products and services the following options exist:

- Source alternate suppliers with similar products and services
- Make amendments to the original request with original suppliers to the satisfaction of the client.

Confirm bookings

One important aspect of making bookings for various tourism products and services is to receive an actual confirmation of bookings.

Before we can issue any documents the booking requests from the supplier and airlines must be confirmed.

Bookings may be confirmed immediately but sometimes it can take 24 hours or longer for your requested products to be confirmed. The reason it may take longer varies from component to component.

A hotel booking may be confirmed immediately if the consultant books the hotel using the CRS or online booking site.

If the consultant books through a wholesaler/tour operator they may not have immediate confirmation because they have sold over allotment. This means that the wholesaler was given a certain quota of hotel rooms at a discounted price and all these rooms have been sold. The wholesaler needs to negotiate with the hotel for more rooms at the pre negotiated price. This can take 24 to 48 hours for to confirm.



Methods of requesting confirmation of bookings

Monitoring clients' files is an important part of the booking process and is generally done daily. When a supplier wants to verify that a requested produce is confirmed, they may do this via:

- CRS booking status updates
- Courier (as an updated invoice)
- Online booking procedures
- Facsimile
- Email (as an updated invoice or message)
- Mail
- Telephone.



Confirm booking information

In most cases requests for bookings will be accepted. In these cases booking information will need to be confirmed.

Information from product supplier to the travel agent

Booking advices and confirmations from product supplier to the travel agent will specify:

- The Travel Agent detail
- Customer details
- The products or services booked
- The status of the items
- Date, time, location and duration details
- Information related to previous pre-negotiated cost and payment details
- Nature and scope of services
- Special requests
- The gross price and the nett amount
- The commission expressed as a % and a dollar amount.



In some instances there may be products and services that have been priced however they may not be confirmed. Their status will be 'On Request', 'Pending' or something similar. Prices can change for items that are not confirmed. Generally prices are quoted and invoiced on a per person basis. For packages, often, the total per person price is derived from the sum total of all the products and services, divided by the total number of passengers.

Information from the travel agent to the customer

Passenger confirmation from the travel agent to the customer will specify:

- The Travel Agent detail (Agency letterhead and logo)
- The passenger names
- The products or services booked
- The status of the items
- The gross price – usually quoted per person
- The conditions of booking, amendment and cancellation
- The payment schedule for deposit and final money.

Note: The commission payable to the travel agent and the nett amount due to the product supplier are NOT reflected on the confirmation provided to the passenger by the travel agent.



Activity 16 - Confirm bookings

You are required to identify three methods you would use to confirm bookings for the tourism products and services identified in Activity 12.

1. _____
2. _____
3. _____





Activity 17 - Identify alternate products or services

Based on your quotation created in Activities 12, for three of the products and services you identified, you are to assume that there is no longer availability requiring you to seek alternate arrangements.

You must choose one alternative arrangement for each of the follow categories of products:

- A transportation booking
- An accommodation booking
- A tourism attraction or tour.

Product or service	Original arrangement	Alternate arrangement
Transportation		
Accommodation		
Tourism attraction / tour		



2.6 Obtain payment from client, as required

3.2 Process payment/s by client

Introduction

Once you have received authorisation for the booking to proceed and make actual booking arrangements, it is important to collect payment from the client for the products and services booked.

In some cases, suppliers will not proceed with any booking unless payment can be made.

Therefore it is essential that your organisation has received monies before making bookings to help make the booking and confirmation process from suppliers as simple and timely as possible.

This section will look at the methods and considerations associated with obtaining payment from clients.



Processing payments made by clients

Process payments by client may include:

- Accepting payment based on standard host enterprise, industry or carrier/supplier requirements
- Issuing receipt
- Recording payment of deposit on internal documentation
- Advising client of amount outstanding, where applicable.

Types of payments

Types of payments include:

- Credit card
- Cash, personal, business or traveller's cheque
- Direct debit, electronic funds transfer
- Invoice/account
- Telephone payment
- E-mail or other electronic transmission.



Credit card payments

Where the customer wishes to pay for their land arrangements using a credit card there are 2 options.

Travel agent processes payment

The travel agent processes the payment, including the applicable merchant fee.

The travel agent would then transfer the payment (nett) to the supplier/tour operator by sending a cheque or via one of the many electronic methods e.g. SmartMoney, MoneyDirect etc.

To process credit card and charge card payments is a simple procedure using the EFTPOS terminal. The magnet strip on the back of the card is swiped through the machine.

In some cases you may need a security code to unlock the machine.



Clients may have a limit on their credit card but because the entire process is electronic it will authorise the card and the payment amount in a very short time.

The step by step procedure is something the team leader should take each new employee through to ensure it is done correctly.

- Swipe the magnetic strip on the card through the machine or in some cases insert the card into the base of the machine
- The payment will be electronically authorised by the bank, this will only take a few seconds
- A receipt will be issued from the machine for your company first, then a receipt will follow for your client
- The client will either sign the bottom of the receipt or key in a pin number to complete the transaction
- If the client signs, the signature will need to be checked to the signature on the back of the card and the name checked on the front of the card
- This payment can be recorded in the client's file as a receipt transaction.

Travel agent sends credit card authorisation form

The travel agent completes or has the client complete a credit card authorisation form which is provided by the supplier/operator. The supplier/operator will then debit the client’s credit card for the gross amount and refund the commission to the travel agent.

What follows is an example of a credit card authorisation:



AUTHORISATION FOR CREDIT CARDS

TO: NEWMANS HOLIDAYS - ACCOUNTS
 Fax: 1300 764 467

BOOKING NUMBER: _____ DATE OF DEPARTURE: _____

Gross Booking Value	\$	Credit Card Fee	Tick
Credit card fee (if applicable)	\$	Add to Credit Card	<input type="checkbox"/>
Total Credit Card Payment	\$	Subtract from Commission	<input type="checkbox"/>

Tick	Card Type	Fee
<input type="checkbox"/>	Visa	1.40%
<input type="checkbox"/>	MasterCard	1.40%
<input type="checkbox"/>	Diners	1.40%
<input type="checkbox"/>	Amex	1.40%

Bank Detail for Commission	
BSB	_____
Account Number	_____

CREDIT CARD NUMBER: _____

CARD HOLDER NAME: _____ EXPIRY DATE: ____ / ____ / ____

SIGNATURE: _____

AGENCY AUTHORISATION

I hereby certify that I am holding the signature of the credit card holder above on file, and that I have been given authorisation by the card holder to charge travel arrangements organised by Newmans Holidays to the credit card number entered on the above credit card charge form on receipt of the cardholder's verbal requests.

I accept full responsibility and will reimburse Newmans Holidays the amount shown on the above credit card in the event that the billing is rejected.

SIGNATURE: _____

FULL NAME: _____ POSITION: _____

AGENCY NAME: _____

Please note charges will appear on credit card statement as Stella Travel Services
 When applicable, if the credit card fee is not charged to the passengers card then this fee will be deducted from your commission. Commission will be refunded to your agency via Direct Bank Deposit

Newmans Holidays. ACN 003 237 296 / ABN 84 003 237 296 E-mail admin@newmanshols.com.au
 Level 5, 310 King Street MELBOURNE 3000. Ph 1300 130 525 Fax 1300 764 467

Cash payments

Whilst it is still an accepted payment method, it is no longer popular to make or receive payments by cash.

One reason that cash is no longer popular is the possibility of error in receiving and giving change. People do not want to carry large amounts of cash when there are easy alternate methods available.

The remedy is to always be clear about the amount the client hands over by counting out the cash in front of them and to have a colleague recount the cash.

Keep the cash out until the transaction has been finalised and change has been given.

Personal, business or traveller's cheque

Although no longer as widely used, some people still write cheques to pay accounts. When a cheque is properly presented and sufficient funds are available, the bank agrees to pay the amount on the cheque to the payee.

Tips on writing a cheque:

- Use 'not negotiable' crossed cheques (this will reduce the risk of fraud) as these cheques can only be paid into the payee's account
- Write the amount to be paid in words and figures and do not leave spaces between the words and figures
- Write in ink that cannot be altered and never in pencil
- Never write a cheque unless sufficient funds are in the chequeing account as this will incur dishonour fees.

Types of cheques

Cheques can be one of the following:

- Order cheques – these require the money to be paid to the person or organisation written on the cheque (the payee), i.e. not necessarily the person banking the cheque. These are the most common type of cheque
- Cash or bearer cheques – this type of cheque is payable to the person who will present the cheque or is made out to 'Pay Cash'. If the cheque is made out for cash, the cheque can be taken to the bank of the account holder to exchange for cash, rather than being deposited into an account
- Bank cheques – are sometimes also called bank drafts. The cheque is written by the bank. These are often used for larger purchases and when the payment needs to be secure and transparent.



Traveller's Cheques

A safe, easy way to carry ready cash in the form of a cheque, each cheque can represent a currency and denomination. Simply sign the cheques when you purchase them and be sure to keep a note of the serial numbers (and keep this separate from your Traveller's Cheques) so that you are protected in the event your cheques are lost or stolen. When you're ready to use a cheque, just sign your name in the lower left-hand corner and date it in the presence of the acceptor. Traveller's Cheques are accepted at thousands of locations worldwide, including banks and bureaux de change.

Accepting Traveller's Cheques as payment

Like a bank cheque, in order to purchase Traveller's Cheques the client must have sufficient cleared funds for the purchase. They are available in a range of currencies but are usually only accepted by travel agencies in United States Dollars (USD) currency unless the agency operates a foreign exchange bureau. Always check with a team leader before accepting this form of payment.

If the Traveller's Cheques are in USD, the currency the Traveller's Cheques are in will need to be converted to local currency by dividing the amount tendered by the bankers buying rate of exchange for the date of transaction.

On presentation of a Traveller's Cheque the consultant needs to:

- Check if the brand of the Traveller's Cheque is accepted by the agency
- Check if the Traveller's Cheque is in a local or foreign currency
- Ask the client to countersign the Cheque and then compare the signature with the original signature on the cheque
- Ask the client to provide identification such as a passport for verification.

Direct debit, electronic funds transfer

This is a popular and safe way of making a payment.

In many cases a travel organisation will require one of the following:

- Proof of payment - such as a payment confirmation from the bank themselves
- Evidence of the funds arriving at the travel organisation's bank.



Invoice/Statement of account

The invoice or statement of account is an itemised list of products and services sent to the client, stating quantities, prices, previous payments and payment conditions. Invoices are issued when the consultant finalises all the travel arrangements and payment is due.

Travel companies operate on the basis that the travel components booked must be paid for before documents are issued. The exception is corporate clients who pay at a set time negotiated by the travel company regardless if the client has travelled or not.

Travel and corporate agents will receive invoices from suppliers and wholesalers for travel components booked for their clients. They (agent) will then issue and send an invoice to the client with these details plus other travel components if applicable.

Most invoices are no longer paper-based, but rather transmitted electronically. It is still common for electronic remittance or invoicing to be printed in order to maintain paper records. SITTSL008B Book and coordinate supplier services

There will be a date on the invoice stating when the client needs to pay and until it is paid the travel documents will not be issued. The invoice from the supplier/wholesaler operates the same way, stating when the agency needs to pay on behalf of the client. If the date of payment is missed then the products and services booked can be cancelled and travel arrangements lost. It is part of the consultant's job to diarise dates, prioritise and be organised so this never occurs.

Invoice hard copies are filed in the clients booking file and are stored according to the office procedures, once a client has returned from their trip.

Prepare and issue receipts

A receipt is a written acknowledgement that a specified article or sum of money has been received as an exchange. It is a hard copy document that records when a transaction took place at the point of sale.

The receipt contains a description of the transaction that has taken place, what the client has paid for and how the client paid, be it by cash, cheque or EFTPOS, etc.

A receipt provides an easily traced audit trail in the event of an internal or taxation investigation.

There are no rules as to how the receipts should be laid out and can be broken down into the categories that are most appropriate to the organisation.

Information contained in a receipt

It is recommended that the following information be contained in a receipt to verify what took place in case of a dispute.

- Your business name, address and phone number – this verifies where the customer bought it from
- What took place – detailed information about what was bought or what service took place limits any later confusion if an independent person (such as a tribunal) needs to look at what happened. Include the date, price and a description of goods
- The cost of the good or service and the money paid – it is common for disputes to arise over what something cost and what was paid
- Any specific information affecting the transaction – this may include advice about the condition of the good or information about a lack of warranty on certain parts of a service.



Electronic receipts (sometimes abbreviated e-receipts) are a frequently used transaction and most travel companies use accounting software designed especially for the travel industry. An example is Galileo- CrossCheck Travel.

In addition to the normal transactional data, electronic receipts often contain data on refund policies and cancellation conditions.

Handwritten receipts are less common and are used mainly in irregular situations. If handwritten receipts are used then the client will take the top copy and a duplicate will be left as a copy for future reference. The business will transfer these transactions into a journal and keep as account records.

Check payment status and take appropriate action

Most travel arrangements are pre-paid and therefore it is important to ensure that full and correct monies have been received from the customer, that this money has been receipted and recorded against your passenger file.

The total money received should always equal the sum gross of all the components booked and pre-paid (refer to your supplier/operator issued confirmation invoices) plus any additional amounts charged to cover insurance or services such as securing a visa and your travel agent fee.

As previously mentioned, the passenger invoice and associated itinerary provided to the customer will reflect the gross amount due for the specified arrangements. The total file receipts issued to the passenger should reconcile to the passenger invoice. With the exception of corporate accounts, where they are provided with an invoice for any travel purchased, there are no circumstances under which documents and in particular air tickets should be issued without payment.



Following up under and over payments from customers

Whilst in the majority of circumstances, the amount paid by customers will match what has been invoiced. That said, at times customers may have paid either too much or not enough.

In either case, these must be followed up immediately.

Under payments from the customer

These are often due to one or more of the following:

- Failure to invoice for an item, product or service
- Incorrect amounts on an invoice for an item, product or service
- Failure to provide an updated invoice after amendments have been made
- Failure to collect sufficient funds from the customer
- Failure to process authorised credit card transactions
- Amendment or cancellation fees not charged.

Over payments from the customer

It is also possible to over collect from the customer in which case you will have a credit on the file which should also be resolved. An over payment from a customer is often due to one or more of the following:

- Payment for an item, product or service which has not been booked
- Incorrect amounts on an invoice for an item, product or service
- Failure to provide an updated invoice after a cancellation/amendment has been made
- A refund to the passenger is waiting to be processed
- Money receipted or allocated to incorrect file.



Taking corrective action

Where an over or under payment is identified, corrective action must be taken:

- Check that all receipts have been correctly allocated to the file
- Correct, via journal or office specific entry, any incorrectly allocated money
- Process credit cards where this has not been done
- Reserve any item, product or service that has not been booked
- Make applicable amendments to items, products and services booked
- Issue a revised invoice for the customer
- Provide a written record of all receipts
- Process refunds if applicable.



In the event that you are unable to reconcile any differences, assistance and guidance from your manager must be sought.

Assuming that there are no issues with receipts and payments, the difference between what you have received and what you intend to pay out will represent the commission earned on the file.



Activity 18 - Identify popular methods of payment

You are required to identify the advantages and disadvantages of the different methods of payment that can be made by customers.

PAYMENT METHOD	ADVANTAGES	DISADVANTAGES
Credit card		
Cash, personal, business or traveller's cheque		
Direct debit, electronic funds transfer		
Invoice/account		
Telephone payment		
E-mail or other electronic transmission		

Work Projects

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

2.1 Please complete the following activities relating to this Performance Criteria:

- Activities 7,8,9

2.2 Please complete the following activities relating to this Performance Criteria:

- Activity 10

2.3 Please complete the following activities relating to this Performance Criteria:

- Activities 11,12

2.4 Please complete the following activities relating to this Performance Criteria:

- Activities 13,14,15

2.5 Please complete the following activities relating to this Performance Criteria:

- Activities 16,17

2.6 Please complete the following activities relating to this Performance Criteria:

- Activity 18

Summary

Process travel plan requirements

Select carriers and suppliers to accommodate identified client requirements

- Identify role of suppliers
- Activities in identifying appropriate suppliers
- Types of suppliers
- Types of suppliers of tourism products and services
- Transport providers
 - Support and ancillary services
 - Accommodation
 - Attractions and Theme Parks
 - Tour Operators
 - Inbound Tour Wholesaler
 - Outbound Tour Wholesaler
 - Retail Travel Agents
- Identify operational arrangements with suppliers
- Consider existing agreements & preferred suppliers
- Contents of an operational arrangement with suppliers

Update internal records

- Types of internal records
- Reasons to update internal records
- Update the financial status of internal records
- Amend quotation products and services required
- Reasons for amendments
- Adjust and update quotations to take account of changed requests or arrangements
- Record all details of adjusted quotations and keep on file
- Methods to record and file information

Construct costed draft itinerary in accordance with host enterprise operational requirements and identified client requirements

- Methods to prepare quotations and itineraries
- Quotation and itinerary formats
- Consider operational requirements when preparing quotations and itineraries
- Prepare the quotation and itinerary to reflect customer requirements
- Inclusions in formal quotations and itineraries
- Types of terms and conditions
- Calculate costs of products and services
- Identify costs relating to each land supplies
- Process of explaining quotation and itinerary

Obtain approval and authority to proceed with booking/s from client

- Identify buying signals
- Actions that show a commitment
- Obtain authority to proceed

Book approved itinerary with nominated carriers and suppliers

- Types of bookings
- Actions to make booking
- Purpose of contacting suppliers
- Comply with organisational requirements when forwarding requests to suppliers
- Methods to forward requests to suppliers
- Make requests for multiple services
- Request bookings and costs from suppliers
- Negotiate costs with suppliers
- Identifying final supplier details and costs
- Check responses to requests
- Seek alternate suppliers of products and services
- Confirm bookings
- Confirm booking information

Obtain payment from client, as required

Process payment/s by client

- Processing payments made by clients
- Types of payments
- Credit card payments
- Cash payments
- Personal, business or traveller's cheque
- Direct debit, electronic funds transfer
- Invoice/Statement of account
- Prepare and issue receipts
- Check payment status and take appropriate action
- Following up under and over payments from customers

Element 3: Process travel documentation and payment

3.1 Prepare required travel documentation to support approved client booking

Introduction

Whilst it is important that all travel documents required for travel are provided to customers, in many cases the travel companies will provide additional information to help ensure the travel experience for customers is more efficient and that they have all essential information at their disposal.

Travel documentation will vary in content and format depending on the product or service that has been booked and who has issued the vouchers and documentation. The information reflected on the vouchers and in the documentation serves a number of purposes:

- It details for the customer exactly what has been booked and confirmed and for whom
- It advises the customer who will be providing the service
- It provides additional information for the customer in relation to the utilisation of the product or service
- It contains reference information for the supplier or operator providing the service.



Identifying travel company documents and materials

All travel companies and organisations design and produce business documents to communicate and organise information. You need to be able to identify the different documents within your company this will aid you in the booking process and assist in bringing together all the clients arrangements.

The following is a list a selection of documents and material used by travel companies as part of preparing a booking, informing clients on updates and maintaining information resources. The list will advise at what stage of the booking process these documents are made available to the client.

- Confirmation letters - Issued and sent to the client after all components of the travel arrangements have been booked and confirmed with the appropriate suppliers. It is a form of agreement between the client and consultant
- Final itinerary - Prepared by the consultant and the tour operator as a final document listing all components of a client's journey in sequential order



- Itinerary updates - Issued and sent by the consultant or tour operator when there are changes to any component of the travel arrangements
- Invoice/Statement of account - Prepared and issued by the consultant either on completion of all travel arrangements or at interim periods and depending on the rules associated with each component
- Receipts - Issued by the consultant after total or part payments have been made either on completion of the travel arrangements or at interim periods
- Welcome home letters - Prepared by the consultant prior to clients return or after the clients has returned and can be used as an effective marketing tool
- Rail/coach tickets (e-Tickets) - Issued after full payment has been made by the client
- Insurance policies - Issued by the consultant on request of the client after part payment or full payment has been made on a travel booking
- Car/hotel/tour vouchers - Issued by the wholesalers, tour companies or by the consultant after confirmation and payment has been made
- Maps - Sourced and supplied by the consultant on request of the client. Can be part of the clients final documents
- Custom and immigration forms - Sourced and supplied by the consultant to advise clients on custom and immigration procedures as part of the clients final documents
- Visa forms - Forms sourced by the consultant and prepared by the client, it is a document or stamp in a passport allowing entry into a country for a period of time. It is issued by that countries' embassy
- Passport forms - Sourced by the consultant and prepared by the client, it is a document needed by immigration to leave and re-enter all counties
- Dossier - Issued by the tour operator containing all the detailed information for your client. A full day by day itinerary, accommodation details, guides, additional day excursions and other practical information. This can be downloaded from the internet at any time but it will always be part of the final documents
- Refund letter/credit note - Prepared by the consultant for the client after part or full payment has been made to the agency and these travel arrangements are then cancelled, and a refund is due.



Types of non-air documentation

Before we explore the steps associated with planning, preparing and issuing travel documentation it is important to identify the types of travel documentation that may be prepared.

Non-air documentation may include:

- Accommodation vouchers
- Bus/coach or other forms of transportation tickets
- Car hire/motor home vouchers
- Cruise vouchers
- Tour vouchers
- Vouchers for attractions/theme park entry
- Vouchers for any tourism product or service
- Meeting or event confirmation letters
- Delegate information packs
- Travel insurance documentation
- Confirmation vouchers
- Visa forms
- Visas
- Passport forms
- Traveller's cheque requests
- Passenger itineraries
- Operational itineraries for crews including tourist guides, drivers and tour managers
- Briefing notes for crews
- Passenger lists
- Rooming lists
- Pro-formas
- Sales returns.



Check all documentation for accuracy prior to issue and amend as necessary

It is important that all documentation that is received or to be issued is correct. In many cases suppliers such as airlines and other transportation providers will only provide services to people with the 'exact information that reflects that stated on documents.

In addition, if dates are inaccurate on documents this can have detrimental effects on a person's travel plans.

Occasionally, documentation received from a supplier or operator may not be correct. This usually happens when the vouchers are prepared and produced independently from the supplier reservation or supplier booking system.



Sometimes the error was made at the time of booking and went undetected.

Common errors to documentation

Names and titles

Typically names and titles are the subject of errors and often they are not immediately apparent.

Some examples:

- Mr. Cameron Ryan - Mr. Ryan Cameron
- Mrs Chen Ming Wong - Mr Chen Meng Wong
- Master. Robert Barri - Master. Robert Barry
- Miss. Charlie Khartri - Mr. Charlie Khartri.

Dates and days of travel

- Days and dates that do not match
- the year itself may be wrong
- Wrong arrival or departure dates.

Times

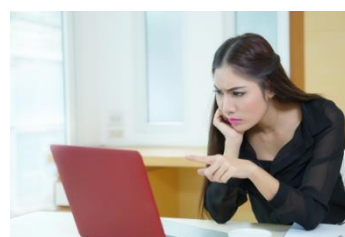
- Wrong times – morning / afternoon.

Name of supplier

- Wrong hotel booked
- Incorrect spelling of hotel
- Wrong address of supplier.

Details of booking

- Incorrect class or classification of travel, accommodation room, mode of transportation etc.
- Incorrect package or inclusions.



Checking specific product/service information

It is important that all details of travel arrangements are checked and accurate.

Information included in specific non-air products and services have been identified below.

Car hire

- Full name of driver
- Booking reference numbers
- Company, category, type
- Pick-up and drop-off depots, the depot addresses and opening/closing times
- Pick-up and drop-off dates and times
- Inclusions and exclusions e.g. unlimited kilometres, insurance and taxes
- Special requests e.g. baby seat, ski rack, GPS
- Notes e.g. a valid international driver's license is required.



Hotel accommodation

- Passenger names
- Booking reference numbers
- Property name and address
- Room type and category
- Number of nights
- Check-in and check-out dates
- Check-in and check-out times
- Day use or late check-out if applicable
- Inclusions e.g. full buffet breakfast, arrival drinks, fruit basket
- Extra charges payable direct e.g. rollaway bed
- Special requests e.g. cot, double bed
- Special promotions e.g. hotel meal credit per room per stay.



Example: Hotel voucher



NEWMANS HOLIDAYS

Newmans Holidays Australia A Stella Travel Services Company
 PO Box 505 Auckland New Zealand Email: accounts@stellatravel.co.nz
 Licence No. 30204 ABN 84 003 237 29

HOLIDAY VOUCHER

To: HOTEL IBIS CHRISTCHURCH L090 Booking AW/040173-001 19 Sep 14
 107 Hereford Street
 Christchurch
 NEW ZEALAND Ph.64 3 367 8666

In exchange for this voucher please provide a Standard Room
 Age Meals
 for MS MEGAN SULLIVAN NO MEALS
 MR JAMES WHITING NO MEALS

In a 2 ADULTS room for 1 night
 From SUN 02 NOV 14 to MON 03 NOV 14 with checkout required by 11:00 hrs (11am)
 Arriving from BRISBANE on NZ804 at 23:59

Tour

- Passenger names
- Booking reference numbers
- Company name, name of tour and duration
- Departure date, time and location address
- End date, time and location address
- Type of accommodation e.g. single, twin-share
- Tour company specific baggage labels
- Hotel list – names, address and telephone numbers for hotels used on tour
- Tour information booklet
- Included services – arrival and departure transfers.



Cruise

- Passenger names
- Name of the ship and voyage number
- Embarkation date, time and port address
- Disembarkation date, time and port address
- Grade/category and cabin type and number
- Passenger dining preference
- Pre-booked special requirements e.g. gluten free diet, wheelchair.



Transfers

- Passenger names
- Number of adults, children, infants
- Booking reference numbers
- Name of company providing the transfer
- Local address and local telephone contact number of company providing the transfer
- Type of transfer e.g. private car, seat in coach, airport shuttle
- Pick-up date, time and location including address or terminal number
- Drop-off date, location e.g. Park Royal Hotel, Singapore
- Special instructions in relation to transfer.





Passes

There are a number of products and services that fall into the area of passes. Some examples are:

- Rail – 4 days in 8 days Scottish rail pass
- Hotel – New Zealand Inn Keepers hotel pass
- Transport – New York 'Go as You Please' bus pass
- Entertainment – 3 day Disneyland pass.

Example: Theme park pass exchange voucher

	Newmans Holidays Australia A Stella Travel Services Company PO Box 505 Auckland New Zealand Licence No. 21A002558. ABN 84 003 237 29	HOLIDAY VOUCHER
<p>To: SEAWORLD CALIFORNIA L140 Booking AW/021539-016 19 Sep 500 Sea World Drive San Diego CA 92109 UNITED STATES OF AMERICA Ph.1 619 226 3845</p>		
<p>In exchange for this voucher please provide a San Diego 3 for 1 Pass</p>		
<p>for MR SEAN WRIGHT Age 11 yrs MISS ALANNA WRIGHT Age 7 yrs MSTR LIAM WRIGHT</p>		
<p>On FRI 07 NOV 08</p>		

	Newmans Holidays Australia A Stella Travel Services Company PO Box 505 Auckland New Zealand Licence No. 21A002558. ABN 84 003 237 29	HOLIDAY VOUCHER
<p>To: SEAWORLD CALIFORNIA L140 Booking AW/021539-017 19 Sep</p>		
<p>Continued from previous voucher</p>		
<p>SAN DIEGO 3 FOR 1 PASS Valid for five consecutive days of unlimited admission to SeaWorld California, the world famous San Diego Zoo and San Diego Wild Animal Park.</p>		
<p>PLU: 31522-Adult 31521-child</p>		

Prepare accompaniments to travel documents

The documentation provided to the customer is, often, simply pieces of paper. They are usually the only tangible item/s received which represent the exchange of monies paid for product and service. Presentation of the documentation is important and should look professional.

Where possible, in packaging and presenting the documentation use:

- Agency branded voucher covers
- Agency branded itinerary covers
- Stationery with agency logo
- Wallets if available
- Baggage labels
- Extra information
- Business card
- Insurance policy (if purchased) together with applicable emergency contact information.



Make copies of documents

It is common for travel companies to make copies of documents, whether in hard or electronic copy.

Copies of all documentation, received and dispatched, should be retained in the office for reference. How and where these are kept, will be office specific. You will usually receive or produce a combination of one or more of the following:

- Electronic or hard copy documents sent by supplier
- 'In-house' produced electronic or hard copy documents.

Back-end office applications may automatically save any 'in-house' produced documentation against the passenger file number.

Forwarding documents

Copies of documents may be supplied to:

- The relevant internal filing system
- The accounts department
- Operational personnel involved in tour delivery
- The supplier of the service to which the document applies.



Determining appropriate timeframes

As with any organisation, the completion of documentation must be done in a timely manner and to comply with designated timeframes.

This is especially important in the travel environment where suppliers and customers need documentation in order to travel or to process other documents such as passports, visas and permits



The time frame for completion of documentation depends almost entirely on when the booking is made, when the passenger departs and when final payment has been received. In general, the industry target date for provision of documentation to customers is no later than 2 weeks prior to departure.

In order to meet the target date, which can also be office specific, planning is required. It takes time to prepare and check documentation and this time must be scheduled into your diary, particularly when the itinerary is long and or complex.

If the tour operator is issuing and providing the documentation then please remember that they will not do so until the booking is fully paid. This means that you need to allow sufficient time to collect the money from your client, clear the funds and then pay the tour operator. For this reason it is recommended that the deadline provided to your passenger is at least 7 days prior to the deadline provided to you by the tour operator.

A manual or electronic diary system **MUST** routinely be used by all travel consultants to record various payment and documentation deadlines.

Often tour operators will send a reminder notification when final payment is overdue. Do not rely on this as not all operators will do this and some will simply release your booking if payment is not made by the deadline.



Certainly, bookings under option, where no deposit is paid, will be automatically released when the option expires and this is done without reference to the travel agent.



Activity 19 - Identify travel documents

You are required to identify the travel documents you would prepare to your client for the tourism products and services identified in Activity 12.



NON-AIR TRAVEL DOCUMENTS

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

ACCOMPANYING DOCUMENTS

1. _____
2. _____
3. _____
4. _____
5. _____

3.3 Issue travel documentation

Introduction

Once all the necessary travel documents, vouchers and supporting documents have been collated, they must be dispatched to the customer in a timely and secure manner.

It is pointless going to all the trouble of arranging travel for a customer, if the end documentation is lost or does not arrive in time.

Activities associated with issuing travel documentation

Issue of travel documentation will depend on booking type as well as host enterprise, carrier and supplier requirements and may include:

- Issuing documentation to clients and passengers
- Providing documentation to accounts department
- Placing copies of documents in client file
- Providing documentation to carriers and suppliers
- Supplying documentation to operational staff, including tour leaders, tour guides, drivers
- Providing documentation to relevant authorities and government bodies, as applicable.



Host enterprise requirements

Each travel company will have a range of enterprise requirements that must be met when dispatching documents, including but not limited to:

- Security of the documents
- Use of preferred suppliers
- Designated method of forwarding documentation
- Recording evidence of sending of documents
- Capturing evidence that the customer has received the documents.



Considerations when issuing documents

When issuing documents please consider the following:

- When the passenger is departing
- Where the passenger lives – city or country area
- Where the passenger is departing from (departure city)
- Public holidays
- Contents
- Service levels associated with the various delivery options.



The answers to the above questions will give you a good indication of timing in relation to the dispatch of the documents.

Methods to issue documents

Provide the final documentation to the passengers using one of:

- Face to face
- Email – PDF or similar files
- Registered mail
- Post Express
- Courier or personal delivery.



Where possible, in particular with leisure travel, it is advisable to meet face to face with the customers when providing their final documentation to them. Where documentation is being produced on behalf of another consultant they will indicate how the documents will be delivered to the customer.

Identify deadline for preparation and dispatch of documents

Documents for pre-paid travel arrangements are provided to the customer only after the customer has paid in full for these arrangements and the travel agent has provided that payment to the supplier or tour operator.

The deadlines for collection and payment of monies are primarily governed by the customer departure date and deadlines associated with discounts e.g. early bird offers or book and pay offers.

The deadlines for payment, by the travel agent to the supplier or tour operator, are always indicated on the booking confirmation provided by the supplier or the tour operator.

The general industry standard is 45 days prior to passenger departure date. Depending on the product booked, it can be earlier or later than 45 days prior to departure date. Payment for bookings made inside the supplier/ operator payment deadline is usually due immediately or within 7 days.

It is essential these payment deadlines are diarised (manually or electronically) so that:

- Collection of monies can be secured from the customer on a timely basis
- Sufficient time is allowed for these funds to clear
- Payment can be made to the supplier or tour operator by their deadline
- Air tickets can be issued. Most airlines have automatic cancellation policies in place. If the ticket number/s are not in the booking by the ticket deadline, the seats are simply cancelled
- Documents can be received from the supplier or tour operator by the travel agent well before the customers scheduled departure date
- There is sufficient time between the receipt (and preparation) of documents and the dispatch, such that the passenger receives them within the enterprise agreed benchmark, which is usually no later than 2 weeks prior to departure date.



Example: Travel agent confirmation and invoice reflecting payment deadlines.



Great Aussie Holidays Pty Ltd
117 Great Eastern Highway, Rivervale, Western Australia
6103
P.O. Box 835, Cloverdale, Western Australia 6985
Phone: 08 9262 9500
Fax: 08 9478 3973
Agent Res: Freecall 1800 999 179
Email: info@greataussie.com.au
Website: www.greataussieholidays.com.au
ABN: 47 009 116 947 License No: 9TA 00271

TRAVEL AGENT CONFIRMATION & TAX INVOICE

Date: 10 September 2008 **GAH Consultant:** Sarah Mantle

To: Travel Counsellors Melbourne **Party Name:** Mr Mark Moore

Res / Invoice No: 7539 / 56105

Address: Level 11 636 St Kilda Road **Total Pax:** 1

Departure Date: 22 September 2008

Melbourne Victoria 3000 **Agent Phone:** 03 93834343

Agent Fax: **Agent Email:** julie-moore@travelcounsellors.com.au

ACCOMMODATION

Hotel:	Mantra on Hay		
Address:	201 Hay St PERTH 6000		
Room Type:	1 Bedroom Apartment	No. of Pax:	1
Check-In Date:	22 September 2008		
Check-Out Date:	23 September 2008		
Passenger Name(s):	Mr Mark Moore	Age:	Unspecified
Extras:	Nil	Extras Total:	\$0.00
		Cost:	\$215.00
Messages:			

TOTAL COST			
Taxable Supplies:	\$215.00		
Input Taxed Supplies:	\$0.00	Indicated by *	
GST Free Supplies:	\$0.00	Indicated by **	
Total Price inc GST:	\$215.00	GST Amount:	\$19.55
Less Commission:	\$21.50	GST on Commission:	\$1.95
Less Deposits Received:	\$0.00		
Balance Outstanding:	\$193.50	If paid by Cash	
	\$218.01	If paid by Mastercard, Visa including surcharge (1.4%)	
	\$221.45	If paid by Diners, Amex including surcharge (3%)	
Deposit Amount:	\$100.00	Deposit Due:	Immediately
		Final Due:	Immediately
<i>Deposit amount includes all air components of the itinerary which must be paid immediately to secure pricing.</i>			

All monetary values are displayed in Australian Dollars.

PAYMENT METHODS			
Money Direct:	AAGH	Smart Money:	GAH00
			E Nett: 200109
Direct Deposit:	Commonwealth Bank, West Perth Branch BSB 066 130 Account No. 10023793 (Please fax or email Great Aussie Holidays a copy of the direct deposit slip)		
Cheque:	Please make payable to Great Aussie Holidays. Mail to P.O. Box 835, Cloverdale, Western Australia 6985 If you have made your own booking online, please log in, go into your booking and click the Credit Card Payment option and complete all fields.		
Credit Card:	The system will automatically calculate the correct surcharge as per your selected card type. (Mastercard, Visa-surcharge 1.4%;Diners, Amex-surcharge 3%). Alternatively, you can telephone our Reservations Line on 1800999179 and have one of our Reservations Staff process the transaction for you		

CONDITIONS	
Conditions:	Great Aussie Holidays Pty Ltd is a licensed travel agent. Great Aussie Holidays in the provision of the holidays, acts solely as an agent on behalf of the principals. These principals include all land and transport suppliers including the range of hotels, coach companies, airlines, hire car, cruise and ferry companies used in the holiday, reserved by the client, and features in brochures and flyers produced and distributed by Great Aussie Holidays Pty Ltd. As Great Aussie Holidays Pty Ltd is not a principal and acts solely as an agent between the principal and the third party (client), it is not responsible for monies paid in advance to the principal by Great Aussie Holidays Pty Ltd on behalf of the third party (client), if the principal is unable to provide that service either by default, insolvency, liquidation, change of ownership or operational difficulties.



Activity 20 - Issue travel documents

You are required to identify the methods you would use to issue travel documents to your client for the tourism products and services identified in Activity 12.

Explain how would you dispatch these documents to the client?



3.4 Pay supplier

Introduction

In Sections 2.6 and 3.2 we explain the importance of collecting payment from clients for tourism products and services.

Likewise suppliers will need to be paid in a timely manner to ensure that the requested products and services requested by clients can be booked and secured.

Like in any business, the payment for products or services, either to be used directly by another organisation or on behalf of a customer must be handled in a timely manner.



In addition, if your company becomes known as a 'non-payer' it will certainly strain the ever important relationship between travel organisation and suppliers and will restrict the chance of using the supplier in the future. This is especially detrimental when dealing with suppliers in specific destinations in high demand.

Activities associated with paying suppliers

Activities associated with paying suppliers include:

- Taking into account monies already paid
- Requesting payment from the accounts department, or self-administering payment
- Conforming to approved or required methods of payment
- Ensuring timeliness of payment
- Completing relevant documentation
- Adding appropriate notifications into client file and up-dating records as required
- Factoring-in commissions due to the host enterprise.



Problems associated with non-payment or delays

As a travel organisation, where payments are delayed to suppliers this can harm:

The travel company

- Your reputation will suffer
- Suppliers may not provide products and services in the future
- Possible discounts are not available
- Late penalties may apply
- Legal action may take place.



The customer

- Products and services requested by clients may be cancelled.

Meeting payment deadlines

Given that many suppliers will not confirm bookings until payments are made, there is a need for payment deadlines to be diarised. This involves:

- Collection of monies can be secured from the customer on a timely basis
- Sufficient time is allowed for these funds to clear
- Payment can be made to the supplier or tour operator by their deadline
- Air tickets can be issued
- There is sufficient time to receive and deliver documents
- Customers receive documents no later than 2 weeks prior to departure date.



Identify deadlines when making payments to ensure documentation can be dispatched

Documents for pre-paid travel arrangements are provided to the customer only after the customer has paid in full for these arrangements and the travel agent has provided that payment to the supplier or tour operator.

The deadlines for collection and payment of monies are primarily governed by the customer departure date and deadlines associated with discounts e.g. early bird offers or book and pay offers.

The deadlines for payment, by the travel agent to the supplier or tour operator, are always indicated on the booking confirmation provided by the supplier or the tour operator.

The general industry standard is 45 days prior to passenger departure date. Depending on the product booked, it can be earlier or later than 45 days prior to departure date. Payment for bookings made inside the supplier/ operator payment deadline is usually due immediately or within 7 days.

Action payment

It is essential that any outstanding payments requested by suppliers are processed in a timely manner.

Action payment required by the supplier may include:

- Requesting payment from the accounts department, including processing of cheque, requisition or purchase order
- Self-administering the payment.

Process payment accurately

Payment due dates, nett amount due and payment options are specified on the supplier booking confirmation or invoice to travel agent.

It is important to ensure that the correct money due to the various suppliers are transferred to them by their deadlines and that these transactions have been recorded against your passenger file as payments made.



Types of payments

There are various methods for travel agents to use when making these payments to the supplier, including:

- Cheque – payable to the supplier and mailed
- Electronic payment – fund transfer into a bank account
- Smart money – Tias Tips
- MoneyDirect
- BPay
- ENETT – via internet site or CRS
- Credit card:
 - Travel Agent business credit card for the nett due
 - Customer credit card for the gross due. In this instance the supplier/operator will rebate the agent commission via their preferred method.



Follow office payment procedures

Remember to consider office specific procedures in relation to:

- Cheque requisitions
- Authority level required for electronic banking
- Floor limits in relation to credit cards
- Policies regarding merchant fees for credit cards.



The total money paid out on a file, should always equal the sum total of all the nett amounts for components booked and pre-paid, plus any additional amounts paid out to cover insurance or services such as securing a visa or air tickets.

The credit balance will represent commission earned and is then transferred from the file into the applicable office account.

The timing of these transfers are office specific and are generally done automatically at the end of the month or manually and progressively during the month at the time of finalisation.

Handling discrepancies with commissions

Commission paid by the suppliers will vary. These variations are enterprise specific and depend on the marketing agreements that are in place. The default position is normally 10% for land although it can be less.

In some instances no commission is paid e.g. taxes, gratuities, membership fees etc.

In checking payments to the suppliers it is good practice to check that the commissions indicated on the invoice are in fact accurate and reflect any 'preferred' arrangements that are in place.

Your manager will provide you with a list of the office specific preferred suppliers/operators and the commission that should be received.

What follows is an example Statement of Account to the Customer and an example Tax Invoice. All prices reflected are gross i.e. commission earned is not reflected on the invoice or statement of account to the customer. This is a useful document to which you can refer in instances where there are file discrepancies.



Activity 21 - Explain importance of paying suppliers

You are required to explain, from your perspective, why it is essential to pay suppliers in a timely manner.

What are preferred methods to pay suppliers in your country or region? Why?

Work Projects

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

3.1 Please complete the following activities relating to this Performance Criteria:

- Activity 19

3.2 Please complete the following activities relating to this Performance Criteria:

- Activity 18

3.3 Please complete the following activities relating to this Performance Criteria:

- Activity 20

3.4 Please complete the following activities relating to this Performance Criteria:

- Activity 21
-

Summary

Process travel documentation and payment

Prepare required travel documentation to support approved client booking

- Identifying travel company documents and materials
- Types of non-air documentation
- Check all documentation for accuracy prior to issue and amend as necessary
- Common errors to documentation
- Checking specific product/service information
- Prepare accompaniments to travel documents
- Make copies of documents
- Forwarding documents
- Determining appropriate timeframes

Issue travel documentation

- Activities associated with issuing travel documentation
- Host enterprise requirements
- Considerations when dispatch documents
- Methods to dispatch documents
- Identify deadline for preparation and dispatch of documents

Pay supplier

- Activities associated with paying suppliers
- Problems associated with non-payment or delays
- Meeting payment deadlines
- Identify deadlines when making payments to ensure documentation can be dispatched
- Action payment
- Process payment accurately
- Types of payments
- Follow office payment procedures
- Handling discrepancies with commissions

Presentation of written work

1. Introduction

It is important for students to present carefully prepared written work. Written presentation in industry must be professional in appearance and accurate in content. If students develop good writing skills whilst studying, they are able to easily transfer those skills to the workplace.

2. Style



Students should write in a style that is simple and concise. Short sentences and paragraphs are easier to read and understand. It helps to write a plan and at least one draft of the written work so that the final product will be well organised. The points presented will then follow a logical sequence and be relevant. Students should frequently refer to the question asked, to keep 'on track'. Teachers recognise and are critical of work that does not answer the question, or is 'padded' with irrelevant material. In summary, remember to:

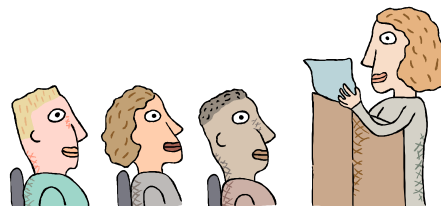
- Plan ahead
- Be clear and concise
- Answer the question
- Proofread the final draft.

3. Presenting Written Work

Types of written work

Students may be asked to write:

- Short and long reports
- Essays
- Records of interviews
- Questionnaires
- Business letters
- Resumes.



Format

All written work should be presented on A4 paper, single-sided with a left-hand margin. If work is word-processed, one-and-a-half or double spacing should be used. Handwritten work must be legible and should also be well spaced to allow for ease of reading. New paragraphs should not be indented but should be separated by a space. Pages must be numbered. If headings are also to be numbered, students should use a logical and sequential system of numbering.

Cover Sheet

All written work should be submitted with a cover sheet stapled to the front that contains:

- The student's name and student number
- The name of the class/unit
- The due date of the work
- The title of the work
- The teacher's name
- A signed declaration that the work does not involve plagiarism.

Keeping a Copy

Students must keep a copy of the written work in case it is lost. This rarely happens but it can be disastrous if a copy has not been kept.

Inclusive language

This means language that includes every section of the population. For instance, if a student were to write 'A nurse is responsible for the patients in her care at all times' it would be implying that all nurses are female and would be excluding male nurses.

Examples of appropriate language are shown on the right:

Mankind

Humankind

Barman/maid

Bar attendant

Host/hostess

Host

Waiter/waitress

Waiter or waiting staff

Recommended reading

Bhatia, A; 2012 (1st edition); *The Business of Travel Agency & Tour Operations Management*, Sterling Publishers

Mears, Lee; 2012 (1st edition); *How to Become a Travel Agent*, CreateSpace Independent Publishing Platform

Pelentay, Lori; 2013 (1st edition); *How to Sell Cruises Step-by-Step: A Beginner's Guide to Becoming a "Cruise-Selling" Travel Agent*, CreateSpace Independent Publishing Platform

Purzycki, Jeanne; 2000 (3rd edition); *Practical Guide to Fares & Ticketing*; Cengage Learning

Singh, K; 2008 (1st edition); *Foreign Exchange Management and Air Ticketing Hardcover*, Isha Books

Trainee evaluation sheet

Construct and ticket a non-air travel plan

The following statements are about the competency you have just completed.

Please tick the appropriate box	Agree	Don't Know	Do Not Agree	Does Not Apply
There was too much in this competency to cover without rushing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Most of the competency seemed relevant to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The competency was at the right level for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I got enough help from my trainer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The amount of activities was sufficient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The competency allowed me to use my own initiative.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My training was well-organised.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My trainer had time to answer my questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understood how I was going to be assessed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given enough time to practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My trainer feedback was useful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enough equipment was available and it worked well.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The activities were too hard for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The best things about this unit were:

The worst things about this unit were:

The things you should change in this unit are:



Trainee self-assessment checklist

As an indicator to your Trainer/Assessor of your readiness for assessment in this unit please complete the following and hand to your Trainer/Assessor.

Construct and ticket a non-air travel plan

		Yes	No*
Element 1: Confirm client information and requirements for travel			
1.1	Capture and/or confirm client details	<input type="checkbox"/>	<input type="checkbox"/>
1.2	Confirm existing arrangements relating to the travel plan	<input type="checkbox"/>	<input type="checkbox"/>
1.3	Identify and confirm needs and preferences of client	<input type="checkbox"/>	<input type="checkbox"/>
1.4	Identify and access appropriate resources and sources of information to enable processing of client requirements	<input type="checkbox"/>	<input type="checkbox"/>
1.5	Identify booking deadlines	<input type="checkbox"/>	<input type="checkbox"/>
Element 2: Process travel plan requirements			
2.1	Select carriers and suppliers to accommodate identified client requirements	<input type="checkbox"/>	<input type="checkbox"/>
2.2	Update internal records	<input type="checkbox"/>	<input type="checkbox"/>
2.3	Construct costed draft itinerary in accordance with host enterprise operational requirements and identified client requirements	<input type="checkbox"/>	<input type="checkbox"/>
2.4	Obtain approval and authority to proceed with booking/s from client	<input type="checkbox"/>	<input type="checkbox"/>
2.5	Book approved itinerary with nominated carriers and suppliers	<input type="checkbox"/>	<input type="checkbox"/>
2.6	Obtain payment from client, as required	<input type="checkbox"/>	<input type="checkbox"/>
2.10	Error! Reference source not found.	<input type="checkbox"/>	<input type="checkbox"/>
Element 3: Process travel documentation and payment			
3.1	Prepare required travel documentation to support approved client booking	<input type="checkbox"/>	<input type="checkbox"/>
3.2	Process payment/s by client	<input type="checkbox"/>	<input type="checkbox"/>
3.3	Issue travel documentation	<input type="checkbox"/>	<input type="checkbox"/>
3.4	Pay supplier	<input type="checkbox"/>	<input type="checkbox"/>

Statement by Trainee:

I believe I am ready to be assessed on the following as indicated above:

Signed: _____

Date: _____

Note:

For all boxes where a **No*** is ticked, please provide details of the extra steps or work you need to do to become ready for assessment.

William
Angliss
Institute

Specialist centre
for foods, tourism
& hospitality



**Australian
Aid** 