

旅游零售商实务 (高级)

TRAVEL AND TOURISM

HIGHER NATIONAL DIPLOMA

【英】苏格兰学历管理委员会 (SQA)
Scottish Qualifications Authority

Unit Student Guide

Retail Travel Practice: Advanced

DG92 04



 中国时代经济出版社

SCOTTISH
QUALIFICATIONS
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Retail Travel Practice: Advanced

旅游零售商实务(高级)

苏格兰学历管理委员会著

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1

Introduction to the Scottish Qualifications Authority

This Unit Retail Travel Practice—DG92 04 has been devised and developed by the Scottish Qualifications Authority (SQA). Here is an explanation of the SQA and its work:

The SQA is the national body in Scotland responsible for the development, accreditation, assessment, and certification of qualifications other than degrees.

Its website can be viewed on: www.sqa.org.uk

SQA's functions are to:

- devise, develop and validate qualifications, and keep them under review
- accredit qualifications
- approve education and training establishments as being suitable for entering people for these qualifications
- arrange for, assist in, and carry out, the assessment of people taking SQA qualifications

- quality assure education and training establishments which offer SQA qualifications
- issue certificates to candidates.

In order to pass SQA units, students must complete prescribed assessments. These assessments must meet certain standards.

The Unit Specification outlines the (insert number) Outcomes that students must complete in order to achieve this unit. The Specification also details the knowledge and/or skills required to achieve the outcome or outcomes. The Evidence Requirements prescribe the type, standard and amount of evidence required for each outcome or outcomes.

2

Introduction to the Unit

2.1

What is the Purpose of this Unit?

The unit is designed to enable the student to demonstrate technical skills and apply product knowledge to process and administer client requirements for general travel and ancillary services.

2.2

What are the Outcomes of this Unit?

There are five Outcomes in the unit.

1. In the first the students have to process client requirements for independent hotel reservations in the UK and overseas
2. The second asks them to process client requirements for package travel arrangements
3. The third asks them to provide information on UK coach, rail and car-rental
4. The fourth asks them to provide information and process requirements for ancillary services
5. The fifth outcome covers the preparation and administering of client files for inclusive and independent arrangements.

The students will also learn to use the information sources that people working in the travel and tourism industry use to provide information for their customers about these aspects of retail travel.

The unit is essentially practical and, through the activities they do will do, the students will acquire knowledge and skills through a variety of learning methods.

2.3

What do I Need to be Able to do in Order to Achieve this Unit?

Access to this unit is at the discretion of the centre. However, it is recommended that students have qualifications in English and Mathematics, and underpinning knowledge and skills relating to the Retail Travel Industry and Travel Geography.

This course is designed to provide the student with a general preparation for work in the Travel industry. It is expected that a student with this level of qualification would progress to supervisory and junior management positions. The course may be particularly suitable for those seeking employment in the following areas: Travel Agents, Airlines, Airport Services, Tour Operators' Representatives, Car Ferry, rail, Coach and Car Rental Companies, Foreign Exchange, Providers, Business and Commerce.

You will be required to complete 2 Student Guides to achieve the unit:

Retail Travel Practice: An Introduction

Retail Travel Practice: Advanced

2.4
Approximate
Study Time for
This Unit

The notional time allowed to complete the unit is 80 hours; however, some students may need less time, whereas other students may take longer.

2.5
Equipment/
Material
Required for
this Unit

Unit Student Guide—Retail Travel Practice:
An Introduction
Unit Student Guide—Retail Travel Practice:
Advanced

Other essential resources:

The following Extracts and documents are provided in the support pack:

Hotel and Travel Index Extracts

Travel Brochure extracts:

- First Choice Winter Sun
- JMC Summer Sun
- Bridge Travel City Breaks.

Discount Campaign Information

National Rail Timetable Extracts

National Express Coach Guide Extracts

OAG flight guide supplement Extracts

Foreign exchange tourist rates

Blank File fronts—independent and inclusive tours

Booking summary and authorisation forms

They may also require word processing facilities for letters and itineraries, if practicable.

2.6

Symbols used in this Unit

The various Learning Materials sections are designed so that you can work at your own pace, with tutor support. As you work through the Learning Materials (see Section 5), you will encounter symbols. **These symbols indicate that you are expected to do a task.** These tasks are not Outcome Assessments. They are exercises designed to consolidate learning or encourage thought, in preparation for the Outcome Assessment (see Section 3—Assessment Information for this Unit).

Activity



This symbol indicates an Activity (A). Usually, activities are used to improve or consolidate your understanding of the subject in general or a particular feature of it.

The activities will not serve this purpose if you refer to the responses prior to having attempted the Activity.

Self Assessed Question



This symbol indicates a Self Assessed Question. Using a Self Assessed Question helps you check your understanding of the content that you have already covered.

Everything is provided for you to check your own responses. Answers to the Self Assessed Questions are to be found at the back of the Unit Student Guide. Where suggested responses to activities are provided in the Unit Student Guide, **students are strongly discouraged from looking at these responses before they attempt the activity.** The activities throughout the Unit Student Guide will help you to prepare yourself for the formal assessments, and to identify topic areas in which you will require clarification and additional tutor support. The activities will not serve this purpose if you look at the answers before trying the activity!

Self Assessed Questions and activities are designed to be checked by you. No tutor input is necessary at this stage unless special help is requested, although from time to time your tutor may wish to view your responses to Self Assessed Questions to see how you are progressing.

3

Assessment Information for this Unit

3.1 What Do I Have to Do to Achieve This Unit?

There are **5** Outcomes in this Unit, and there are **10** formal Assessments that relate to these **5** Outcomes. In order to achieve this Unit, you must present evidence in your assessments that you have met all the performance criteria for the unit, as identified in the unit specification for **Retail Travel Practice**.

There are ten short assessments for this unit. Each one will take place immediately after you have completed the activities and self assessed questions for that particular section, by which time you will have familiarised yourself with the requirements of the task.

The assessment tasks are:

1. Assessment task 1 is a practical test that covers most of outcome 5. In this, you have to:
 - a) Accept cash, cheque and credit card payments from customers in accordance with industry procedures
 - b) Complete a banking summary to balance 'end of day' takings

c) Prepare documents for bank pay-in.

This is an open book test i. e. you will have access to any materials you require. You will have 1 hour to complete the test. This assessment takes place after you have completed the activities and self-assessed questions for this section.

2. Assessment task 2 is a practical test, which covers all of outcome 4. In this you have to:

a) Use two insurance policies provided to compare premiums and cover and recommend which more closely meets the clients' requirements

b) Answer short-response questions on insurance, passport, visa and health requirements

c) Answer short-response questions on currency, including import and export restrictions

d) Calculate buying and selling foreign exchange transactions

e) Process requirements for travellers' cheques and answer short response questions on their issuance and security.

This is an open book test i. e. you will have access to any materials you require. You will have 1 hour 30 minutes to complete the test. This assessment takes

place after you have completed the activities and self-assessed questions for this section.

3. Assessment task 3 is a practical exercise that integrates aspects of outcome 1, 3 and 5. In this you have to:

- a) Identify client's hotel accommodation requirements for UK booking and correctly issue the hotel voucher
- b) Answer short-response questions on associated information and appropriate reservation methods for hotels
- c) Process clients' requirements for UK car rental, including issuing a car rental voucher and answering associated questions
- d) Prepare and maintain an independent booking file
- e) Issue supporting documents such as an invoice, an itinerary and a covering letter.

This is an open book test i. e. you will have access to any materials you require. You will have 1 hour 30 minutes to complete the test. This assessment takes place after you have completed the activities and self-assessed questions for this section.

4. Assessment task 4 is a practical exercise that

integrates aspects of outcome 1, 3 and 5. In this you have to:

- a) Identify client's hotel accommodation requirements for an overseas booking and correctly issue the hotel voucher, including calculating rates in a foreign currency
- b) Answer short-response questions on associated information and appropriate reservation methods for hotels

This is an open book test i. e. you will have access to any materials you require. You will have 30 minutes to complete the test. This assessment takes place after you have completed the activities and self-assessed questions for this section.

5. Assessment task 5 is a practical exercise that integrates aspects of outcome 2 and 5. In this you have to:

- a) Identify clients' requirements for a mass-market package holiday
- b) Provide an accurate costing
- c) Answer short-response questions on associated information
- d) Process a booking authorisation summary