

# UNIT

# 20

## Travel Arrangements

### REVIEW QUESTIONS

#### PART A

Complete the following sentences by filling in the blanks.

1. A/An \_\_\_\_\_ can make all your travel and accommodation bookings for you.
2. Travellers who fly \_\_\_\_\_ can expect extremely comfortable seating and special meals.
3. On a/an \_\_\_\_\_ flight, no stops will be made until the plane reaches its destination.
4. Special rail \_\_\_\_\_ discounts are available for short journeys of certain lengths of time.
5. \_\_\_\_\_ travel is best suited for short trips and for travelling to centres not served by air or rail.
6. Hotels will hold reservations indefinitely only if a/an \_\_\_\_\_ booking has been made.
7. Travel and accommodation arrangements are usually detailed for the traveller in a/an \_\_\_\_\_.
8. \_\_\_\_\_ are available in varying amounts and may be easily replaced if lost.
9. All Canadians travelling abroad must possess a valid \_\_\_\_\_.
10. Returning Canadians are permitted to bring back \_\_\_\_\_ purchases after absences of less than 24 hours.

#### PART B

Indicate your answer by circling True or False in each of the following.

1. Visas are usually obtained before a passport can be issued. True or false?
2. Connecting flights are usually more desirable than direct flights. True or false?
3. Sea travel is now confined to only holiday cruises. True or false?

4. Rental car companies charge differing rates so comparison shopping is essential. True or false?
5. Hotel room rates generally include meals and taxes. True or false?
6. Modified American Plan (MAP) means room and dinner are included. True or false?
7. Private bathrooms are not necessarily a standard feature in European hotels. True or false?
8. Trip cancellation insurance is a wise precaution for all air travellers. True or false?
9. Vaccinations and immunization are required before travel to any overseas destination. True or false?
10. Travellers are allowed to bring duty-free purchases to a value of \$850 back into Canada after an absence of more than seven days. True or false?

**PART C**

Answer the following questions in the space provided.

1. You are planning a trip to New Orleans. If you fly non-stop, will your flying time be less than if you fly direct? Why?

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2. Although charter class fares are usually much cheaper than economy fares, what are the disadvantages of charter flights?

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3. While it may be a good idea to keep rail, air, and ferry timetables in your office, why would it not be a good idea to rely exclusively on these?

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4. If you had a laptop computer, how could you make use of it on a business trip?

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5. Now that women in business are travelling more than they ever did, some hotel chains are making an effort to meet the particular needs of this market. What efforts have they made?

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6. What is a *frequent-flier program*?

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7. What advantage might train travel have over air travel?

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8. Can you use your ABM/ATM card outside Canada?

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9. What types of travel insurance are available?

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10. What are the support staff's responsibilities during the absence of a senior executive?

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## CALCULATIONS

Insert the answers to the following calculations in the spaces provided.

1. What is the travel agent's commission if the agency receives 8% on cruise fares of \$17 500, 4% on rail bookings of \$4800, and 1.5% on car rentals of \$3000?  
\_\_\_\_\_
2. All air fares in Canada are subject to a 15% airport tax. What are the tax amounts on these fares: \$79, \$349, \$850, and \$1431?  
\_\_\_\_\_
3. Travel insurance is based on the amount of coverage desired. At the rate of 86 cents per \$1000, how much would insurance worth \$20 000 cost?  
\_\_\_\_\_
4. You went to Brussels on business and now you are preparing your expense report. Your air fare was \$2894, you stayed at the Regis Hotel for 7 nights @ \$176.00 per night. Meals for the first day were \$4.50, \$12.00, and \$23.45; the second: \$4.50, \$11.45, \$16.50; the third: \$4.50, \$14.95, \$20.95, the fourth: \$4.99, \$11.75, \$14.65, the fifth: \$4.50, \$13.45, \$29.00; the sixth: \$4.50, \$14.00, \$31.87, and the seventh: \$5.60, \$11.87, \$23.88. Car rental was \$49.00 each day. Gas totalled \$45.65. You also purchased a new camera that cost \$900.00. What was the total of your expense claim?  
\_\_\_\_\_
5. If you drove from Vancouver to Calgary in 11 1/2 hours at an average speed of 90 km/h, how many kilometres did you drive?  
\_\_\_\_\_

## RESEARCH ACTIVITIES

1. You decide to take a cruise. When you contact your travel agent, you find that if you prepare an itinerary and can convince ten of your friends to accompany you, your trip is free. Pick a cruise that you would like to take and prepare an interesting itinerary for each day. Use desktop publishing software to create an advertising campaign. Present your cruise itinerary in an oral presentation. Remember, ten different people will need to be entertained in, perhaps, a number of different ways.
2. As an administrative assistant what will your duties be when your employer is away on a business trip? Check at least three different reference books, assemble the points made, add your own ideas, and then produce an easy-to-follow procedure for an administrative assistant to follow in an employer's absence.

3. E-mail at 35 000 feet (10 769 m)? Research the current status of in-flight communications on North American airlines. Present your findings in an e-mail to your instructor.
4. Many Canadian companies are doing business overseas. Research websites that contain useful information on business etiquette abroad. Prepare a list of Internet addresses and share it with your colleagues.
5. Exciting careers exist in the travel and tourism industry. Select one that appeals to you and find out what qualifications and training are required to pursue a career in that field.
  - travel agent
  - reservations agent
  - cargo agent
  - flight attendant
  - hotel manager
  - cruise ship host
  - cruise ship server
  - ecotour guide
  - ecotour operator
  - rail tour planner
  - rail tour guide
  - rail host
  - rail server
  - rental car agent
  - bus tour operator
  - bus tour guide
  - bus tour planner
  - airport ground agent
  - hotel front-desk clerk
  - convention planner
6. Obtain a passport application form and complete it. What else must be done or included with the application?
7. Many airlines and travel organizations have home pages on the Internet. What effect has on-line booking of travel had on the travel industry? What are the projections for the future? Research this question and present your findings in a written report.
8. Obtain copies of three different travel expense forms from businesses in your area. Compare them as to the information sought, the design features you observe, ease of completion, etc.
9. You can purchase insurance to cover basically any aspect of your trip – health, trip cancellation, etc. What can be covered? What does your provincial health plan cover while you are in another province or out of the country, and for how long? Where can you buy travel insurance? How much will it cost? (Compare rates in at least two organizations.) Obtain as many information brochures as you can and assemble your written notes and descriptive material for use in an oral or multimedia presentation.
10. There are many associations (automobile clubs, sales associations) that offer their members discounts and reduced rates on hotels, rental cars, flights, etc. Research what clubs and associations offer and how you join.
11. The Global Positioning Satellite system means you can never really be lost. Research how GPS is being used by car rental firms, trucking firms, or any other transportation organization. Present your findings in a written report.
12. Contact the local branch of Canada Customs and obtain documentation pertaining to what can be brought into Canada after an offshore visit. List allowable products, amounts, time limits, etc. in an attractive poster display or multimedia presentation.
13. Airports, and many other transportation centres, are designated with a three-character code, for example Toronto is YYZ, Vancouver is YVR. Create a list of as many three-

character codes as you can find for Canadian airports. **Note:** Some of the very small airports may not have a designator code.

14. Research the following topics and present your findings in an oral presentation:
- Airport Laptop Lanes
  - Pre-clearance agreement between Canada and the U.S.
  - Cell phone rental for business trips outside North America
  - Using laptops in countries with different electrical systems.

## ON-THE-JOB ACTIVITIES

1. Checklists are very useful devices for ensuring that you do not overlook anything when you are responsible for making complex arrangements.

Create a checklist that covers all of the things you must do to plan a business trip under these three headings:

- arranging the business trip (travel, accommodation, funds, etc.)
- what to give to the traveller
- what to do after the traveller returns

Make your checklist one that could be used for Canadian as well as foreign travel.

2. Arrange with a local travel agency to have one of their agents speak to the class. Prepare questions ahead of time for the question-and-answer period following the presentation.
3. Invite a representative from a major airline to speak to the class about careers in the airline industry. Prepare questions ahead of time for the question-and-answer period following the presentation.
4. Invite a representative from a cruise ship line to speak to the class about careers in the cruise ship industry. Prepare questions ahead of time for the question-and-answer period following the presentation.
5. From the following information, produce an attractive, easy-to-follow itinerary. (See the *Pitman Office Handbook*, Unit 20, TA22 for a properly formatted example.)

Your manager, Bob Tsu, has scheduled a trip into Saskatchewan to interview prospective account representatives for his retail point-of-sale software company. He will leave Vancouver on July 15 for Saskatoon on flight AC672 at 1:00 p.m. and arrive two hours later. Hotel for the nights of the 15th and 16th will be at the Comfort Inn and Suites just off Circle Drive. When he arrives, Rick Berg, the regional sales manager will take him to dinner.

Bob has interviews arranged for the morning and afternoon of the 16th. Following the final interview, he and Rick will make the final decision over dinner at The Boar's Nest on 8<sup>th</sup> Street.

The next day Bob will pick up a car at the airport and drive to Prince Albert to meet with the local account representative. He has a client with a major problem he wants Bob to meet. Bob will leave Saskatoon around 10:00 a.m. and arrive in Prince Albert just before his 1:00 p.m. meeting with Reg Kirby, the General Manager of Prince Albert Wholesalers. Bob anticipates the meeting will take a couple of hours. Following the meeting he will drive to Tisdale and spend the night at The Old Farm Bed and Breakfast.

The next day Bob has a day to himself and he's planned to visit the Tisdale Farm Museum and generally spend the day relaxing.

On the 19<sup>th</sup>, Bob will drive back to Saskatoon to meet with Don Kitchen the store manager at Saskatoon Co-op. This is just a courtesy call – he usually stops to have coffee with Don when he's on his way to the airport.

Bob will leave Saskatoon on AC1307 at 4:35 p.m. and connect in Calgary with AC683. He will arrive Vancouver at 6:55 p.m.

6. Obtain a copy of the airline schedules for various Canadian airlines. Working either individually or in small groups, make a list of the flights for Bob Tsu if he wanted to arrive in Saskatoon one day earlier than scheduled.
7. Bob Tsu has decided to keep to the schedule set out in Activity 5. Form groups and select one person in your group to role-play making an airline reservation. Select another person to role-play the airline ticket agent. The remainder of the group should assist the role-players in practising their parts and act as observers during the conversation.

Bob always travels business class.

8. Form groups and select two people to role-play booking the hotel rooms for Bob Tsu. He requires a single suite on a non-smoking floor. He wants a guaranteed reservation, using the company's credit card. He wants to know of any special facilities for travellers (e.g., health clubs, teleconferencing, in-room computer and modem hookups, etc.).

Select two other people from your group to role-play the reservations clerks at the hotels. The Comfort Inn and Suites can offer a corporate rate of \$85 per night. The Prince Charles Hotel can offer a special corporate rate of \$83 per night.

The remainder of the group should help the role-players to prepare for their parts and act as observers during the conversation.

9. Select two people in your group to role-play the bookings of rental cars for Bob Tsu. He always has a full-size car. The company credit card covers the collision waiver as noted on his National customer file.

Select two people to role-play the booking clerks at the rental car agencies. The remainder of the group should assist the role-players in practising their parts as well as act as observers during the reservation conversation.

10. Bob Tsu is attending a meeting in London, England two months from today. He will be there for one week:

- Make a list of the travel documents he will require.
  - Prepare an information package for Bob that contains the names of four hotels, a rental car agency, and details about local customs, business etiquette, modes of transport, local events, statutory holidays, and places of interest.
11. Bob Tsu's travel plans have changed. He will be in Mexico City the week before his July 15 - 19 trip (see Activity 2). Amend his itinerary to show Mexico City as his starting point and all necessary amended information. Bob will be returning to Vancouver then flying directly to Saskatoon the same day. Ensure the connection times are sufficient.
  12. Bob has an opportunity to visit an old friend in Calgary and spend a couple of days over the weekend getting re-acquainted. Modify Bob's itinerary so that he stays in Calgary for two days. On July 22, he wants to take the Rocky Mountaineer train back to Vancouver in their Gold Leaf class. Make the necessary changes to Bob's itinerary.
  13. You are going on a trip to attend a three-day conference on VPNs at Marco Island, Florida. Estimate what you will need to spend. (Your conference fees are already paid for.) Write a memo to your director requesting approval for an advance against the expenses you anticipate. Itemize your projected total.
  14. Design a computer form that a person travelling on business might find useful for doing the following:
    - recording expenses, showing mileage
    - noting any of the other information suggested in the *Pitman Office Handbook* that you think might be useful.

What software would be best for keeping notes on appointments, meetings, etc? Why?

15. Use your computer to design your own expense form that includes columns for the important information that must be calculated. (Use the example in the *Pitman Office Handbook*, Unit 20, TA27 as a guide, but notice that the example is split into two areas which means unnecessary duplication of items such as dates, etc. Perhaps an expense form in "landscape" mode might be better?)
16. Use your newly designed expense form to complete the following. (You might want to do a rough version first, because you might have forgotten to leave space for some information).

You are a sales representative and made a four-day trip, starting on August 15, to your company's northeastern sales region. You drove to the airport (34 km) in your own car and caught your flight. The airfare was \$749 and you used your own credit card to cover it. When you arrived, you picked up a rental car at a corporate rate of \$49.95 a day (unlimited mileage). You stayed at the George Dawson for two nights. Lunch and dinner on the first day cost you \$11.50 and \$25.45 respectively, the second day, breakfast cost \$7.50, lunch, \$12.55, and dinner \$23.45. The hotel bill came to \$135 each night.



The next two nights you stayed at the Red Lion Inn, where the room rate was \$113. Your meals that day for breakfast, lunch, and dinner cost \$5.90, \$14.45, and \$23.90. You tipped the porter \$2 for bringing the morning paper to you.

On the afternoon of the next day you drove to the airport and dropped off the car. You purchased \$23.00 of gas on the way to the airport. You then flew home. You picked up your own car at your home airport, paid the \$44 parking fee, and got home in time for dinner. Your receipts for breakfast and lunch that day came to \$5.50 and \$6.75. By the way, your company pays you \$0.45 per kilometre when you use your own car for company business.

17. Prepare either a multimedia presentation or a booklet providing business travel tips for your company personnel. At a minimum, your material should include information about health and medical care, air travel, surface travel, hotels, rental cars, foreign travel, foreign currency, valuables, fire safety, and tipping.

## WHAT WOULD YOU DO?

In the space provided, indicate what you would do in the following situations:

1. You want to go to Bombay on business and are not sure if you need a visa.

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2. Your employer asks you to check on the medical requirements for a trip to Saudi Arabia.

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3. Your employer is travelling west by air en route to Victoria. An urgent message arrives that you must relay to him.

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4. You mistakenly sign a traveller's cheque before you take it to the teller at a financial institution. The teller refuses to cash it.

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5. You receive a fax from one of your executives who is in Venezuela and wants you to send some money to him quickly.

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6. You have waited for more than an hour but your luggage still has not appeared from the aircraft on which you travelled.

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7. Your luggage is returned to you at the end of your journey but there is a very bad gouge in the side of your expensive new garment bag.

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8. Your employer telephones you from Thailand to let you know that she has lost her credit cards.

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9. You book a flight from Halifax to Regina for your employer. On the day of his flight, your employer is involved in a motor vehicle accident and is hospitalized.

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10. You arrive at San Francisco airport to be told that your flight is overbooked. You need to be in Portland this afternoon for an important meeting.

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11. You are returning from a business tour of Japan, China, Thailand, Taiwan, and Korea. You are bringing back samples and gifts worth more than \$750.

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12. You miss a connecting flight because of a delayed departure from Denver. This means you will be a day late arriving in Montreal. You have a guaranteed reservation at the Laurentian Hotel there.

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13. You do not arrive at the airport on time for a charter flight to Fredericton.

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14. Your employer, who is a diabetic, has asked you to book a flight to Munich.

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15. Someone beside you on the airplane has consumed too much alcohol and is now being sick.

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16. You are late boarding a plane because of the late arrival of your preceding flight. The flight attendant is rude to you as you board the plane. You politely explain the situation and ask for an apology, but one is not given.

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17. You are a woman traveller. The hotel clerk announces your room number very loudly at the check-in counter.

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18. While travelling, you are involved in a hijacking or hostage incident.

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19. You are waiting for a flight at a busy international airport. A well-dressed, polite businessperson approaches you and asks you to watch her luggage while she goes to the washroom.

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20. You are staying in a hotel. The fire alarm sounds in the middle of the night.

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