

Learn2Book & SQA Topic Mapping / Matching

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Travel Agency Practice and Procedures	
<i>Outcomes, Performance Criteria & Evidence requirements</i>	<i>Learn2Book Features</i>
<p>Outcome 1 – Process Customer Requirements for Package Holiday Arrangements</p> <p>(a) Customers’ package holiday requirements are identified accurately and fully.</p> <p>Evidence requirements –</p> <p>Use of package holiday brochures in sales transactions:</p> <ul style="list-style-type: none"> - brochure layout and information - transfer times - climate - travel information - resort information - insurance - accommodation facilities 	<p>Learn2Book is a simulation of Viewdata reservation technology. It is based on a fictional tour operator called Parasol Holidays.</p> <p>Parasol Holidays sell holidays to Majorca and it is the learner’s job, as a fictional travel agent, to complete package holiday bookings. In order to make bookings, a copy of Parasol Holidays Summer Sun brochure is included with Learn2Book. The chosen holiday is then booked on their Viewdata reservation system known as Parasol holidays Reservation System (PARS for short). The simulator is entirely self-contained and requires no telephone or Internet connection.</p> <p>The Parasol Holidays brochure (which is a simulation of a mass market Summer Sun brochure) covers all of the evidence requirements listed opposite.</p> <p>Learn2Book comes with an extensive range of customer scenarios. Learners could use these scenarios and Parasol Holidays’ brochure to identify customers’ package holiday requirements.</p> <p>Examples of these customer enquiries from Learn2Book can be found on page 22 of this document.</p> <p>These customer requirements could then be recorded on a Customer Enquiry Form. There is a Quick Start Guide on page 19 and a more comprehensive guide to completing this form on page 36 of the handbook.</p> <p>In addition there is a 28 page handout (page 50 of the handbook) included</p>

	<p>with Learn2Book which covers Parasol Holidays' brochure in great depth. It details why brochures are used, offers an explanation of each page and explains how pricing panels are used. In addition, it explains the terminology used in the brochure, details of travel insurance and car hire and an explanation of the contract between Parasol Holidays and their clients.</p>
<p>(b) Calculation of holiday price is accurate</p> <p>Evidence requirements –</p> <p>Hotel based package & self-catering package</p> <p>Costing will include at least one child reduction and at least 2 items that require an adjustment (supplement or reduction)</p>	<p>Parasol Holidays brochure can be used to cost the package holidays the learner has chosen.</p> <p>The learner could then use appropriate Learn2Book session to check if costing is correct. It is standard industry practice to check a brochure costing against the Viewdata costing.</p> <p>In addition, page 85 of the handbook "How Parasol Holidays cost Holidays" explains how packaged arrangements are costed. This handout also gives an example of a manual costing and requires the learner to complete a costing which can then be checked in session 7 of Learn2Book.</p> <p>There are 3 bookings in Learn2Book which include at least one child reduction and at least 2 items that require an adjustment (supplement or reduction).</p>
<p>(c) Associated information provided is accurate and relevant</p> <p>Evidence requirements –</p> <p>(related to reservation and further useful info related to destination)</p>	<p>As previously mentioned, the Parasol Holidays' brochure is a simulation of a mass market summer sun brochure. Consequently, all of the associated information mentioned in the evidence requirements are</p>

<p>resort)</p>	<p>contained within this brochure. The brochure does not have a date and, therefore, does not need to be updated annually.</p>
<p>(d) Reservation is made correctly on CRS/GDS/simulated reservations system</p> <p>Evidence requirements –</p> <p>Candidate must provide evidence of a clear understanding of:</p> <ul style="list-style-type: none"> - The reservation process, from the initial enquiry to the completion of the booking - Subsequent retrieval and amendment to the original booking – this may be printed evidence or questions related to the process involved. - Reservation procedures : - Check availability - Reserve holiday - Retrieve holidays bookings - Produce printouts of reservation details <p>Booking form is completed correctly and legibly</p>	<p>Learn2Book is currently the only Viewdata simulator on the market. It is extremely realistic and designed to build the learner’s confidence as they move from simple to more complex bookings.</p> <p>Despite the fact that the sessions are unitised, the learner builds a complete overview of how to use Viewdata. Each customer enquiry will take the learner through the entire process from the initial enquiry through checking availability, collecting payment and completing the booking form.</p> <p>The educational design developed for Learn2Book ensures that the learner not only understands the reservation procedure but actually experiences it.</p> <p>Learn2Book includes 21 bookings and these are detailed below:</p> <p>Booking 1 is a Hotel booking which includes flight and board supplements and Parasol Holidays’ travel insurance</p> <p>Booking 2 is a Hotel booking with flight, board and room supplements and Parasol Holidays’ travel insurance</p> <p>Booking 3 is a Hotel booking with child, flight and board supplements.</p> <p>Booking 4 is a Self-Catering (Apartment) booking which includes a flight supplement and Parasol</p>

	<p>Holidays' travel insurance</p> <p>Booking 5 is a Self-Catering (Apartment) booking which includes an infant. It also includes a flight supplement and Parasol Holidays' travel insurance. The holiday requested by the client is not available and the learner has to choose from a range of flight and accommodation alternatives.</p> <p>Booking 6 is a Flight only booking</p> <p>Booking 7 is a search for a Free Child Place and subsequent booking.</p> <p>Booking 8 is an Accommodation Search with only 1 client travelling. The client has a special request.</p> <p>Booking 9 is a booking for 6 clients traveling. It is an apartment booking with flight and board supplements.</p> <p>Booking 10 is a Late search booking.</p> <p>Booking 11 is a Late search booking.</p> <p>Booking 12 is an Allocation on Arrival booking.</p> <p>Booking 13 is an Allocation on Arrival booking.</p> <p>Booking 14 gives the learner an opportunity to retrieve a booking and examine it in great detail.</p> <p>Pre- Assessment is a Hotel Booking with flight and board supplements and Parasol Holidays' travel insurance included.</p>
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	<p>Assessment 1 is a Hotel Booking with flight and board supplements.</p> <p>Assessment 2 is a Hotel booking for 2 adults and 2 children. It includes flight, board and room supplements.</p> <p>Assessment 3 is an Apartment booking which includes flight and board supplements and Parasol Holidays' travel insurance.</p> <p>Assessment 4 is a Flight Only booking.</p> <p>Assessment 5 is an Accommodation Search with flight and board supplements.</p> <p>Assessment 6 is a Late search</p> <p>Assessment 7 is an Allocation on Arrival booking.</p> <p>Learn2Book includes an integrated assessment engine that generates printed evidence of student activities.</p>
<p>(e) Booking form is completed correctly and legibly, or other accepted procedures followed to satisfy legal requirements.</p> <p>Evidence requirements –</p> <p>One example of a booking form or enquiry form will be required.</p>	<p>A booking form is included in the Parasol holidays brochure. Page 103 of the handbook contains details of how to complete a booking form and the learner has to complete a booking form for each booking made in Learn2Book.</p> <p>Learners are also required to complete a customer enquiry form for each client in Learn2Book. As these enquiry forms are an integral part of Learn2Book, there is a quick start guide to customer enquiry forms on page 19 of the handbook</p>

	<p>as well as a fully comprehensive guide on page 36</p> <p>In addition a copy of completed customer enquiry forms for all enquiries in Learn2Book are included in the tutor guide.</p> <p>Conditions of booking can be found on pages 20-22 of Parasol Holidays brochure. An explanation of these conditions can be found in “How to use your Parasol Holidays brochure” on page 50 of the handbook.</p>
<p>Outcome 2 – Process Customer Requirements for Package Holiday Arrangements</p> <p>(a) The nature and features of seat only arrangements are fully explained</p> <p>Evidence requirements –</p> <ul style="list-style-type: none"> - Knowledge of the principal seat-only operators and products - Services - Routes - Schedules - Flying times - Baggage allowance - Adult/child/infant fares - 	<p>Session 10 of Learn2Book includes a flight only booking. This session fully explains the nature and features of seat only arrangements.</p> <p>Details of Parasol Holidays flight only arrangements are included in the Parasol holidays brochure.</p>
<p>(b) Customers’ seat-only travel requirements are identified accurately and fully</p>	<p>Learn2Book allows learners to complete a seat only booking from initial enquiry through to costing, closing the sale and completing the required documentation.</p>
<p>(c) fares are quoted & calculated correctly</p>	<p>The learner can complete a costing using page 19 (flight only) of Parasol Holidays brochure.</p>

<p>(d) Associated info provided is accurate and relevant</p> <p>Evidence requirements –</p> <p>Booking forms, booking conditions, confirmation procedures for return flights.</p>	<p>Booking forms are included in the Learn2Book handbook (page 103). The handbook contains details on how to complete a booking form for session 10A.</p> <p>Booking conditions are found in the Parasol Holidays brochure.</p>
<p>(e) The correct reservation procedure is described.</p>	<p>Session 10 of Learn2Book includes a flight only booking. This session will take your learner from the initial customer enquiry through to confirming a flight seat-only arrangement.</p>
<p>Outcome 6 – Demonstrate basic operational skills on CRS/Viewdata/ GDS travel facilities.</p> <p>(a) CRS/GDS/Viewdata travel facilities are accessed efficiently.</p> <p>(b) Standard control key sequences are demonstrated correctly</p> <p>(c) Information is displayed in accordance with requirements</p> <p>Evidence requirements –</p> <p>Evidence of the candidate’s ability to demonstrate basic operational skills on CRS/GDS/Viewdata based on one customer transaction. This will normally be printed evidence.</p>	<p>Learn2Book is a simulation of Viewdata reservation technology. It is based on a fictional tour operator called Parasol Holidays.</p> <p>Parasol Holidays sell holidays to Majorca and it is the learner’s job, as a fictional travel agent, to complete package holiday bookings. In order to make bookings, a copy of Parasol Holidays Summer Sun brochure is included with Learn2Book. The chosen holiday is then booked on their Viewdata reservation system known as Parasol holidays Reservation System (PARS for short). The simulator is entirely self-contained and requires no telephone or Internet connection.</p> <p>PARS is based on the common features of a range of tour operators systems and is incredibly realistic</p> <p>Indeed, Learn2Book is so realistic learners will feel they are working in a high street travel agency. Why?</p>

	<p>Learn2Book covers a range of customer enquiries including those with free child places, flight only bookings, last minute deals and allocation on arrival. It includes bookings for families, single people, groups of friends and couples; indeed, everything you would find in a high street agency.</p> <p>Learn2Book includes enquires that can't be met because the flight or accommodation is full. This encourages learners to consider alternatives- a scenario commonly encountered within the industry.</p> <p>Learn2Book includes a range of lesser known functions allowing learners to order brochures or check for building work in resort, all part of a travel agent's daily duties.</p> <p>In fact, Learn2Book immerses learners in the Viewdata environment, giving them the skills and confidence to use a range of tour operators' reservation systems</p> <p>In addition, all of the assessments, which cover a range of bookings, can be printed and retained as evidence.</p>
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Travel Agency Practice	
<i>Outcomes, Performance Criteria & Evidence requirements</i>	<i>Learn2Book Features</i>
<p>Outcome 1 – Administer customer files and payments for travel services (a) Customer files for package and independent arrangements are prepared and maintained accurately.</p>	<p>There are 21 bookings in Learn2Book and for each booking the learner has to complete a Customer Enquiry Form. This form includes details of the holiday the customer has requested as well as the information on the holiday booked. The handbook includes a Quick Start Guide to the Customer Enquiry Form as well as a more detailed guide in the handbook.</p> <p>The topic of invoices is covered in “Parasol Holiday” booking process on page 109 of the handbook. The handbook also includes an example of an invoice</p>
<p>Outcome 2 – Provide information and process requirements for ancillary services (a) Customers’ insurance requirements are established accurately and appropriate products processed.</p> <p>Evidence requirements –</p> <ul style="list-style-type: none"> - Cover provided - Exclusions and excesses - Premiums 	<p>Insurance is available from Parasol Holidays. Page 24 of the Parasol Holidays brochure includes details of cover provided, premiums, exclusions and excesses.</p> <p>Learn2Book also gives learners the opportunity to make a number of bookings which include Parasol Holidays travel insurance. In addition there are a number of bookings where the customer does not require Parasol Holidays travel</p>

<p>- Claims procedures</p>	<p>insurance and learners are shown how to include alternative insurance arrangements.</p>
<p>Outcome 3 – Demonstrate basic operational skills on CRS/Viewdata/ GDS travel facilities.</p> <p>(d) CRS/GDS/Viewdata travel facilities are accessed efficiently.</p> <p>(e) Standard control key sequences are demonstrated correctly</p> <p>(f) Information is displayed in accordance with requirements</p> <p>Evidence requirements –</p> <p>Evidence of the candidate’s ability to demonstrate basic operational skills on CRS/GDS/Viewdata based on one customer transaction. This will normally be printed evidence.</p>	<p>Learn2Book is a simulation of Viewdata reservation technology. It is based on a fictional tour operator called Parasol holidays. Parasol holidays sell holidays to Majorca and it is the learner’s job, as a fictional travel agent to complete package holiday bookings. In order to make bookings, a copy of Parasol Holidays Summer Sun brochure is included with Learn2Book. The chosen holiday is then booked on their Viewdata reservation system known as Parasol holidays Reservation System (PARS for short). The simulator is entirely self-contained and requires no telephone or Internet connection.</p> <p>PARS is based on the common features of a range of tour operators systems and is incredibly realistic. It allows the learner to complete a range of bookings including holidays with children or last minute bookings.</p> <p>Learn2Book includes an integrated assessment engine that generates printed evidence of student activities.</p>

Accommodation, Package Holidays and Related Products	
<i>Outcomes, Performance Criteria & Evidence requirements</i>	<i>Learn2Book Features</i>
<p>Outcome 2 – Process Customer Requirements for Package Holiday Arrangements</p> <p>(a) Customers’ package holiday requirements are identified accurately and fully.</p> <p>Evidence requirements –</p> <p>Use of package holiday brochures in sales transactions:</p> <ul style="list-style-type: none"> - brochure layout and information - transfer times - climate - travel information - resort information - insurance - accommodation facilities 	<p>The Parasol Holidays brochure covers all of the evidence requirements listed opposite.</p> <p>Learn2Book comes with an extensive range of customer scenarios. Learners could use these scenarios and Parasol Holidays’ brochure to identify customers’ package holiday requirements.</p> <p>These customer requirements could then be recorded on a Customer Enquiry Form. There is a Quick Start Guide on page 19 and a more comprehensive guide to completing this form on page 36 of the handbook.</p> <p>In addition there is a 28 page handout (page 50 of the handbook) included with Learn2Book which covers Parasol Holidays’ brochure in great depth. It details why brochures are used, offers an explanation of each page and explains how pricing panels are used. In addition, it explains the terminology used in the brochure, details of travel insurance and car hire and an explanation of the contract between Parasol Holidays and their clients.</p>
<p>(b) Calculation of holiday price is accurate</p> <p>Evidence requirements –</p> <p>Hotel based package & self-catering package</p>	<p>Parasol Holidays brochure can be used to cost the package holidays the learner has chosen.</p> <p>The learner could then use appropriate Learn2Book session to check if costing is correct. It is</p>

<p>Costing will include at least one child reduction and at least 2 items that require an adjustment (supplement or reduction)</p>	<p>standard industry practice to check a brochure costing against the Viewdata costing.</p> <p>In addition, page 85 of the handbook “How Parasol Holidays cost Holidays” explains how packaged arrangements are costed. This handout also gives an example of a manual costing and requires the learner to complete a costing which can then be checked in session 7 of Learn2Book.</p> <p>There are 3 bookings in Learn2Book which include at least on child reduction and at least 2 items that require an adjustment (supplement or reduction).</p>
<p>(c) Associated information provided is accurate and relevant</p> <p>Evidence requirements –</p> <p>(related to reservation and further useful info related to destination resort)</p>	<p>As previously mentioned, the Parasol Holidays’ brochure is a simulation of a mass market summer sun brochure. Consequently, all of the associated information mentioned in the evidence requirements are contained within this brochure. The brochure does not have a date and, therefore, does not need to be updated annually.</p>
<p>(d) Reservation is made correctly on CRS/GDS/simulated reservations system</p> <p>Evidence requirements –</p> <p>Candidate must provide evidence of a clear understanding of:</p> <ul style="list-style-type: none"> - The reservation process, from the initial enquiry to the completion of the booking - Subsequent retrieval and 	<p>Learn2Book is currently the only Viewdata simulator on the market. It is extremely realistic and designed to build the learner’s confidence as they move from simple to more complex bookings.</p> <p>Despite the fact that the sessions are unitised, the learner builds a complete overview of how to use Viewdata. Each customer enquiry will take the learner through the entire process from the initial enquiry through checking</p>

<p>amendment to the original booking – this may be printed evidence or questions related to the process involved.</p> <ul style="list-style-type: none"> - Reservation procedures : - Check availability - Reserve Holiday - Retrieve holidays bookings - Produce printouts of reservation details <p>Booking form is completed correctly and legibly</p>	<p>availability, collecting payment and completing the booking form.</p> <p>Learn2Book includes 21 bookings and these are detailed below:</p> <p>Booking 1 is a Hotel booking which includes flight and board supplements and Parasol Holidays' travel insurance</p> <p>Booking 2 is a Hotel booking with flight board and room supplements and Parasol Holidays' travel insurance</p> <p>Booking 3 is a Hotel booking with child, flight and board supplements.</p> <p>Booking 4 is a Self-Catering (apartment) booking which includes a flight supplement and Parasol Holidays' travel insurance</p> <p>Booking 5 is a Self-Catering (Apartment) booking which includes an infant. It also includes a flight supplement and Parasol Holidays' travel insurance. The holiday requested by the client is not available and the learner has to choose from a range of flight and accommodation alternatives.</p> <p>Booking 6 is a Flight only booking</p> <p>Booking 7 is a search for a Free Child Place.</p> <p>Booking 8 is an Accommodation Search with only 1 client travelling. The client has a special request.</p> <p>Booking 9 is a booking for 6 clients travelling. It is an apartment booking with flight and board</p>
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	<p>supplements.</p> <p>Booking 10 is a Late search booking.</p> <p>Booking 11 is a Late search booking.</p> <p>Booking 12 is an Allocation on Arrival booking.</p> <p>Booking 13 is an Allocation on Arrival booking.</p> <p>Booking 14 gives the learner an opportunity to retrieve and investigate the booking further.</p> <p>Pre- Assessment is a Hotel Booking with flight and board supplements and Parasol Holidays' travel insurance included.</p> <p>Assessment 1 is a Hotel Booking with flight and board supplements.</p> <p>Assessment 2 is a Hotel booking for 2 adults and 2 children. It includes flight, board and room supplements.</p> <p>Assessment 3 is an Apartment booking which includes flight and board supplements and Parasol Holidays' travel insurance.</p> <p>Assessment 4 is a Flight Only booking.</p> <p>Assessment 5 is an Accommodation Search with flight and board supplements.</p> <p>Assessment 6 is a Late search</p> <p>Assessment 7 is an Allocation on</p>
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<p>(e) Booking form is completed correctly and legibly, or other accepted procedures followed to satisfy legal requirements.</p> <p>Evidence requirements –</p> <p>One example of a booking form or enquiry form will be required.</p>	<p>Arrival booking.</p> <p>A booking form is included in the Parasol holiday brochure. Page 103 of the handbook contains details of how to complete a booking form and the learner has to complete a booking form for each booking made in Learn2Book.</p> <p>Learners are also required to complete a customer enquiry form for each client in Learn2Book. As these enquiry forms are an integral part of Learn2Book, there is a quick start guide to customer enquiry forms on page 19 of the handbook as well as a fully comprehensive guide on page 36.</p> <p>In addition a copy of completed customer enquiry forms for all enquiries in Learn2Book are included in the tutor guide.</p> <p>Conditions of booking can be found on pages 20-22 of Parasol holidays brochure. An explanation of these conditions can be found in “How to use your Parasol Holidays Brochure” on page 50 of the handbook.</p>
<p>Outcome 3 – Process Customer Requirements for Package Holiday Arrangements</p> <p>(a) The nature and features of seat only arrangements are fully explained</p> <p>Evidence requirements –</p> <ul style="list-style-type: none"> - Knowledge of the principal seat-only operators and 	<p>Session 10 of Learn2Book includes a flight only booking. This session fully explains the nature and features of seat only arrangements. Details of Parasol Holidays flight only arrangements are included in the Parasol holidays brochure.</p>

products <ul style="list-style-type: none"> - Services - Routes - Schedules - Flying times - Baggage allowance 	
(b) Customers' seat-only travel requirements are identified accurately and fully	Learn2Book allows learners to complete a seat only booking from initial enquiry through to costing, closing the sale and completing the required documentation.
(c) fares are quoted & calculated correctly	The learner can complete a costing using page 19 (flight only) of Parasol Holidays brochure.
(d) Associated info provided is accurate and relevant Evidence requirements – Booking forms, booking conditions, confirmation procedures for return flights.	Booking forms are included in the Learn2Book handbook (page 103). The handbook contains details on how to complete a booking form for session 10a. Booking conditions are found in the Parasol Holidays brochure.
(e) The correct reservation procedure is described.	Session 10 of Learn2Book includes a flight only booking. This session will take your learner from the initial customer enquiry through to confirming a flight seat-only arrangement.

Retail Travel Practice	
<i>Outcomes, Performance Criteria & Evidence requirements</i>	<i>Learn2Book Features</i>
<p>Outcome 2 – Process Client Requirements for Package Travel Arrangements</p> <p>(a) Identify client requirements for packaged arrangements</p>	<p>The learner can use the Parasol Holidays brochure (based on a mass market Summer Sun brochure) to select package holidays for clients.</p> <p>Questions relating to client enquiries could be structured around Learn2Book enquiries, see “Examples of Client Enquiries from Learn2Book” (these can be found on page 22 of this document).</p>
<p>(b) provide accurate Costings</p> <p>Evidence requirements –</p> <p>Costings to include</p> <ul style="list-style-type: none"> - child discount - single room supplement - departure / seasonal supplement - one other adjustment - insurance premium 	<p>Learner could then use Parasol Holidays brochure to cost the package holiday chosen and use appropriate Learn2Book session to check if costing is correct.</p> <p>Page 85 of handbook “How Parasol Holidays Cost Holidays” explains how packaged arrangements are costed. The learner is given the opportunity to work through a manual costing which can be then checked in session 7 of Learn2Book</p> <p>Learn2Book sessions cover all supplements for mass market products and learners can check the costings generated by PARS against the brochure. This is common industry practice.</p>
<p>(c) Provide accurate and relevant associated information</p>	<p>As previously mentioned, the Parasol Holidays’ brochure is a simulation of a mass market summer sun brochure. Consequently, all of the associated information mentioned in the evidence requirements are contained within this brochure. The</p>

	brochure does not have a date and, therefore, does not need to be updated annually.
<p>(d) Describe tour operators' reservation procedures.</p>	<p>Learn2Book will allow the learner to complete a range of package holiday arrangements. These include new bookings, bookings including children, bookings including under-occupancy supplements, accommodation, flight only and free child searches. Learn2Book also allows learners to do late searches and allocation on arrival bookings. There is also a session in Learn2Book where the learner cannot make the booking requested by their customer and has to “switch sell”</p> <p>The educational design developed for Learn2Book ensures that the learner not only understands the reservation procedure but actually experiences it.</p>
<p>(e) Process booking forms, or apply other acceptable procedures to meet legal requirements.</p>	<p>A booking form is included in the Parasol holiday brochure. Page 103 of the handbook contains details of how to complete a booking form.</p> <p>Learners are required to complete a booking form for all of the bookings in Learn2Book.</p>

In addition to the units listed previously, Learn2Book could also be used with the following:

Using Brochures to Plan Holidays – Int 1

Making a Booking and Check Necessities – Int 1

Selling Skills – Int 2

Selling the Travel and Tourism Product - Higher

Travel: Graded Unit 1

Travel and Tourism: Graded Unit 2

Examples of Client Enquiries from Learn2Book

Example no. 1

Mrs Joanne Watson and her husband, Mr Stewart Watson, would like to book a holiday to Majorca. They are booking more than eight weeks before departure.

They would like to fly from Birmingham Airport on Friday 30th July to Palma de Mallorca Airport for a 14 night holiday.

They would like to stay in the Hotel Paras Rio which is in the resort of Puerto Pollensa.

Your customers would like to book a superior room with a sea view on a full board basis and would like Parasol Holidays' travel insurance.

(Session 6 of Learn2Book)

Example no. 2

Mr Alistair Saunders, Mrs Linda Saunders and their two children, Gillian (aged 7) and Kirsty (aged 9), would like to book a holiday to Majorca. They are booking more than eight weeks before departure.

They would like to fly from Glasgow Airport on Saturday 15th May to Palma de Mallorca Airport for a 14 night holiday.

They would like to stay in the Hotel Los Patos Sol in the resort of Cala D'or.

Your customers would like to book a twin4 room on a full board basis. They do not require Parasol Holidays' travel insurance as they have travel insurance with a company called Travelsure.

(Session 7 of Learn2Book)

Example no. 3

Mrs Fiona Simpson, Mr John Simpson and their friends Mrs Jane Davidson and Mr Ian Davidson would like to book a holiday to Majorca. They are booking more than eight weeks before departure.

They would like to fly from Cardiff Airport on Wednesday 21st June to Palma de Mallorca Airport for a 10 night holiday.

They would like to stay in Las Palomas Apartments which are in the resort of Cala D'or.

Your customers would like to book a one-bedroomed apartment on a self-catering basis and would like Parasol Holidays' travel insurance.

(Session 8 of Learn2Book)

Example no. 4

Mr Jim Stevenson and his wife, Mrs Jacqueline Stevenson, would like to book a holiday to Majorca. They are booking more than eight weeks before departure.

They would like to fly from Bristol Airport on Wednesday 18th August to Palma de Mallorca Airport for a 10 night holiday.

They would like to stay in the Hotel Los Patos Sol in the resort of Cala D'or.

Your customers would like to book a twin room on a full board basis and would like Parasol Holidays' travel insurance.

(Session 5 of Learn2Book)

How could you use these examples with your students?

- Students could use Parasol Holidays' brochure to choose a suitable holiday.
- Using their handout 'How Parasol Holidays cost holidays' on page 78 of the handbook, students could calculate the cost of their chosen holidays.
- These costings could then be checked using the relevant session of Learn2Book.
- The examples could be re-written to make them more challenging for students. See an example below:

Mr and Mrs Watson would like to book a holiday. They would like to fly from Birmingham airport on Friday 30th July to Majorca for a 14 night holiday.

They would like a resort on the north coast which is relaxed and suitable for more mature customers. They are looking for a 4 star hotel which is within walking distance of the main resort, with a beach nearby.

The hotel must have shops, bars and restaurants nearby. Mr and Mrs Watson are keen tennis players and would like a hotel with tennis courts.

Your customer would like to book a superior room with a sea view on a full board basis and would like Parasol Holidays' travel insurance.

Please choose a suitable holiday for Mr and Mrs Watson.