
Unit 8: Working Overseas **[AS Level, optional, internally assessed]**

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1 INTRODUCTION TO THE UNIT

This support material is intended to assist the tutor in planning, teaching and assessing the AS in Travel and Tourism. It covers Unit 8: *Working overseas*.

The role of an overseas representative can be one of the most challenging within the travel industry and this unit is aimed at the candidate who wishes to work in the travel and tourism industry overseas. It concentrates mainly on the roles and responsibilities of a resort representative, however many of the skills and qualities required are suitable for a variety of similar jobs overseas such as those in ancillary services, transport services and tourist services. It has excellent links with Unit 1: *Introducing travel and tourism* and Unit 2: *Customer service in travel and tourism*.

2 OVERVIEW OF THE UNIT

This unit is a very practical one that is appealing to candidates who wish to develop the skills that are involved in working as an overseas representative. Working overseas is an exciting but very demanding position and holds a key role in the travel and tourism industry. There are many different positions available and by the study of this unit candidates will have a clear understanding of all the working practices involved in being a resort representative.

The study of this unit will help to highlight career possibilities and will help to develop oral and personal development skills as the practical element should be delivered in a realistic or 'live' situation wherever necessary.

Candidates will need to study all subjects in the 'What you need to learn' section of the unit specification and will investigate the different types of job opportunities that exist and be able to give an explanation of their roles. They will also study the operational working practices necessary to satisfy customer needs. This will follow on from their study of customer service in the travel and tourism industry and the experiences gained from this unit will help in the practical delivery of their own Welcome Party.

Candidates will appreciate that working overseas is not all glamour and that they will be accountable for a variety of administrative tasks which are necessary to enable the operation to function successfully.

In the study of the implications of the law for working overseas, candidates will build on their knowledge gained from studying Unit 6: *Organising travel* or from any period of work experience they may have participated in. They will need to investigate current legislation and be able to understand the 'small print' in a range of travel brochures.

The personal qualities required to work overseas will be assessed in the second part of their assignment in which they will be able to evaluate their performance and the skills necessary to be a success in the role of an overseas representative.

3 TIMING AND MODERATION

If the AS programme is being delivered over one year then the delivery of this unit would be suited to either the spring or summer term. If it is being delivered over a two year period then it could be delivered at any time in the second year. Delivery of this unit is dependent on whether or not the centre intends to operate either a domestic or an overseas residential visit. A relatively short break e.g. Euro Disney or London would provide an ideal assessment forum as would a visit further overseas.

It is not advisable to start this unit first, as candidates need to be able to have an overview of the industry through the study of Unit 1: *Introducing travel and tourism* so that they are able to see the interrelationship between units and have a general underpinning knowledge.

If the AS programme is being delivered in one year then this unit should be submitted for moderation in the summer. If it is being delivered over a two year period, moderation could take place in either the June of year one, or January or June of year two.

4 SUGGESTED DELIVERY PLAN

The activities referred to below are detailed in the appendix to this document. They are suggestions only, and centres may wish to adapt them to suit their own purposes.

	Subject area	Activity	Resources
1	<p>Introduction to unit</p> <p>Overview and structure of the industry</p> <p>UK and Overseas Operations</p>	<p>Overview of unit aims and structure.</p> <p>Brainstorm travel services (refer to Unit 1).</p> <p>The 3 As of tourism:</p> <ul style="list-style-type: none"> • Access • Amenities • Ancillary services <p>Chain of distribution to include principals, tour operators, travel agents and tourist.</p> <p>Class discussion of what is involved in domestic and overseas operations, brainstorm and make list of all job types available overseas for the following principals:</p> <ul style="list-style-type: none"> • Airlines • Tour operators • Transport providers • Cruises <p>Candidates can recall their own overseas experiences, i.e. who did they come in contact with on a typical overseas holiday?</p> <p>Discuss types of travel, such as mass market, specialist, winter sun and ski, cruises, coach tours, scenic rail journeys, children's and activity holidays, leading on to the types of job opportunities.</p>	<p>Activity 1a, 1b</p> <ul style="list-style-type: none"> • Textbooks • Flipchart/pen
2	<p>Types of Job Opportunities</p> <p>Range of companies offering overseas jobs</p>	<p>This requires mainly independent research, however candidates should be guided in their research activities by making use of the following:</p> <ul style="list-style-type: none"> • Visit to careers library • Internet research • Visit to school/college/local library • Newspaper and magazine research • Textbook research 	<p>Activity 2</p> <ul style="list-style-type: none"> • Computers • Textbooks • Career guides

	Subject area	Activity	Resources
3	Opportunities for jobs with transport and ancillary service providers	<p>Research activities to include charter and scheduled airlines and cruise and rail companies. Visit to careers library.</p> <ul style="list-style-type: none"> • Internet research • Textbook research • Visit to school/college/local library • Newspaper and magazine research 	<p>Activity 3</p> <ul style="list-style-type: none"> • Computers • Textbooks • Career guides
4	<p>Working Practices (Administrative)</p> <p>Foreign Exchange</p> <p>Excursion vouchers</p> <p>Insurance claims</p> <p>Manifests and accommodation allocations</p> <p>Customer satisfaction surveys</p>	<p>Processing payments and paperwork</p> <p>Knowledge of a range of administrative tasks is necessary to grasp the range of duties that are expected when working overseas. In the case of Foreign exchange a visit to a local travel agency or access to the Travellex website will be helpful in checking different currencies and rates. A guest speaker or visit to or from a Foreign Exchange assistant will further amplify this subject.</p> <p>In the case of travel insurance a range of brochures should be studied to compare the different types of policies and the range of cover available. Candidates who have studied Unit 6: <i>Organising travel</i> will be familiar with this subject. Reporting procedures and instigating insurance claims for lost property, illness etc. are all in the small print of insurance policies/conditions to be found in the back of brochures.</p> <p>The use of questionnaires and surveys to monitor quality control should be discussed following study of typical holiday questionnaires available from tour operators.</p> <p>Excursion Vouchers – see activity 4b.</p>	<p>Activity 4a, 4b, 4c, 4d</p> <ul style="list-style-type: none"> • Brochures • Insurance policy (travel) • Textbooks • Survey • Questionnaire

	Subject area	Activity	Resources
5	<p>Working Practices (Operational)</p> <p>Customer Service skills</p> <p>Special needs</p> <p>Selling skills</p> <p>Microphone skills</p>	<p>Customer Service Skills and Special needs such as:</p> <ul style="list-style-type: none"> dealing with emergencies, including medical emergencies; dealing with customers with special needs , including passengers with disabilities; handling a range of customer complaints and implementing health and safety checks may be taught as part of preparation for a residential visit. This would be an ideal scenario as candidates may be able to relate the theory with the practical elements of preparing for a visit. <p>In addition there are a range of textbooks such as <i>The Business of Tour Operations</i> (P. Yale; Longman) that have chapters on how to deal with emergencies and complaints. (Activity 5a)</p> <p>Selling skills. (Activity 5b)</p> <p>Introduce the key points for successful selling to include the following:</p> <ul style="list-style-type: none"> make a positive opening; present the features and the benefits of the sale to you chosen target group; use descriptive language to excite your audience; relate your description to your audience making sure it appeals to their senses; close your sale effectively. <p>Candidates should evaluate their performances identifying strengths and weaknesses and record their notes for future use with their own 'welcome party'.</p> <p>Microphone Skills (Activity 5c)</p>	<p>Activity 5a, 5b, 5c</p> <ul style="list-style-type: none"> Textbook Live situation Microphone

	Subject area	Activity	Resources
6	<p>Introduction to personal qualities</p> <p>Corporate image</p> <p>Personal skills</p>	<p>As a class, brainstorm what is meant by corporate image and personal skills. Write down all suggestions on a whiteboard/flip chart.</p> <p>Discuss the advantages of a corporate image using companies such as Virgin and First Choice.</p> <p>From the suggestions, write down a definition of what personal skills you would look for in a person.</p> <p>As a guide access www.tui.co.uk and check careers, note what qualities TUI are looking for when recruiting for overseas representatives.</p> <p>Watch Holiday Videos e.g. BBC Learning Zone 'Working Overseas'</p> <p>Discuss image and qualities.</p>	<p>Activity 6</p> <ul style="list-style-type: none"> • Video • Role plays

	Subject area	Activity	Resources
7	<p>The Law and its implications</p> <p>Booking Conditions</p> <p>Legal requirements (range of Acts)</p> <p>Health and Safety</p>	<p>Using a range of holiday brochures compare the booking conditions. In particular the sections ‘what we will do for you’ and ‘what you must do for us’.</p> <p>Discuss the most important sections such as change of dates and times, cancellations, complaints procedures and prices.</p> <p>Candidates do not need to know the following legislations in detail but should be able to know how the each act affects overseas travellers. They can obtain information form the ABTA website and from existing travel and tourism textbooks.</p> <ul style="list-style-type: none"> • EC Package Holiday Regulations • Sales of Goods and Services Act • Trades Description Act • Consumer Protection Act • Unfair Contract Act • ABTA Code of Conduct • Complete Activity 7a <p>Health safety and the law.</p> <p>Risk assessments and health and safety can be discussed, particularly if the centre arranges visits or residentials. Candidates should be encouraged to design their own risk assessments and checklists for visits. In addition complete activity 7b.</p>	<p>Activity 7a, 7b</p> <ul style="list-style-type: none"> • Brochures • Case Studies • Textbooks • Internet
8	<p>Research Activities (destination)</p>	<p>This can be delivered in two ways, <i>either</i> the whole class researches the same destination, particularly useful if a residential is planned <i>or</i> working in small groups/ pairs individual destinations is researched for the welcome party.</p> <p>Candidates must obtain relevant promotional material and should be encouraged to write to the relevant tourist boards to obtain posters and current promotional material for their display.</p>	<p>Activity 8</p> <ul style="list-style-type: none"> • Letters, envelopes, stamps • Computer

	Subject area	Activity	Resources
9	Introduction to 'Welcome Party' Methods of delivery Welcome Party preparation Residential or visit preparation	Welcome meeting presentation Sufficient time should be given for candidates to adopt a 'hands on' approach to their preparations. Tutors should be in a position to facilitate preparation by offering guidance and support. Practice sessions are important to ensure that the final event is professional.	Activity 9 <ul style="list-style-type: none"> • Props • Camera • Video
10	Advantages and disadvantages of working overseas Evaluation of performance	Candidates should be given time to collate their findings to enable them to discuss and record the advantages and disadvantages of working overseas. Brainstorm and recall previous work and record on board or flipchart for use in assignment. Playback video recording of each performance. Class to make oral and written comments and record their views for use in their assignment. Candidates who have participated in a residential should keep a diary or log of their experiences for further assignment use.	<ul style="list-style-type: none"> • Flipchart • Video

5 ADDITIONAL RESOURCES

In addition to those resources in the [unit specification](#), centres may find the following useful in the delivery of this unit.

Organisations	CILIP (Chartered Institute of Library and Information Professionals) 7 Ridgemount Street London, WC1E 7AE Tel: 0120 7255 0500 They produce careers guides on working overseas
Textbooks	<i>GCE AS Double Award Travel and Tourism</i> – Heinemann
	<i>Working in Tourism</i> by Verite Reilly Collins – ISBN 1-85458-311-5
	<i>Human Resources in Travel and Tourism</i> by J Edmonds – Hodder & Stoughton
	<i>Health and Safety Handbook</i> issued by AITO
	<i>Working on Cruise Ships</i> by Sandra Bow Information available from www.vacationwork.co.uk
	Getting into Tourism by Verite Reilly Collins – Trotmark ISBN 0-85660-459-3

<p>Publications</p>	<p><i>The Stage</i> (Weekly paper for the entertainment industry who advertise for overseas job opportunities.)</p> <p><i>Travel Weekly</i></p> <p><i>Travel Trade Gazette</i></p> <p><i>Travel GB!</i></p> <p><i>Group Leisure</i></p>
<p>Websites</p>	<p>www.aidcamps.org</p> <p>www.campamerica.com</p> <p>www.connexions.gov.uk/occupations</p> <p>www.prospects.ac.uk</p> <p>www.aviationjobsearch.com/employer</p> <p>www.graduatemcareersonline.com</p> <p>www.travelvocation.com</p> <p>www.olympicholidays.co.uk</p> <p>www.thomascookjobs.com</p> <p>www.hotbot.search/holidayrep</p> <p>www.uk.careers.yahoo.net</p> <p>www.traveljobsearch.com</p> <p>www.careerintravel.co.uk</p> <p>www.adventurejob.co.uk</p> <p>www.ingham.co.uk</p>

6 SAMPLE ASSIGNMENT BRIEF

This is a **two** part assignment and consists of **four** tasks that all must be completed in full in order to pass the unit.

Part 1

You need to produce a written investigation into careers, roles and responsibilities of working as an overseas representative. This must include the legal implications of working overseas.

Part 2 (If a residential visit has been arranged)

This is based on the forthcoming school/college visit to Barcelona in February. This is an ideal opportunity for all participants to apply the unit criteria in a 'live' situation. You are to work in pairs and act as travel couriers taking responsibility, together with your teacher, for the organisation and smooth running of the activities on your designated day of operation. You will host a 'Welcome Party' to an invited audience before our departure.

OR

Part 2 (Simulated)

You are to work in pairs and prepare to host a 'Welcome Party' on a resort of your choice. You will give your presentation on [date] to an invited group of people. Your presentation should include:

- a description of the area including nearby attractions and facilities;
- details and prices of excursions available to tourists in your chosen area;
- an identification of the necessary requirements relating to currency, passport, health e.g. E111 and other safety rules;
- what the standard travel insurance covers and how to make a claim if the need arises.

Part 1

Task 1 (AO1)

Produce a written report, which clearly outlines the employment opportunities that exist in the travel and tourism industry for working overseas. This must include specific references to named organisations and should include roles such as: resort reps, children's rep, campsite rep, ski rep, chalet host, entertainment rep, young persons rep, cruise rep, transfer rep etc. You must state the personal qualities and qualifications necessary for the range of jobs available.

Task 2 (AO2)

Through your investigations you will produce a written report that demonstrates the importance of how the law may protect the customer, the overseas staff and the

company. You should refer to the examples that have been studied and conduct independent research into tour operator's legal requirements and obligations.

Task 3 (AO3)

Working overseas involves many day to day administrative and operational functions to enable customer satisfaction. You should analyse these functions by referring to personal situations or instances encountered on the residential visit. You should make references to basic (e.g. excursion vouchers) and complex situations such as accident and emergencies.

Part 2

Task 4 (AO4)

Conduct your role as an overseas representative in a live situation by hosting a 'Welcome Party'. You will present a logical and well-structured performance in a professional manner. You may use images or any suitable material from a range of sources to enhance your presentation.

On completion of your presentation you should effectively analyse and evaluate your own performance and make suggestions for improvement.

APPENDIX – SUGGESTED LEARNING ACTIVITIES

Activity 1a – Structure

The travel and tourism industry exists to meet the needs of the people who travel for a variety of reasons such as leisure, business, VFR. It includes transport providers, accommodation providers and a range of support and ancillary services. A good way of illustrating this is to consider the variety of employment opportunities which exist in the industry including:

- Reservations staff in tour operators
- Tour guides, domestic and overseas
- Overseas resort representatives
- Ground handling staff in airports
- Air hostesses and stewards
- Product managers for tour operators
- Tour managers and administration staff (domestic and overseas)
- Travel agency staff

1. Using textbooks for reference, draw a diagram which shows the structure of the travel and tourism industry to include examples of transport providers, accommodation providers and ancillary service providers.
2. Identify where the above jobs fit into the chain of distribution in the travel industry.

Activity 1b – Jobs

A major tour operator such as one of the 'big 4' will have a main UK head office as well as a number of overseas offices. Using a flip chart and working in pairs write down as many job roles that you can think of both in the UK and overseas to ensure the smooth day to day running of the organisation. Compare your charts with others in the class and create a definitive list.

Activity 2 – Job research

Following guidance from your tutor you should independently research the types of job opportunities that exist for people who wish to work overseas. You should collect information for use in your assignment, together with actual examples and names of companies who are currently seeking employees.

1. Access the following websites and research the types of jobs available.

www.olympicholidays.co.uk

www.careerintravel.co.uk

www.travelvocation.com

www.adventurejob.co.uk

www.thomascookjobs.com

www.inghams.co.uk

www.hotbot.search/holidayrep

www.prospects.ac.uk

www.uk.careers.yahoo.net

www.connexions.gov.uk

www.traveljobsearch.com

www.cilip.org.uk

2. As a class collect local newspapers, magazines and journals to look for advertisements for working overseas.
3. Download application forms from the web pages you have accessed for use in discussing the skills and qualities required for working overseas.

Activity 3 – Job research

1. Working in groups use the Internet to research job opportunities with airlines such as British Airways and Monarch, coach operators, such as Shearings and Wallace Arnold, and cruise companies such as P&O cruises, or use the textbook *Working on Cruise Ships* by Sandra Bow.
2. Each group to give a five minute presentation to the rest of the class on their findings.

Activity 4a– Foreign Exchange

Using the Internet, daily newspapers, a visit to a local travel agent or teletext BBC 2 page 247, write down the selling rate for the following currencies.

Currency	Rate = £1.00	Currency	Rate = £1.00
US dollars		Turkish Lira	
Euro		Hong Kong dollars	
Australian dollars		Egyptian pounds	
Irish punts		Singapore dollars	
Thailand baht		Indian rupees	

2. Simple Financial Calculations: Using the above rates write in the boxes below how much currency you would get for £150.00 or £250.00.

Currency	£150.00	Currency	£250.00
US dollars		Turkish Lira	
Euro		Hong Kong dollars	
Australian dollars		Egyptian pounds	
Irish punts		Singapore dollars	
Thailand baht		Indian rupees	

Activity 4b – Excursion Vouchers

A major part of an overseas representative's role is to sell excursions and complete the necessary paperwork. Using the chart below:

- work out the total cost in euros;
 - convert them to UK pounds;
 - complete the excursion voucher.
1. The Hendry family, 6 adults and 2 children, wish to go rafting on the 27th May.
 2. The Shearer family, 2 adults and 2 children, wish to go to the Aqua-park 18th July.
 3. The Ripley family, 3 adults and 3 children, wish to go on the Pirate Adventure on the 9th August.

<p>Full day Island tour by coach taking in the sights and culture of the island, including lunch.</p> <p>Departure every Monday/Thursday 09.00 am</p> <p>Adult 45 euros Child 20 euros</p>	<p>Full day rafting through spectacular narrow gorges and down rapids. Stop for lunch and swimming. Exciting day out. Guide included.</p> <p>Departure every Tuesday 07.00 am</p> <p>Adult 65 euros Child 40 euros</p>	<p>Full day Jeep safari. A must for those who wish to explore the wildlife, countryside, villages, sea, mountains and rough tracks close up. Lunch and guide included.</p> <p>Departure every Wednesday and Friday 07.00 am</p> <p>Adult 55 euros Child 30 euros</p>
<p>Full day excursion to the Aqua-park. This is a water theme park and you should take plenty of waterproof sun tan crème and a change of clothes.</p> <p>Departure daily 09.00 am</p> <p>Adult 20 euros Child 15 euros</p>	<p>Half day trip on the 'Pirate Adventure' boat. This is a fun filled afternoon on board our boat. Expect lots of 'pirate' surprises.</p> <p>Departure Tuesday, Thursday and Sunday 13.00</p> <p>Adult 30 euros Child 15 euros</p>	<p>Rep's cabaret evening excursion. This includes buffet, unlimited wine and lots of singing!</p> <p>Every Saturday evening</p> <p>Adults 25 euros Child 5 euros</p>

Please note:

- **Infants under 2 go free!!**
- **Child prices apply to children aged 2-12 inclusive**
- **Full price payable at time of booking in cash or credit card**
- **Refunds given if received with 24 hours notice**



Excursion Voucher

Name ----- Reference -----

Hotel----- Room Number -----

Excursion	Day Date	Pick up Time	No. of Adults	No. of Children/ infants	Subtotal

Payment received: cash/credit card Signed SUNSTAR Representative	Total Euros
Date	Total GBP

Activity 4c – Insurance

Insurance is a means of providing financial compensation in the event of an accident or other misfortune, such as delayed departure of a holiday or lost luggage. Holiday insurance is normally short term and for the duration of the holiday, although many travellers are now taking out annual insurance cover which can be cheaper if they are intending to travel several times a year. The person who takes out the insurance is called the insured and the insurance company is the insurer. Insurance is not transferable to anybody else. Children under three are often covered free of charge through their parents' cover.

1. Using a holiday brochure such as Thomson, First Choice, Mytravel or Thomas Cook, check the insurance policy risk section and identify **five** risks that are covered by the policy.
2. Explain the following terms:
 - Curtailment
 - Delayed departure
 - Insurance premium
 - Insurance excess
 - Insurance claim
 - 'Act of God' or 'Force majeure'
 - personal liability

Activity 4d – Customer Surveys

Obtain a selection of customer surveys from a variety of organisations and travel principals such as Virgin, British Airways, Monarch, P&O, Stenna Ferries, Air 2000 or any other company that you may have had access to. Alternatively you may have the opportunity to collect a copy of a survey from visits or guest speakers.

1. Discuss the importance of customer satisfaction surveys.
2. Explain why tour and transport principals conduct surveys.
3. Suggest a range of outcomes that are likely to be put into action when findings from surveys are analysed.
4. Discuss the advantages and disadvantages of customer satisfaction surveys.

Activity 5a – Customer service skills

What happens in emergencies?

Many incidents can happen when holidaying overseas and in most circumstances the holiday representative must take action. Typical emergencies may include:

- The illness or death of a holidaymaker
 - The illness or death of a holidaymaker's family member at home
 - A major accident or incident in the resort
 - International problems such as terrorist attacks, strikes or disease
 - Natural disaster such as floods or earthquakes
 - The collapse of a transport principal or tour company
1. Draw up a list of actions that a rep should do for each of the above actions.
 2. Access the ABTA website www.abta.org.uk Download the information that ABTA recommends in the case of emergencies.
 3. Working in small groups investigate the roles of the following teams in the case of emergencies.
 - Crisis co-ordinator
 - Incident location team
 - Public relations team
 - Passenger information team
 4. Create a chart to show 'who does what' in an emergency.

Activity 5b – Selling Skills

Selling skills are an important feature of the travel industry and confidence in the theoretical and practical aspects of selling are an important skill that must be acquired for anybody who wants to be successful in the industry. In this activity candidates are encouraged to practice selling skills in a role play situation. They should make a two minute presentation to the group or working in pairs, present to each other. A number of scenarios are given below; however centres may customise their own scenarios to fit in with individual group requirements.

Working in pairs or groups, select one of the following customer types and 'sell' them an excursion from the list below.

Customer types:

A family with two young children	A middle aged couple	A group of young males on holiday together
An older couple (senior citizens)	A honeymoon couple	A group of eight people with children sharing a villa
A young couple keen on watersports	Three women travelling together keen on sightseeing	A family comprising of two grandparents, two parents and two teenage children

Excursions

Full day Island Tour by coach taking in the sights and culture of the island, including lunch.	Full day rafting through spectacular narrow gorges and down rapids. Stop for lunch and swimming. Exciting day out.	Full day Jeep Safari. A must for those who wish to explore the wildlife, countryside, villages, sea, mountains and rough tracks close up.
Full day excursion to the Aqua-park. This is a water theme park and you should take plenty of waterproof sun tan crème and change of clothes.	Half day trip on the 'Pirate Adventure' boat. This is a fun filled afternoon on board our boat. Expect lots of 'pirate' surprises.	Rep's cabaret evening excursion. This includes buffet, unlimited wine and lots of singing!
Half day Market Trip. Visit our local traditional market to buy locally produced fruits and vegetable, handicrafts, jewelry and clothes.	Full day Island Cruise. Sail in a luxury sailing boat around the secluded coves of the island. Takes only 12 so places are limited. Includes guide and lunch.	Pub crawl evening excursion. Get to know all the best watering holes in the resort. Accompanied by our 'rep' with free drink vouchers.

Activity 5c – Microphone Skills

(Most candidates will not have had any experience of using a microphone. If possible obtain a hand held and mini micro clip for practice.)

Write a short speech suitable for an airport transfer and practice this with a microphone. Your speech should include the following:

- Introduction e.g. My name is Sharon and I am here on behalf of SunStar Holidays and I will be taking you to your accommodation at your resort
- Give brief details of recent weather conditions.
- Give brief details of when the Welcome Party is.
- Give brief details of points of interest on the way.
- Ask if there are any questions.
- Close your speech appropriately.

Discuss the problems you encountered and how you could improve your performance.

Activity 6 – Personal Skills

Examine the job descriptions and the case studies that outline jobs in the travel and tourism industry overseas.

1. Consider the criteria that make a good company representative, and decide which personal qualities your chosen job requires.
2. What personal qualities are most important to the company that the employee works for?
3. What personal qualities are most important to the clients of the tour company?
4. Why may some personal qualities be more highly regarded by the client than the company and vice versa?

Consider the forthcoming residential to XXX [insert destination]

1. What personal qualities will be required of an excellent overseas representative in XXX?
2. Keep a record of your preparation and participation in the Welcome Party and your day as a rep in XXX. Check if you have met the criteria identified in the first task.
3. Evaluate your effectiveness as a representative and make recommendations for improvements to your own performance.

Activity 7a – Legal Requirements

1. Visit the library or use textbooks and the Internet to access information on the following acts.
 - EC Package Holiday Regulations
 - Sales of Goods and Services Act
 - Trades Description Act
 - Consumer Protection Act
 - Unfair Contract Act
2. Make brief notes on each act.
3. Identify situations in the travel and tourism industry that may be affected by each of these acts.
4. Discuss your findings with your class and collect industry examples for use in your assignment.

Activity 7b

As an overseas representative you will have to conduct various health and safety checks as part of your duties. In addition you may have to compile reports or carry out and record risk assessments. These are essential, as it is necessary to minimise the risk of accidents or incidents that may involve your clients.

1. If you are going on a residential visit with your centre, discuss and record the potential risks and hazards that may occur in your hotel. You may wish to consider the following:

- Fire safety
- Stairways
- Lifts
- Glass doors
- Electrical appliances
- Transport
- Group size

2. If your centre is not going on a residential visit complete the following task. Design a health and safety checklist for a popular Mediterranean family hotel, taking into consideration the following:

- Swimming pool
- Diving board
- Changing rooms
- Activity areas
- Children's play areas
- Outdoor furniture, sunbeds etc.
- Outside food and drink areas
- Food hygiene
- Glass doors
- Balconies
- Water activities
- transport

Activity 8 – Preparation for Welcome Party

It is important that your Welcome Party is as realistic as possible and should reflect what usually happens overseas. Space is often limited and therefore you need to make effective use of notice boards and relevant display materials. Often local food or drink may be sampled and guests are likely to be seated in an informal manner. You may wish to decorate 'your area' to reflect the culture of the country you are representing.

1. Write to the relevant National Tourist Office to request up to date information and posters on your chosen destination.
2. Produce information sheets which are suitable for display on you notice board.
3. Ensure that the information given on the notice board:
 - is accurate and readable;
 - includes high quality pictures or prints;
 - place names are spelled correctly;
 - is visually attractive and interesting;
 - the display reflects the 'feel' of the destination.
4. Design name badges and logos that reflect the style and corporate image of your company.
5. Ensure you have sufficient information sheets and background information to enable you to answer any questions.

Activity 9 – Welcome Party

The 'Welcome Party' is usually held shortly after arrival in the clients' holiday resort. Although you will probably not be holding your 'Welcome Party' in a resort it will be useful to be well prepared before you commence your performance. As a group consider the following points and tasks to help you produce a professional and enjoyable presentation.

1. Working in pairs or small groups, identify the benefits of hosting a 'Welcome Party' for the tour operator and the customer.
2. Keep an ongoing list that identifies what information you need to include in your presentation.
3. Invite guests, parents, peers, teachers to watch and participate in you presentation.
4. Make sure that you take some digital photographs of your 'Welcome Party' and that the whole of your performance is video recorded. This is useful for when you want to evaluate you strengths and weaknesses.
5. You must ensure that your display material is fit for purpose i.e. is it readable, visually attractive and entertaining?
6. Presentation Skills: Ask yourself the following questions:
 - Am I smart and presentable, including dress, name badge etc.?
 - Am I knowledgeable about the destination – can I pronounce place names confidently?
 - Will I be able to smile and give good eye contact?
 - What does my body language imply? Do I seem happy and enthusiastic?
 - Are the audience participating and looking interested in what I am telling them?
 - Can they hear what I am saying? Or am I hiding behind my prompt sheets?

Your answer should be YES! to all of the above.