

Assessment #4: Travel Arrangements

1. Give short answers to the following questions:

1. i. Why is business travel becoming more commonplace and important?

Business travel is becoming more commonplace as markets expand and services and goods are sold all around the world.

Business travel is important to keep relationships between companies personal and ensure fresh perspectives (culturally and professionally).

2. ii. What are the benefits of using a travel agent?

Benefits of using a travel agent are as follows:

- *It saves a lot of time*
- *They often have a number of hotel and motel rooms blocked and held exclusively for them*
- *They can offer recommendations and make reservations*
- *They often have special fares that can be taken advantage of*
- *They can assist in securing passports and visas*
- *They may have access to special events*
- *Refunds can be obtained through them*
- *They can often help solve problems that occur during your employer's stay (they often have a toll-free 800 number)*

3. iii. Explain some of the advantages and disadvantages of business travel by plane.

Some of the advantages of business travel by plane are as follows:

- *Tickets can be booked online*
- *Tickets can be sent electronically so no paper print outs are required*
- *Seat reservations can be made*
- *Frequent flyer miles*
- *Non smoking*
- *Duty free purchases*

Some of the disadvantages of business travel by plane are as follows:

- *Passport/ visa is required*
- *Delays*
- *Waiting time (have to arrive early to check in)*
- *Declaring items*
- *Security checks*

4. iv. What is the purpose and value of a vision statement?
- 5.
6. *A vision statement shows what a company envisions they will become in the future. It shows what values they consider important and are working to in their company culture. The purpose of this is to allow customers and stakeholders to align with this vision; inspiring and motivating employees to contribute to it and ensure the company upholds these values.*
- 7.

2. List the information the PA/secretary needs to gather before making travel agents. Explain why each considering is important.

The information the PA/secretary needs to gather before making travel agents are as follows:

- *Purpose of the trip*

This is important to ensure that the environment is appropriate for the occasion. For example, a loud, active hotel would not be appropriate for quiet business meetings.

- *Desired departure/ return times & dates*

This is important to ensure schedule clashes do not occur. For example, a late flight home would not be appropriate if your boss has a meeting back in the office earlier in the day.

- *Point by Point itinerary*

This is important to ensure your boss knows exact times and locations for their trip. This allows them to book extracurricular activities when they have free time.

- *Size of party*

This is important to ensure all members travelling are part of one group and all of their needs are met before the journey. For example, it is important to know how many members are flying so they can all be reserved on the same flight in the same area of the plane.

- *Desired transportation*

This is important to ensure the most comfortable mode of transport is selected. For example, if your boss does not enjoy travelling alone you might book a train instead of a rental car.

It also needs to be taken into account the type of transport available at the location. For example, if trains are dangerous or expensive in a new city, it might be wiser to book a taxi.

- *Lodgings*

It is important to understand what type of accommodation is required. Distance to activities needs to be taken into account and also the comfort of the area for the duration of the stay. For example, it would be wiser to pick a hotel that is 10 minutes away from a conference rather than 30 minutes away, but not if the hotel has really low ratings and the threat of danger.

3. From the perspective of a PA, write a step-by-step plan for organising an international trip for your employer, including the question you'll need to ask along the way.

1. Gather the following information:

- *The full name of all travellers*
- *The address, telephone number & email address of all travellers (office & personal if applicable)*
- *Travellers preferences for the date and times for departure & return*
- *Travellers preference of transport, carrier, service, lodgings etc.*
- *Travellers frequent flyer numbers*
- *Travellers credit details*

2. Decide whether to book through a travel agent or manually (ensure you are following company guidelines either way).

3. When booking a hotel make sure to consider the following:

- *Location from activities*
- *Price*
- *Ratings*
- *Travellers preference*
- *Club points*

Once a location has been chosen reserve a room for the correct number of travellers for the correct amount of nights. A credit card may be needed for this. Leave both the travellers contact details and your own contact details in case of any changes to the schedule. Ask about any shuttle/ transport reservations and book these if required. Ask for written confirmation of all reservations so you can supply the traveller(s) with these before the journey. Familiarise yourself with the cancellation policy in case it is required at a later date. Have a backup hotel in mind in case of last minute disruptions to schedule.

4. When booking transport make sure to consider the following:

- *Availability*
- *Price*
- *Ratings*
- *Travellers preference*
- *Club points/ frequent flyer miles*
- *Documents required (e.g. passport, visa, driving license etc.)*

Once a mode of transport has been chosen reserve space for the correct number of travellers for the correct times. Leave both the travellers contact details and your own

contact details in case of any changes to the schedule. Ensure the traveller(s) have the correct documentation and it is in date. Ensure the traveller(s) have access to the mode of transport and if not, arrange this. Ask for written confirmation of all reservations (including tickets) so you can supply the traveller(s) with these before the journey. Familiarise yourself with the cancellation policy in case it is required at a later date. Have a backup form of transport in mind in case of last minute disruptions to schedule.

5. If the traveller(s) have free time on their trip, look at special events in the area they could attend. If appropriate book events for the correct number of travellers for the correct times. Ensure the traveller(s) have access to events and if not, arrange this. Ask for written confirmation of all reservations (including tickets) so you can supply the traveller(s) with these before the journey. Familiarise yourself with the cancellation policy in case it is required at a later date. Have a backup form of transport in mind in case of last minute disruptions to schedule.

6. Before the trip, confirm the following:

- *Airline tickets & frequent flyer number*
- *Lodging information & confirmation number*
- *Car rental information & confirmation number*
- *Money, travelers' checks, or credit card (alert the credit card company of your intended travel, so they won't freeze your account for suspected fraud)*
- *Documentation (passport, visa, divers license etc.)*
- *Itinerary*
- *Destination contact names, addresses, & phone numbers*
- *Event tickets & confirmation numbers*
- *Meeting agendas*
- *Speeches/reports/presentations (including backups)*
- *Electricals & charging equipment (laptop, phone etc.)*

Provide the traveller(s) with your contact details and a folder containing print outs of ALL reservations and confirmations.