**Scotland Unit : Outcome Two *![C:\Users\er3328d\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\5C9U8X1V\agence-voyages-floride-192[1].jpg]()***

**Meeting Customers’ needs**

***Interview Task One***

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Imagine that you work in a travel agency. You receive the following e-mail requesting information about a suitable destination in Scotland:

*We are a party of four adults from Madrid, Spain. We are visiting Scotland next August for 2 days and 3 nights. We are interested in a city break and would like to experience the attractions and culture the city has to offer.*

*We are looking for:*

* *A 4 or 5 star-rated city centre hotel.*
* *A list of attractions and activities that can be undertaken during the day and evening.*
* *A* ***2*** *day itinerary that would give us a flavour of what the city has to offer.*

Angelo Lopez Alopez@madrid.com

Your task is to provide a response to the enquiry that meets the customer’s needs. This should include:

* **A recommended destination within Scotland**
* **information on travel, accommodation, amenities and attractions**
* **essential resort information**
* **a 2 day itinerary for the group**

Use the customer enquiry form to record your advice.

***Interview Task Two***

As interviews are a vital part of getting any job, I am going to conduct an interview with you.

To prepare for the interview you must choose ANY destination within Scotland, and be able to talk about all of the bullet points listed above without the use of any notes in your interview.

* recommend suitable destinations for customers
* provide detailed information and travel advice about each destination
* recommend a wide variety of accommodation
* recommend a wide variety of activities
* recommend a wide variety of attractions
* recommend a wide variety of amenities
* produce a detailed travel itinerary

The only note you can bring in with you is the detailed travel Itinerary you produced.

You will be given an interview date before 9 October 2017

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