**Uk and Worldwide- Outcome 2**

Working at a travel agency you receive the following e-mail requesting information about a suitable destination in the USA.

*We are a couple from Edinburgh, Scotland. We are visiting USA next August for 3 days. We are interested in city breaks and would like to experience the attractions and culture of an American city.*

*We are looking for:*

* *A suitable airport to arrive at, which is close to the destination.*
* *Information about transfers between the airport and our accommodation.*
* *A 4 or 5 star-rated city centre hotels.*
* *A list of attractions and activities that can be undertaken during the day and evening.*

 *A 3 day itinerary that would give us a flavour of what the city has to offer.*

email your reply to gw14russellelizabeth@glow.ea.glasgow.uk

1. Write a reply to the email using the skills you have learned during the Customer service section of the course.
2. Fill out the following form, fully completed, to return to your customer:

**Travel and Tourism: UK & Worldwide *Name: …………………………………………………………………………………………. National 4 / 5***

|  |
| --- |
| ***Destination:*** |
| ***Tourists:*** |
| ***Home Town:*** |
| ***Budget:*** |
| ***Length of stay:***  |
| ***Interests:*** |
| ***Preferred Accommodation:*** |

Outcome 2 – The learner will - **Meet customer holiday needs by:**

1. Recommending a suitable destination for each scenario
2. Providing Information for each scenario
3. Recommending accommodation, activities, attractions and amenities
4. Producing a travel itinerary

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| --- | --- | --- | --- | --- |
| **Day / Date** | **Time** | **Activity/Hotel** | **Transport** | **Cost** |
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