



RQF LEVEL 3



TORTS302 TOURISM

Booking Travel Services

TRAINEE MANUAL





BOOKING TRAVEL SERVICES



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FOREWORD

Welcome to the world of Technical and Vocational Education and Training (TVET) in the hospitality and tourism sector. In an era of constant evolution and growing demand for skilled professionals, the importance of specialized training cannot be overstated. As the global hospitality and tourism industry continues to flourish, the need for competent individuals equipped with relevant knowledge and practical skills has become crucial. This collection of TVET training manuals serves as a comprehensive resource for those seeking to embark on a fulfilling career or further their expertise within the hospitality and tourism sector. Developed with meticulous attention to detail and in collaboration with industry experts, these manuals offer a wealth of knowledge, practical insights, and hands-on training exercises.

The manuals cover a wide range of topics, ranging from essential foundational concepts to specialized areas within the industry. Whether you are interested in hotel management, culinary arts, event planning, travel and tourism, or any other facet of this vibrant sector, you will find invaluable guidance within these pages. At the heart of the TVET approach is the belief that learning should be both practical and relevant. These manuals have been carefully crafted to ensure that they reflect the real-world challenges and requirements of the hospitality and tourism industry. They are designed to empower learners with the skills, competencies, and confidence needed to excel in their chosen field.

Furthermore, the manuals adopt a learner-centered approach, encouraging active participation, critical thinking, and problem-solving. Throughout each module, learners are encouraged to engage in practical exercises, case studies, and interactive activities that simulate real-world scenarios. This hands-on approach allows learners to apply theoretical concepts and develop the necessary skills that are highly sought after in the industry.

We understand that education is a lifelong journey, and these manuals have been designed to cater to learners at various stages of their professional development. Whether you are a student taking your first steps in the industry, a working professional seeking to enhance your skills, or an instructor guiding aspiring individuals, you will find the manuals to be a valuable asset. I would like to express my sincere appreciation to the authors, industry experts, and educators who have contributed to the creation of these TVET training manuals. Their dedication and expertise have ensured that the manuals are of the highest quality and relevance.

I encourage you to embrace the opportunities presented within these pages, to explore the dynamic world of hospitality and tourism, and to unlock your potential in this exciting industry. By investing in your education and acquiring the skills offered in these manuals, you are taking a significant step towards a rewarding and successful career.

Best wishes on your journey of discovery and growth in the hospitality and tourism sector.

Dipl.-Ing. Paul UMUKUNZI

Director General/ RTB

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COORDINATION TEAM

Rwamasirabo Aimable

Ntahontuye Felix

Production Team

Authoring, Review and Facilitation

Dieumerci MURHULA MWENZE

Safari Ernest

Habiyambere Daniel

Gahungu Faradji

Conception, Adaptation, Review and Editing

Gihoza Ngoga Pacifique

Sebagabo Jean de Dieu

Rukazamihigo Samson

Formatting, Graphics and Infographics

Albert Ngarambe

Asoka Niyonsaba Jean Claude

Technical Support

French Press Ltd.

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ACRONYMS

- **GDS**: Global Distribution system
- ARC: According to Airlines Reporting Corporation
- LLP: Limited Liability Partnership.
- **OPC**: One Person Company
- IATA: International Air Transport Association
- GPS: Global distribution system
- AP: American Plan
- MAP: Modified American Plan
- **CP**: Continental Pan
- EP: European Plan

INTRODUCTION

Welcome to the training manual for the hospitality and tourism sector, specifically focused on the trade of tourism. This manual, titled "booking travel services" is designed to provide comprehensive training for individuals seeking to enter or improve their skills in the industry.

The manual is structured into four units, each of which covers a critical aspect of booking travel services. These units include preparation for Client's Departure, Different Types of Journeys, Calculation of Journey Times in Air Transport, Handling Travel Inquiries.

This manual is not a typical textbook-style approach to learning, but rather an interactive learning experience. It comprises of discovery activities that allow learners to explore and discover concepts, problem-solving activities that require learners to think critically and come up with solutions, guided practice activities that provide step-by-step instructions, and application activities that encourage learners to apply their newly acquired knowledge in real-life scenarios.

Additionally, the manual includes assessment activities, which provide learners with feedback on their progress and help them identify areas where they need to improve.

By the end of this manual, learners will have gained a comprehensive understanding of booking tour services, and be equipped with the necessary skills to provide excellent customer service to travelers requesting travel services in any tourism company.

Units:

- Unit 1: Preparation for Client's Departure
- Unit 2: Different Types of Journeys
- Unit 3: Calculation of Journey Times in Air Transport
- **Unit 4: Handling Travel Inquiries**

UNIT1: PREPARING FOR CLIENT'S DEPARTURE



Figure 1: Prepare for client's departure

Unit summary

This unit describes the roles, importance and attributes of the travel agent but also the role of transportation and the application of GDS in in facilitating the movement of tourists from their normal environment to the destination.

Self-Assessment: unit 1

1. Look at the illustration above and answer the following:

- a. What do you see in the photo above?
- b. Name four things you see.
- c. What do you think this unit will be about?
- d. What topics might be covered?

2. Fill in the self-assessment below.

There are no rights or wrong ways to answer this survey. It is for your own use during this course. The trainer will read a skill that is listed in the left column. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this unit, we will take this survey again.

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience doing this.	l have a lot of experience with this.	I am confident in my ability to do this.
Describe Booking system					
(GDS)					
Describe Booking					
procedures					
Describe Departure					
procedures					

My experience	l don't	I know	I have	I have a	l am
Knowledge, skills and attitudes	have any experience doing this.	a little about this.	some experience doing this.	lot of experience with this.	confident in my ability to do this.
Describe Baggage handling procedures					
Describe Travel documents					
Describe Travel technology					

Key Competencies:

Knowledge	Skills	Attitudes	
1. Describe Booking	1. Apply booking	Be Concentrated	
system (GDS)	system (GDS)		
2. Describe Booking	2. Perform booking	Confidence	
procedures	procedures		
3. Describe Departure	3. Apply departure	Be proactive	
procedures	procedures		
4. Describe Baggage	4. Handle baggage	> Honesty	
handling procedures			
5. Describe Travel	5. fill Travel	Carefulness	
documents	documents		
6. Describe Travel	6. Respect travel	> Tactfulness	
technology	technology		



Discovery activity



Last week, a tourism company based in Kigali, the capital city of Rwanda, received an exciting order from a group of seven tourists. These eager travelers have chosen Rwanda as their destination to explore the enchanting beauty of the land of a thousand hills. The tourism company has been entrusted with the responsibility of organizing a memorable itinerary for the group, ensuring they have an immersive experience while visiting various captivating locations across the country.

Read carefully the above scenario and discuss the following

- What kind of service will they need?
- What will be the procedure to follow?
- What will be our topic?

Topic 1.1: Importance of travel agents





Next year, a group of students from Rwanda University is preparing for an educational trip to France that will span five weeks. Instead of seeking assistance from a travel agency, they have chosen to take charge of all the necessary arrangements themselves. However, they are faced with a challenge as they are not familiar with the process of finding the essential services required to ensure a successful study trip.

Please carefully read the scenario and discuss it in groups of four trainees. Once you have thoroughly read and understood the scenario, engage in a discussion to analyze its details and implications

1. Discuss the services offered by travel agency.

Key Facts

• Introduction to travel agency

People have always travelled around the world to view monuments and other works of art, learn new languages, experience new cultures, and sample new cuisine. The travel agency industry is a relatively new one.

It all began in 1758 with Richard Cox, who was followed by Thom. Despite having one of the highest volume sales in the world, this business was developed simply by coincidence. Thomas Cook is known as the "Father of the Travel Agency Industry." With the introduction of scheduled flights, the face of the travel agency industry began to drastically alter. When the air transportation hit after World War II, a slew of people established a presence as travel agencies. The tour operation business grew and travel agencies mushroomed all over the world.

These were classified and functions were determined for the conveniences of smooth operation. You are going to learn all this here in following units of this block in detail.

✓ Origin of Travel Agency Business

In the beginning, the travel agency business was in a state of experimentation and community help. Gradually, the business grew up in such a scale that competitive travel companies around the world forged into the sophisticated business.

The nature of the business was a sort of intermediary role to cater holiday related services to those who were away from home.

Travel agencies made all possible efforts to ensure the service quality for enhancing the level of satisfaction. In practice, travel agencies were principally driven by the needs of the customers. It is very strange to see that travel agency business in those periods were run with reasonable investment and used to make reasonable amount of profit amidst certain risks such as confirmation of hotel rooms, security of customers, quality of foods, frontier formalities, political system, ethnic difference, long travelling hours, language, etc. Despite of confronting with all impediments, travelling to places other than the place of own domicile was a status symbol of society that pushed people in Europe to undertake travel.

The invention of railways and sophisticated steamship also motivated people to travel because travelers urged for comfort and relaxation in the tour.

Thus, Thomas cook's voluntarism to experiment his noble idea to assist people to reach at their destinations is really a matter of great contribution to the history of travel agency. Several travel simplification mechanisms were successfully experimented and proved the best options till today in the travel world.1

The Contribution of Richard Cox and Thomas Cook for had established professional travel agency in the 18th and 19th centuries respectively was significant. The nature of travel agency business at that time was to offer with various travels related services to the desired customers, and the travel professionals booked a very little amount of profit. Later, with the initiative of Richard Cox and Thomas Cook of United Kingdom, travel agency business saw a horizon.

✓ Definition of travel agency

According to Airlines Reporting Corporation (ARC) a travel agency is defined as "A business that performs the following functions: quotes fares, rates, make reservations, arrange travel tickets and accommodation, arrange travel insurance, foreign currency, documents and accepts payments."

According to SARC (1967), "Travel agency business consists of the activities involved in selling tourism products/services directly to the tourists and performs normal functions such as issuing air tickets, making accommodation and transportation reservation, providing specialized services, and accepting and making payments."

• Determining trends affecting travel sector

✓ Bleisure Travel

Bleisure travel is a growing tourism trend where people extend their business travel to leisure activities. Experts predict it will continue to grow in the mobile workforce. Although

¹ Travel agency and tour operation, Dr Rahul Singh Shekhawat (2020)

business travel has started to make its comeback in 2021, Bleisure is believed to be its future.

These business-leisure trips can either be pre-planned, whereby clients schedule their vacation within the same period of a job-related trip. Companies may also offer their workers some tourist experiences during work trips.

On the other hand, this can come as an afterthought. Once the meetings, professional conferences, and other work engagements are over, business travelers may decide to extend their stay and explore their destination.

There is also a growing trend among millennial known as the "digital nomad" phenomenon. This is whereby online workers and freelancers adopt the lifestyle of traveling as they work.

As a tour operator, you can take advantage of this growing trend by creating offers that entice business travelers to extend their stay for leisure. For example, you can sell team retreat packages combined with perks like photos, videos, and transportation.

Having wifi and chargers in buses and accommodation (for multi-day tours) can also invite digital nomads and other travelers looking to stay connected for work.

✓ Automation

Gone are the days when booking trip-required clients to make a phone call, speak directly to a service provider, or walk into the supplier's office for face-to-face negotiation.

Digitization has led to a rise in online bookings. Not only has this made advertising cheaper for travel companies, but also customers are enjoying and increasingly prefer the convenience it offers.

Tour and activities companies have also progressively adopted technology and online booking.

Booking systems help tour & activity providers automate their processes and be more effective by adopting cutting-edge technologies.

Long gone are the days when you are using spreadsheets, pen and paper to manage your reservations: booking systems do it all automatically, save your time and money. For example, Regiondo booking system has won European travel market by providing seamless reservation experience, flexibility and innovations to businesses of any size.

✓ Mobile Bookings

Another important aspect when it comes to digitization is mobile bookings.

Operators report that 2 in 5 online bookings are made on mobile devices. These Smartphone shoppers are also more valuable to your business because of the following reasons:

They spend 50% more on tours and activities per trip.

They average 2.9 tours per trip.

They are twice as likely to leave online reviews.

✓ Personalization

According to Think with Google, 57% of travelers believe that companies should personalize their buying experience and base it on their behaviors, personal preferences, and past choices.

Personalization is also important when it comes to the actual tour or activity. By offering flexible experiences that can be tailored to a traveler's needs, you stand a chance of better satisfying your clients, and that can lead to repeat visits. Your priority should therefore, be on offering customer-oriented services.

It starts right from the time they see your advert on social media or your website. The messaging should resonate with what the client prefers. Travel and tour suggestions can be offered according to, for instance, what the customer has been browsing on the internet. This is possible to set up using specialized marketing tools and ad platforms like Google and Facebook.

You are better placed by factoring this into your company's digital marketing strategy. How do you get started? Reach out and speak to your customers to learn about their preferences, characteristics, behavior, and individual needs.

Overall, staying on top of this tourism trend can be the distinction that will make your company stand out from competitors and gain back profitability faster.

✓ Tech-Empowered Travel

Travel technology definition

Travel technology is the use of IT in the travel, tourism and hospitality industry.

It is the application of IT and e-commerce solutions in tourism, travel, and hospitality with the goal of automating travel, saving time, reducing costs, and we already talked about automation and mobile bookings as some of the future trends in the tourism sector. However, existing and emerging technologies will continue to influence travel in many other ways.

A recent Amadeus survey states that technology and innovation seem to be key in building traveler confidence and they will increase willingness to travel in the next 12 months.

What is more, people need instant access to information and help when being abroad.

In the coming year, tech innovations will continue to bring ease to the travel experience. The top five technologies that would increase confidence to travel in the next 12 months are:

- Mobile applications that provide on-trip notifications and alerts
- Self-service check-in
- Contactless mobile payments, e.g., Apple Pay
- Automated and flexible cancellation policies
- Mobile boarding

In addition to supporting people throughout their journey, technologies made innovative solutions possible. Virtual tours, experiences, and classes gained significant popularity during the lockdowns, and thanks to tech innovation, many businesses survived the crisis.

Technology has changed the way the world works, travels, and enjoys it by making things easier, safer, and more efficient to work with.

The travel industry is no longer run using traditional methods anymore. Travel, tourism and hospitality business owners have long been automating their process to improve productivity and customer satisfaction. The outcome has been a massive improvement in efficiency in service delivery across the world and a more standardized way of dealing with clients.

Smart phone as travel buddy

Using your smartphone, you can plan a trip completely hassle-free. More importantly, your mobile device can be your tour guide wherever you are. You can use it to get real-time updates regarding your flight, check in and out of a hotel, and find your way around your travel destination. it can be your map and compass, instantly locating nearby cafes, restaurants, museums, and anything else you need.

AI (artificial intelligence)

More and more online travel agencies and hotels are leveraging AI-powered solutions to automate bookings and provide personalized service.

One example is chartbots. not only can they provide 24/7 customer support, but they can also make bookings, provide instant answers to FAQs (frequently Asked questions), process payments, and carry intelligent, human-like conversations. They can be ideal travel companion.

AR and VR

VR (Virtual reality) in travel enables you to transport yourself to another location virtually. You can take a virtual tour of hotel before booking a room or a restaurant before making a dinner reservation. With AR (augmented reality), you can also take room tours and engage in various hotel facilities.

Internet of things

Internet of things (IoT) in travel helps personalize and streamline the travel experience. For instance, hotels that embrace IoT allow guests to control various internet-enabled devices inside their room with their smartphones. They can control the lights, thermostats, TVs, and more.

✓ Sustainable Tourism

Following the COP 26 UN Climate Change Conference and the release of The Glasgow Declaration on Climate Action, international locations are advised to accelerate climate action in tourism. So encouraging sustainable tourism practices and environmental projects is of utmost significance for the resilience of the sector.

The UNWTO Secretary-well-known has warned that the "climate emergency is a larger threat than Covid". As global tourists turn out to be privy to this disaster, they arrive to believe that humans want to do so now and make sustainable journey picks for you to shop the planet and preserve it for destiny generations.

More tourists are adopting this mind-set as a result making their journey choices with the surroundings in mind.

However, it's miles vital to be aware that sustainability isn't always simplest about the environment. It is likewise about creating a highquality impact on cultures, economies, and the people at the destinations that customers go to. In the post-COVID-19 generation, sustainability might be a non-stop trend in tour and tourism.

If you play your component in upholding sustainability, you could earn the agree with and loyalty of the era of tourists who are spearheading this trend.

✓ Ecotourism

Ecotourism is a form of tourism involving responsible travel (using sustainable transport) to natural areas, conserving the environment, and improving the well-being of the local people.^[1] Its purpose may be to educate the traveler, to provide funds for ecological conservation, to directly benefit the economic development and political empowerment of local communities, or to foster respect for different cultures and for human rights. Since the 1980s, ecotourism has been considered a critical endeavor by environmentalists, so that future generations may experience destinations relatively untouched by human intervention.

Ecotourism may focus on educating travelers on local environments and natural surroundings with an eye to ecological conservation. Some include in the definition of ecotourism the effort to produce economic opportunities that make conservation of natural resources financially possible.

- 2. Write down your answers on a paper to prepare for presentation.
- 3. Present your work in the class.
- 4. Have a look at **key notes 1.1** and ask for more clarification to your trainer.²





1. You are invited to join a group of four students to discuss the importance of the travel agency sector.

If you have any questions or need clarification, please feel free to seek guidance from the trainer as needed

² https://en.wikipedia.org/wiki/Ecotourism

- What do you understand by travel agency?
- Is travel agency different from travel agent?
- What serves the travel agency?



Activity 3: Application



Get ready, you and your classmates are going on a visit to the nearest travel agency or tour operator to observe their activities.

- 1. You are asked to wear appropriate dress.
- 2. Observe well the undergone activities at the travel agency or tour operator.
- 3. Take note of your observations, introduce them, and engage in a discussion with your colleagues.
- 4. Ask questions for more clarification.
- 5. After returning to school, you are expected to provide a summary of the activity.

Topic 1.2: The role of the travel agents

Activity 1: Problem Solving



A group of four investors from Lebanon would like to start travel agency business in Kigali. Their team is made of two civil engineers and two mathematicians who would like to work in their travel agency as Managers and operators.

After reading well the scenario, join in your group and:

- 1. Discuss in small groups the roles of travel agency in Rwanda
- 2. Write down the answers on a paper
- 3. Give the paper to the group secretary to write the results on the blackboard

Key Facts

• Identification of requirements to operate a travel agency

The tourism sector is moneymaking and continues to develop. This is mostly due to an increase in people's willingness to travel to new places. You must follow some important procedures when you are creating a travel agency or an online travel business.

However, due to aggressive competition, it would be hard for your agency to stand out in the market. These basics will assist you in understanding your travel agency's requirements and running it successfully.

✓ Choose Your Specialty:

Better to identify the niche market before to establish a travel firm. It will assist you in developing your brand, naming your travel business, according to your niche. However, starting a travel agency without deciding on a specialization will cause many problems. You

will lose your area of expertise. Without area, it will be like moving in a million different directions without proper road map.

One of the most common mistakes young travel agency operators make wants to sell everything. As a result, they are encouraging stiff competition from all directions. It is not a good idea to establish a business like that because it lacks experience and resources. As a result, identify your specific travel market. Because there are fewer operators working in a specific market segment, the competition is reduced.

A niche market is one that only a few people have looked into. There is always possibility of growth in this industry.

✓ Identify your Target Market:

Know your target market from the inside out when considering how to start a travel business. You should conduct some numerical research to establish which demographic is most likely to be interested in your company's offerings. You can then target them in your advertising activities once you know them. You should carefully examine the demographic data in your location while conducting surveys.

When you create a tour company, you can receive this information from your website or the local auditor's office. You should also look at the travel statistics in your service region. Determine what percentage of your community is interested in your travel specialty.

✓ Make an Effective Business Plan:

A well-thought-out travel agency business plan keeps you on track. It aids you in your efforts to manage a successful organization.

The business plan, on the other hand, is not about creating goals at random and having a hazy sense of what you will be doing. There is a lot more to it than that. You should make a precise plan ahead of time.

Some crucial aspects must be included in your travel agency business plan. Make sure it's based on your market research and sales tactics. Make sure to include your funding needs and budgetary estimates in your proposal. To acquire a clear picture of your business goals, your business description should be precise.

✓ Business Entity Selection:

Today's travel agents have excess of corporate entity alternatives to select from, and the venture's business plan will play a key role in determining the best fit. Most travel agencies opt for a Private Limited Company since it is one of the most widely used and recognized business structures, and it comes with a slew of advantages.

Entrepreneurs who want to sell their services online and quickly scale up their business leveraging the internet's power, forming a private limited company is a necessary. Newly developed company forms, such as the Limited Liability Partnership (LLP) or the One Person Company (OPC), on the other hand, are perfect for entrepreneurs who want to build their firm slowly and/or part time.

In any case, a travel agency would benefit from a business entity that provides restricted liability and independent legal entity status.

✓ Recruit Qualified and Skilled Personnel:

While considering how to start a travel agency, you may not require a large number of employees to help you get started. However, you will still need to hire some people to handle bookings. Recruit employees to assist you if you are running the firm from a physical location. However, make sure that the people you select have some experience and inter personal skills. Such individuals can save you a lot of time and help you manage your agency more efficiently.

✓ Make a Marketing Strategy:

Marketing is key to push initial business. Advertisements bring a company's products or services to a targeted market. Advertisements are ubiquitous, they aid in capturing the attention of potential clients. When considering how to start a travel business, you should also consider developing a marketing strategy. In the realm of advertising, you have many possibilities. Word of mouth is the most cost–effective.

You may simply tell your friends, relatives, guests, and anybody else you encounter about your new venture. Then consider utilizing local advertising networks to your benefit.

Use a variety of locations in your neighborhoods, such as billboards, walls, signboards, and so on. In this circle, you can also encourage your friends to recommend your agency. However, because offline advertising, such as newspaper ads, is expensive, your small firm may not be able to pay it. At the same time, do not completely disregard it. Consider online advertising, which is less expensive.

To gain the most exposure for your agency, place ads on a variety of venues online.3

✓ IATA accredited travel agency

The business interaction between travel agents and airlines is substantially simplified because of IATA accreditation.

The IATA accreditation package is for travel companies around the world that help suppliers issue airline tickets. Additionally, with a single Sales Agency Agreement and access to IATA's Billing and Settlement Plan (BSP), the IATA agent number introduces the travel firm to other IATA airline members. BSP is an invoicing and payment link between the agent, airlines, and transportation suppliers, as we said earlier. The agent's full certification also implies that he or she adheres to industry–standard ethics and behavior guidelines.

Let us have a look at it.

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³ Travel agency and tour operation, Dr Rahul Singh Shekhawat (2020)

Familiarize yourself with the fundamentals:

Read the Travel Agent Handbook (TAH) with a fine-toothed comb. It is an excellent resource for IATA members and applicants. You will find broad standards, rules, and regulations that apply all throughout the world here. Examine the local parameters that are specific to each country.

Be prepared to get a bond:

If your financial statements reveal that your current assets are less than your liabilities, you may be required to post a \$50,000 bond to demonstrate your financial stability.

4 Create an account with the Customer Support Portal:

Proceed to the registration page and complete the process. You must enter your personal information and create a password.

Fill out and submit the IATA application:

Complete the application according to the rules and upload it to the Customer Portal together with necessary papers. Follow the directions on the form to include the letters of recommendation.

Pay the registration money and wait for the results:

IATA will contact you for the next stages and to confirm registration fees after your application has been received and processed. The consideration phase usually lasts two weeks. The price for self–employed agents is \$165, while full service or corporate travel businesses often pay \$360.

• IATA accreditation

To apply for IATA accreditation and obtain the unique number necessary documentation are required. Here is a list of documentation you'll need to receive an accreditation.

✓ Proof of General Business Operations:

If you are a branch operator, the documents should include hours of dedicated services or a copy of the agreement to serve as such. For instance, you may attach records about offering a particular kind of tour. The same works for solo operators.

✓ Proof of your Qualifications:

Regardless of whether you have multiple agents or you are a solo operator, you must submit a business license or copies of any certifications, such as agent training courses. Here you must indicate that your agents meet the professional criteria, according to local business standards.

✓ Confirmation of Prior Travel Agent Experience:

If you have previously collaborated with an IATA accredited agent or airline, then include this record in your documents. If possible, attach a recommendation letter from that company or documentation of employment. Documents indicating a basic knowledge of airline and ticketing operations may be also attached.

✓ Proof of Financial Viability:

Attach copies of all of the travel-business- related bank transactions for the past year. Include loan or insurance documentation if you have any. All these records should be placed in chronological order. Detailed bank account records with deposits and withdrawals for the previous fiscal year are also required.4

• Identification of the skills required by travel agents

✓ Customer service

Travel agents often are the first point of contact for customers who plan a business trip, vacation or other types of travel. They have excellent customer service skills to ensure they can plan a trip that their client's needs.

Travel agents may communicate about challenging subjects, like flight delays, unexpected cancellations or inclement weather that could affect a client's trip. Having great customer service skills enables travel agents to calmly and respectfully help customers achieve their travel goals and resolve conflicts with vendor's partners.

Reading comprehension

It is critical for travel agents to have excellent reading comprehension skills so they can sign their clients up for the services to suit their needs. Part of a travel agent's job is to

⁴Travel agency and tour operation, Dr Rahul Singh Shekhawat (2020)

understand the terms, conditions, cancellation policies and other details involved with booking flights, hotel rooms and excursions. They can interpret emails from clients to understand what they are asking for and provide any additional information that could help.

Scheduling

Travel agents manage the logistics of their clients travel schedules. Travel agents use scheduling skills to ensure their clients can time their flights and lodging appropriately, attend appointments on time and maximize the enjoyment they get out of their trip. Having strong scheduling skills involves being able to monitor all cancellations, act as a liaison between clients and vendors, update itineraries and make adjustment to accommodate last minute changes.

✓ Negotiation

Clients hire travel agents because they can advocate for customers to the best deals possible. Being able to find compromises, leverage situations for positive outcome can help travel agents quickly, and efficiently book their clients ideal trips.

Travel agents use negotiation skills to secure affordable rates for their clients, waive fees and gain access to special accommodations. Negotiation skills also can be useful for travel agents when communicating with unhappy or frustrated customers.

✓ Sales

Travel agents often upset clients on other travel services when helping them plan a trip. Some travel agents provide basic services free and rely on their sales abilities to sell premium travel packages to clients. Travel agents also use their sales skills when collaborating with hotels, airlines and other travel companies to provide special deals.

✓ information technology

Many travel agencies use computers software and IT systems to manage bookings for their clients. Travel agents can navigate software interfaces and troubleshoot basics IT issues to help client's access information about their accounts. Travel agents also use IT skills when making third party bookings online and tracking the status of a trip.

✓ Money handling

When booking a trip, travel agents often process credit card transactions and refunds on behalf of their clients. They understand basic money handling practices to ensure they spend on authorized funds and successfully manage any disputed transactions. Travel agents use their knowledge of bookkeeping and money handling to ensure their clients pay the correct amount and receive refunds promptly.

✓ Time management

Travel agents typically work with multiple clients at once. Being good at time management allows travel agents to balance priorities and meet the needs of all clients without having to rearrange their schedules or work overtime. Using time-management skills for travel agents involves playing attention to deadlines; responding to all communications and setting aside time to deal with ongoing administrative tasks.

• Description of the services offered by travel agents

A travel agent is a person or an organization, or a corporation that is referred as a travel agency. An agency is manned by travel agent and it is a place where all travel goods and services are assembled and coordinated to ensure that the travel agency's operation runs smoothly. Organizing a trip is a time–consuming and difficult task. In addition to providing advisory services and complete vacation packages, travel agents make this procedure easier for their consumers.

They can book flights, cruises, rental cars, hotels, resort stays, and events, among other things. Agents serve a diverse clientele, including both individuals and businesses.

✓ Hotel booking

A travel agent simplifies the process of planning a trip for their clients and ensures they have the best trip possible.

They interact directly with the public and with clients to determine the best possible accommodations for the client's specific needs.

They may offer the visitors suggestions based on their experience, or they may offer complete packages from various hotels, motels, or resorts.

The level of commission that an agency earns on the booking of specific hotels is frequently a significant source of income for them.

Travel agencies sell rooms per night on behalf of the hotels in their portfolio, while also providing an important service to their hospitality partners.

The commission is then paid using manual invoicing before the payment is processed by the bank and deposited into the company's accounts.

Important Consideration before Processing Hotel Bookings:

There are mistakes that can easily happen when processing bookings. Here the main points to note when hotel booking is made by travel agents:

- Check the guest name, address, email, mobile and contact number before heading for booking.
- Check room tariff and quote the rate per room or per person.
- What does the tariff include like; tax, meal plans, service charge etc. must be made clear to guests?
- ♣ Are there any supplements for a view, balcony, and facilities in room?
- Are there any cancellation charges or policy to the mentioned?
- What meal basis is included AP, MAP, CP, EP etc?
- Have there been any changes in the itinerary? If so, have we changed the hotel reservation?
- When and how much commission is to be paid to the travel agent?
- Enter the correct billing routing instructions to the reservations.
- Ensure to attach all the reservation correspondences like vouchers, coupons etc to the booking.
- ↓ Verify and send the confirmation letter to the Travel Agent/Booker.
- If it is a multi-hotel itinerary, then ensures to generate a separate confirmation letter for each hotel stay.
- Air ticketing

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A travel agency sells a variety of tourism products. Airline ticketing and reservation are major source of revenue to the travel agents. Travel agencies perform the function of airline ticketing and reservation on behalf of various airlines. Agents use computers or call airlines to book seats for their customer convenience.

They conduct research on their client travel plans and communicate critical information such as weather conditions, travel advisories, and required documents for their destination as well.

The ticket has to be booked in accordance with the requirement of travelers. It can be a paper ticket or E-ticket however, IATA has been mandated to use e ticketing since 1 June 2008 for its members. Domestic ticketing and international ticketing are two sub-divisions of a travel agency.

An electronic ticket, or e-ticket, is intended to function similarly to a paper ticket by reserving a seat on a flight; all you need to do at the airport is provide an identification number and show an individual identification. The ticketing department is in charge of handling all ticketing inquiries, whether domestic or international.

The executive at the travel desk should be familiar with computers and the internet. She/he has to be well–versed in flight schedules of various airlines and airlines applicable for journeys such as – Special fare, discounted fare, night fare, classed to travel, classes of travel, special fares, booking and cancellation policies, booking update, the city code, airport code and airlines code, reservation code, special service, and so on.

✓ passport and visa

While travelling abroad besides an airline ticket, VISA and Passport are necessary documents to carry, a passport is identification of citizenship and VISA is permission to enter into a country.

The VISA issue is determined by the nature of the person's trip abroad. A VISA can only be issued by the consulate of the visiting country. A department of a travel business provides professional and timely visa services.

The department also provides clients with information on visa requirements and/or other pertinent information for a certain destination.

4 Passport:

A passport is a document issued by the government of a country to its citizens. A passport is a piece of identification that includes a person's name, date of birth, gender, address, and birthplace.

A passport's function is to identify the person who holds the document. The navy blue ordinary passport for Indians must be renewed every ten years. Indian nationals can obtain one of three types of passports from the Indian government. The first is a regular passport, which is navy blue in colour.

It is given for personal or business travel. The diplomatic passport is the second option.

A diplomatic passport's cover is maroon in color.

\rm 🖌 VISA:

A visa is an official document that a government must issue to a passport holder from another country in order for them to visit the former country.

A visa allows a passport holder to travel to a nation other than the one for which he or she possesses a passport. However, in order to enter the nation, the passport bearer must first clear immigration. That is to say, possessing visa does not ensure entry into the country; the final authority rests with the country's immigration office.

Every government offers some fundamental forms of visas to the visitors, although the particular categories of visa vary from country to country. The following are the main types of visas:

- o Tourist Visa
- o Transit Visa
- o Business Visa
- o Temporary Worker Visa
- o Student Visa

✓ Currency exchange

Approved travel agency authorized by government body provides currency exchange services to tourists. Every tourist destination country has its own currencies, which may not be accepted at many places and at local vendors.

The currency of tourist's country has to be exchanged with the currency of the intended destination.

This specialized activity of a travel agency provides aids to the prospective travelers so that they can exchange their currency according to the destination country they are going to visit.

Some of the larger travel agencies specialize solely in the provision of foreign currency, travelers' cheques, and so on.

This is a valuable service for aspiring travelers because it saves them time and energy by avoiding visits to traditional banking channels.

✓ Travel insurance

When travelling outside his/her usual environment, travelers may encounter a variety of health-related issues. If a traveler obtains travel insurance, he or she will be able to smoothly navigate the problem in terms of paying off the expenses through the insurance cover.

When a passenger purchases travel insurance, there is a need to cover safety and security as well as medical contingencies. To avoid such a situation, a passenger should purchase travel insurance to assist in dealing with such issues.

Aside from health insurance, policies are created to cover lost baggage, financial failures of service providers, and other misfortunes, among other things.

Most travel insurance policies cover things like trip cancellations, medical emergencies, lost or damaged luggage, and more.

Rental car damage and trip cancellation for any reason are covered depending on the travel insurance you choose.

Furthermore, the following are some of the risks or losses that are covered by travel insurance:

- Personal accident cover
- o Dental treatment relief
- Baggage delay
- Emergency evacuation
- o Medical expense reimbursement
- \circ Loss of passport
- Loss of checked baggage
- $\circ \quad \text{Trip cancellation} \quad$
- $\circ \quad \text{Home robbery} \\$
- o Trip curtailment Missed departure/missed connection
- Airline booking/bounced hotel
- Advantages of Travel Insurance:

Provides Peace of Mind:

The main benefit of purchasing travel insurance is that it provides you with peace of mind. You are unable to enjoy your trips because you are afraid of what can go wrong.

Provides Compensation for Lost Items:

It's likely that you'll carry some high-value items with you on your vacation, including as your wallet, camera, phone, and other valuables. Your travel insurance coverage may cover some or all of the costs if these things are lost or stolen.

> Provides Medical Expense Coverage:

Anyone can become ill or have an accident at any time. However, due to the abrupt change in weather, food, drink, and time zone, the risks of becoming unwell when travelling are significant. While medical care can be costly when travelling abroad, you should have a solid strategy in place to deal with medical crises. This is where travel insurance can help you out once more.

Saves You Money in the Long Run:

While paying the high cost of travel insurance at the start of your tour may be inconvenient, you should consider it an investment. It serves as a beneficial component for both your health and your peace of mind in the event of any commotion or unexpected trip cancellation.

• Ground handling

The function of ground handlers for the visitors is critical, with local offices in the countries where passengers will be served.

This was first driven by necessity, as it ensures a high level of control on the ground and ensures that guests have fantastic experiences while on tour.

The local staffs, on the other hand, has progressed into leadership roles, giving staff confidence that they will be able to continue providing the exceptional service that customers have come to expect without the direct supervision of the travel agent's office.

Customer service at a travel agency staff is the primary point of contact between airlines, hotel, local transportation and other such services to the guests.

They play a key role in providing the care required for successful ground handling operations, from check-in &checkout from hotel, proper arrangement of local transportation, arrangements and arrangements for the sightseeing, activities and so on.

Ground handlers at airport are responsible for reconciling, tracking, and managing baggage. It must be synchronized in real time with departing passengers and tracks throughout the airport. Flight delays may occur if baggage is not handled properly or is not loaded or unloaded on time.





Under the guidance of your trainer, answer the following questions:

- 1. What are the requirements to operate travel agency business in Rwanda?
- 2. What are the skills required for the workers?
- 3. What are the specific services to sell to clients?





A travel agency in Kigali has secured the contract from the Rwanda government to oversee and manage all activities associated with CHOGM 2023 in Kigali. However, upon recognizing the incompetence of the initial employee, you have been hired by the travel agency as a specialist in the tourism sector. Your role will be to handle all travel-related services, ensuring a seamless experience for the attendees from their arrival to their departure.

Read carefully the scenario and:

- 1. Determine if your company comply with law
- 2. Identify the services that may be needed
- 3. Select the competent personnel to work for the company.

Repot the activity

Topic 1.3: The role of transportation in the tourism industry

Activity 1: Problem Solving



After watching the movies, you are requested to join your group and engage in a discussion with your classmates regarding the following questions.

- 1. What can you say about the movie?
- 2. Name the means of transportation identified in the movie
- 3. Write them down on a paper, the select one member of the group to write the on the blackboard
- 4. Compare your results with the one of other groups
- 5. Have a look at key notes 1.2. and ask more clarification to your trainer

Key Facts

• Identification of types of transportation

✓ Air transport:

is the newest means of transport; it was introduced in 1903 but developed into full means of transporting people and goods in the 1930s. The greatest air transportation started after the Second World War (WWII). This mode of transportation can be used for both domestic and international flights.

✓ Rail transport:

Railways were developed during the period of the industrial revolution in the 19thcentury; these were partly for political reasons and for economic reasons. In many countries, they were built specially to penetrate isolated regions and help promote political unity. The

major advantage of **railway transport** includes the provision of reliable services. It has the ability to convey heavy and bulky goods; it is also very cheap, safe, and comfortable for passengers over a long distance.

✓ Road transport

Exists in all parts of the world; this involves the use of motor vehicles (cars, lorries, buses, bicycles, and trucks). There are various types of roads according to size and functions; some roads are tarred while others are not. The best of these roads are the modern roads, which link major towns. Road transport, when compared with other modes of transportation, is more flexible. It is relatively cheaper and faster. Road transport has a high capacity for carrying goods over short distances. Maintenance is one of the major disadvantages of this mode of transport.

✓ Water transport

is very important because it is the cheapest way of transporting bulky goods over a long distance. In the world, there are two major types of water transport namely: Inland water transport and ocean water transport.

Inland water transport

This is the system of transport through all navigable rivers, lakes, and man-made canals. Many large rivers in different parts of the world are used by ships and barges for transportation; the main rivers where inland water transport is important are the Rhine and dambe in Europe, DR Congo in Africa, the Nile in Africa, the Misisipi in the USA, etc.

Ocean Waterways

However, Ocean waterways carry a number of the world's exchange, the majority of the cumbersome items, substances, and passengers bypass through ocean waterways from one united states to every other on the cheapest value.

Other modes of transportation

✓ Pipeline shipping:

This device of transportation involves the usage of whole pipes within the transportation of water, crude oil, (petroleum) and gas. This mode of transportation is safer than using tankers or trailers inside the transportation of those drinks.

✓ Animal-powered transport:

That has mainly called a beast of burden. It is the oldest method of transportation; this generally entails the use of animals for the transportation of people and items. Humans might also ride a number of the better animals immediately, or harness them. Examples of such animals used for transporting human beings and goods encompass camel, horse, donkey, elephant, and giraffe.

✓ Human-powered delivery:

This is any other form of delivery, which includes people, items or both transported from one area to another the use of human muscle-strength, inside the form of taking walks, strolling and swimming. Modern era has allowed machines to take over human power. Human-powered shipping remains popular for reasons of fee-saving, physical workout, enjoyment, and environmentalism; it is occasionally the simplest type to be had, mainly in underdeveloped or inaccessible regions.

✓ Spaceflight:

is a method of transport that moves out of Earth's ecosystem into outer space by using a spacecraft? While massive quantities of studies have long past into generation, it is not generally used except to position satellites into orbit and behavior medical experiments.

✓ Cable shipping:

cable shipping is a extensive magnificence of delivery modes which have cables as the foundation for transporting items or humans, frequently in automobiles referred to as cable automobiles. The cable can be pushed or passive; items can be moved by means of pulling, sailing, sliding, or through drives within the object being moved on cableways, this is another means of transport used within the mountain. The use of pulleys and balancing of masses going up and down are not unusual factors of cable delivery.

• Describe the historical development of transportation types

The records of transportation start evolved from the human era and continued to alternate over a period. The first manner of transportation was the human foot. People used to walk large distances to reach locations. The first improvement made to this form of transportation became adapting to unique surfaces. For instance, human beings residing in areas with snow and ice wore spike-like attachments so they did not slip at the floor.

People knew that trees and logs glide on water and so they dug out the middle portion of logs to form a form of seating. This helped people use water our bodies as a means of shipping.

✓ The steam engine

The invention of the steam engines performed a good-sized role within the Industrial Revolution throughout the past due 1700s and early 1800s.

What Is a Steam Engine?

A steam engine makes use of warmness and steam to create mechanical strength. There have been many exceptional varieties of steam engines during history; some use timber and others use coal to generate the important steam. Most steam engines paintings via heating water in a chamber, which creates or holds steam. The stress of the steam can then be directed through pipes and valves to generate mechanical power.

✓ Technological advancement in transportation

This is a chronology of technology and technological tendencies in transportation:

\rm Antiquity:

Rafts on rivers, Canoes, Invention of shoes, Domestication of horses and use of horse in transport, Chariot, Wheelbarrow,

Middle age:

Compass, Quadrant (that measures the angles utilized in navigation), Ships, World map

17th Century:

Wagon way, first submarines, Wheelchair, Horse drown public bus

4 18th century:

Sextant (used to degree latitudes), Marine chronometer (used to measure longitudes), Iron bridge, Parachutes, Hot air balloon, Tricycle.

Wineteenth century:

Locomotives, Steamboat, Railway locomotives, Railways, Trains, Elevators, Bicycle, Motorcycle, Motorcar, Lead-acid battery.

4 20th century:

Airplanes, Diesel engine, Moto deliver, Jet engine, High velocity craft, Satellite

4 21st century:

Hybrid trains (uses rechargeable energy, High pace trains, Metro cables, Electric automobiles, Electric ships, Google maps, New trends in shipping

✓ Smart Bicycles

Although the bottom design remains pretty well known, engineers retain to experiment with new designs and materials, along with excessive-tech digital controls.

✓ Maglev Trains

Top news for trains is China's new maglev teach that is designed to hold passengers at quickens to 370 mph, greater than a hundred and fifty mph faster than the world's fastest passenger trains now in operation.

✓ Multi-Directional Elevators

German elevator manufacturer Thyssen Krupp is developing the world's first rope-less and sideways-shifting elevator machine.

✓ Safer Autonomous Navigation

Rapid advances in laptop technologies have increased the design and production of selfreliant cars. Safety remains a top problem—most of those automobiles can navigate and display the surroundings on their personal, however still require a human driver.

✓ Hypersonic Air Travel

It has been sixteen years since the Concorde Supersonic airliner took its ultimate flight, flying faster than the rate of sound (Mach 1, or 770 mph). Now, a brand-new generation of aviation agencies hopes to be flying passengers at hypersonic speeds of Mach five (3,800 mph), or even better, someday within the close to destiny. Such plane could complete the transatlantic New York City to London adventure in about two hours.

• Services offered by transport providers

Nowadays, most service providers are searching for an all-in-one service provider to handle their logistic section. If you are also willing to know about the all-in-one transport service and you are eager to know about it, you can go for this article, and it can be a guide for you to know about the logistic services that you can get from a company.

Activity 2: Guided Practice



While in your small groups, with your trainer guidance you are tasked to:

- 1. Name the different types of transportation
- 2. Select the types of transportation which don't exist in your community
- 3. Describe the role of each one in tourism

⁵Dileep, M.R. (2019). Tourism, Transport and Travel Management





Proofread: A tourism company has received a request from a group of Australian tourists to organize a ten-day tour in and around Kigali, Rwanda, to explore the reason behind its nickname, "the country of a thousand hills." The company has hired you to assist in planning this tour, with a particular focus on the transportation aspect.

Please keep in mind that the itinerary includes activities such as hiking Mount Karisimbi with their luggage, visiting Amahoro Island in Lake Kivu, going on a safari in Akagera National Park, and concluding the trip by traveling from Rwanda to Dubai..

Read correctly and carefully the scenario and discuss the following points:

- 1. Identify different types of transportation that they we'll need to make this tour memorable
- 2. Explain the role each type of transportation is going to play and where it will be used.

Topic 1.4: The GDS (Global Distribution System)

Activity 1: Problem Solving



- 1. The sales officer of a travel agency in Kigali received a client last night who expressed an interest in traveling to Australia next month. The client had the following concerns:
 - He would like to go to Australia next month
 - How much do I need to pay for a Rwandair direct ticket to Australia
 - Which plane is going to take me there?
 - How many tickets you have to print for me as Rwandair does not reach?
 - How will I pay for other tickets?
- 2. After reading and undertand the preocupation of the client:
 - Identify the role of GSD
 - Individualy, think and note down the roles of GDS
 - Call the tariner to apprecite your answers
 - Have a look at key notes 1.4 and ask more clarification to your trainer

Key Facts

Identification of the types of the GDS

Global distribution system (GDS) is the brain of the industry. A computerized network system provides that provide real-time information to companies such as airlines, hotels, car rental, and travel agencies. Each of these sectors uses GDS to view real-time inventory of services offered in the travel industry. For example, using GDS, a travel agency can find the availability of hotel rooms, flight seats, or cars on behalf of their clients and book through the same GDS.

A GDS system also gives travel agents access to travel data that will help them compare prices and facilities that different airlines, car rentals, and hotels offer to ensure that they come up with the best deal for their clients.

Several major global distribution systems house and process the vast majority of data from hotels, airlines, and other distributors. These include Amadeus, Sabre, Galileo, Worldspan, Apollo, and Pegasus.

However, providers that help hotels tap many technologies into these GDS's and by extension the thousands of travel agents and travelers across the world.

Amadeus GDS

Amadeus has been operating for over 30 years, building critical solutions to help airlines, hotels, railways, travel agencies, tour operators and more to run their business and improve the travel experience.

The company operates in over 190 markets, with a particularly strong presence in Europe due to the company itself and database being hosted in European countries. Amadeus has the biggest global market share footprint of any of the GDSs, with a potential reach to millions of guests. Many bookings through Amadeus are specific to airlines however, hotel owners can still benefit from this major GDS.

Sabre GDS

Sabre is a leading technology and data-driven solutions provider helping airlines, hotels and travel agencies grow their businesses and transform the traveller experience on a global level. A range of travel suppliers, including approximately 400 airlines, 200,000 hotels, 200 tour operators, 50 rail carriers, 40 car rental outlets and 17 cruise lines, uses this network. Sabre is seen as a pioneer for online travel agencies, corporate booking tools, revenue management, as well as web and mobile itinerary tools, to name a few.

Due to its strong presence within the North American market, Sabre has a large reach to travel agencies, customers and is very attractive to hotel businesses. It has the ability to allocate hotel inventories to travel agents on a global level, and offers a number of hospitality technology solutions.

Travelport GDS

Travelport has the smallest market share out of the 'big three' GDS companies and comprises the Apollo, Worldspan and Galileo global distribution systems. While the company is UK based, the main market is considered the US where its child networks can be found.

The network is less reliant on its home market compared to other GDS systems and is beneficial for hotel owners to distribute their services to travel agencies worldwide.

\rm 🖌 Galileo GDS

Due to the high market penetration of the Sabre and Apollo systems, owned by American Airlines and United Airlines, respectively, European airline groups created Worldspan and Galileo in an attempt to gain market share in the computer reservation system market.

Galileo GDS gives hotel owners the ability to distribute hotel rooms and availability to travel agencies globally, offering 24-hour access to inventories and information.

Worldspan GDS

Worldspan is part of the Travelport GDS platform, and is a technology leader in web-based travel e-commerce, offering solutions for all facets of travel business online.

As a leading GDS, Worldspan provides travel distribution, technologies and services for thousands of travel companies worldwide, including travel agencies, corporations, suppliers and websites.

Worldspan transforms global travel distribution and transaction processing with industryfirst fares, pricing, shopping and booking technologies, and a portfolio of interactive shopping tools that enable travel companies to reduce costs, increase productivity and build revenues.

Apollo GDS

Apollo traces its roots back to 1971 when United Airlines created its first computerized central reservation system. As a leading GDS, Apollo provides global travel distribution, technologies and services for thousands of travel companies, including travel agencies, supplies and corporations, as well as travel web sites.

United Airlines used the Apollo reservation system until 2012, when it switched to SHARES, a system used by its former Continental Airlines subsidiary. Apollo is still used by Galileo International (now part of Travelport GDS) travel agency with key markets being the United States, Canada, Mexico, and Japan.

Abacus GDS

Abacus was founded in 1988 and became a leading provider of travel solutions and services in the Asia Pacific region.

The company is headquartered in Singapore and owned by Sabre Holdings, after Sabre acquired a full stake off 11 Asian airlines who were holding a majority share.

Abacus serves more than 100,000 travel agents across the 59 markets in the Asia-Pacific region and has both global and uniquely local relationships with airlines and hotels, including the leading portfolio of low-cost content and Chinese airline content.

Pegasus GDS

Pegasus strives to remove friction and create simplicity amidst an otherwise complicated environment. Pegasus Solutions pioneered the hospitality reservations industry.

The company is a market leader in the electronic processing, management, distribution, sales and marketing of hotel inventory, rates and content across different sales channels to include direct bookings via hotels' branded websites, voice, travel agents (GDS), OTAs and meta search partners.⁶

Describe services offered by the GDS

✓ Travel Providers

Airlines: network airlines, regional airlines, low cost and leisure carriers

Hotels: chains, representation companies, and independent hoteliers

Ground & Maritime: car rental, railway, ferry, cruise and insurance companies

Tour operators: specialty, mass-market and vertically-integrated tour operators

Travel Agencies: including travel management companies, business and leisure travel agencies of all sizes, online travel agencies and consolidators

Corporations: self-booking solutions for companies looking to maximize value from their travel spend.

Travellers: trip planning and checking through amadeus.net and Amadeus checkmytrip.com

4 Considerations for Selecting the GDS

No content editing - if the supplier puts in a bad description of their product it is down to them to fix. The central GDS does not edit the content.

⁶Cited: https://www.siteminder.com/r/global-distribution-system/

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End point contracts - the travel agent commercially contracts with the hotel chain / airline / tour supplier. The GDS does not even need to know the detail of that contract; they are just the data conduit. (This contrasts to where, for some web systems, the supplier contracts with the website company, the affiliate / agent contracts with the website company - hence they are centralized contracts)

Purpose of the GDS is to communicate live product, dates, price & availability data - this can lead to a transaction (booking) via the GDS or something else (e.g. a PPC click, if the company is a media model company). Many traditional GDS systems revolve around the objective being a transaction rather than marketing but I digress.

GDS is commercially agnostic - they should not care which products are returned first to a product search query. If a search order is required, (it will be) then it should be fair and equal to all suppliers based on some form of random order :)

Able to apply own business logic to front end - if an agent / media company wants to use a GDS as a source of products to run a media model they can. Alternatively, an agent can run a transactional model. The GDS shouldn't care what kind of front end model is being applied (again, the traditional GDS model is based on transactions, but that has to change at some time)

Open to all to take part - tricky one - but say a hotel chain wants to join a GDS and a similar hotel chain is already on there. There should be no objections to the new hotel chain joining. In this sense, a GDS is a true aggregator not a curator of product.

Trusted intermediary - the GDS acts as the central, trusted, tracking mechanism for all bookings between supplier and agent. The GDS acts neither for one nor for the other. **Global** - the same product can be represented in multiple languages sharing the same prices / availability. If not global, it is just a DS right. **GDS charges based on the technology burden not on the value of the transaction** - does not matter where the decimal point is on a piece of data. Tend to charge based on how much traffic / load placed on system.

Able to use GDS for own channel pricing - say a supplier wants to give a specific price to a particular agent. The GDS should permit endpoint-to-endpoint specific price contracts⁷

Activity 2: Guided Practice



- 1. All the necessary equipment and tools are available in the school workshop.
- 2. You will be guided by your trainer; open the GDS system in a computer and perform the following task.
 - Identify the types of GDS
 - Describe the services offered by GDS
 - Select the types of GDS used in Rwanda

Activity 3: Application



Visit the nearest travel agency that uses one of the types of GDS. Once in the office, observe and perform the following tasks:

- 1. you are tasked to open the system and choose the GDS type to use.
- 2. identify different services offered by GDS systems.
- 3. Make rotation until all group members perform each activity.
- 4. Ask more questions to the travel agent for better understanding.

⁷https://www.siteminder.com/r/global-distribution-system/

Formative Assessment

- 1. What do you understand by the following concept "travel agency"?
- 2. Thomas cook is the father of modern tourism. True or false?
- 3. What are the major trends that affected travel sector?
- 4. Choose the right answer related to travel technology
 - a) Transformative travel
 - b) Personalized travel
 - c) Bleisure
 - d) Smartphone as travel buddy
 - e) No correct answer
- 5 One of the following is not a service delivered by a travel agency
 - a) Hotel boking
 - b) Car hire
 - c) Visa assistance
 - d) Air ticketing
 - e) No correct answer
- 5. What is the mean of transport, which is mostly used by tourist to discover sightseeing in Rwanda?
- 6. List down the main GDS

Answer the following question by true or false

- 7. The travel agency industry has a long history, dating back to ancient times.
- Bleisure travel refers to the practice of extending business travel to include leisure activities.

- 9. Mobile bookings account for a small percentage of online bookings in the travel industry.
- 10. Personalization is not considered important in the travel industry.
- 11. Travel technology encompasses the use of IT and e-commerce solutions in the travel, tourism, and hospitality industry.
- 12. Smartphones can serve as tour guides and provide real-time updates during travel.
- 13. Al-powered chatbots are being used in the travel industry to provide customer support and make bookings.
- 14. Virtual reality (VR) allows travelers to experience a destination virtually before making reservations.
- 15. Sustainable tourism focuses solely on environmental conservation.
- 16. Ecotourism aims to conserve the environment, benefit local communities, and respect different cultures.
- 17. Air transport was introduced in 1903 and developed into a full means of transporting people and goods in the 1930s.
- 18. Spaceflight is commonly used for placing satellites into orbit and conducting scientific experiments.
- 19. Cable shipping uses cables as the foundation for transporting goods or people, often in vehicles called cable cars.
- 20. The first means of transportation was the human foot.
- 21. The invention of the steam engine played a significant role in the Industrial Revolution.
- 22. Technological advancements in transportation have occurred throughout history.
- 23. The compass, ships, and world maps were developed during the Middle Ages.
- 24. The 18th century saw the invention of the iron bridge, parachutes, and tricycles.
- 25. The 20th century introduced airplanes, diesel engines, and jet engines.
- 26. Smart bicycles and maglev trains are examples of recent technological advancements in transportation.
- 27. Multi-Directional Elevators are rope-less and sideways-shifting elevator systems.
- 28. Hypersonic air travel aims to fly passengers at speeds of Mach 5 or higher.
- 29. Logistic services are provided by all-in-one transport service providers.

Answer the following questions by choosing the right answer

- 30. Which of the following is an important step in establishing a travel agency?
 - a) Choosing a target market
 - b) Obtaining IATA accreditation
 - c) Recruiting skilled personnel
 - d) All of the above
- 31. Why is it important to choose a specialty or niche market for a travel agency?
 - a) It helps in developing a unique brand
 - b) It reduces competition in the market
 - c) It allows for better expertise in a specific area
 - d) All of the above
- 32. What is the purpose of a business plan for a travel agency?
 - a) To set random goals for the agency
 - b) To establish funding needs and budgetary estimates
 - c) To create a hazy sense of what the agency will be doing
 - d) None of the above

33. Which business entity selection provides restricted liability and independent legal entity status?

- a) Private Limited Company
- b) Limited Liability Partnership (LLP)
- c) One Person Company (OPC)
- d) All of the above

34. What is the role of IATA accreditation for travel agencies?

- a) Simplify business interaction between travel agents and airlines
- b) Provide access to IATA's Billing and Settlement Plan (BSP)
- c) Ensure adherence to industry-standard ethics and behavior guidelines

- d) All of the above
- 35. What skills are required by travel agents?
 - a) Customer service
 - b) Reading comprehension
 - c) Negotiation
 - d) All of the above
- 36. What services can travel agents offer to their clients?
 - a) Hotel booking
 - b) Air ticketing and reservation
 - c) Complete vacation packages
 - d) All of the above

Shirts to Remember

OThe main trends that affect travel sector are:

Bleisure, automation, mobile booking, personalization, tech-power, sustainable tourism, active tourism, transformative travel, experience tourism wellness travel and staycation

OThe most known GDS are:

- Sabre,
- Amadeus,
- Galileo,
- travel port,
- Apollos,
- 🖶 Abacus and Pegasus



At the end of every unit, you should:

1) Re-take the self-assessment you did at the beginning of the unit.

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Describe Booking system(GDS)					
Describe Booking system (GDS)					
Describe Booking procedures					
Describe Departure procedures					
Describe Baggage handling procedures					
Describe Travel documents					
Describe Travel technology					

2) Fill in the table and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.

UNIT 2: DESCRIBING DIFFERENT TYPES OF JOURNEYS



Figure 2: Difference types of journeys

Unit summary:

This unit provides an insight attitudes, knowledge and competences to describe different types of journeys such the world continents, its physical features on the Map and identifying the key aspects of selection of countries.

Self-Assessment: Unit 2

1. Look at the illustration above and brainstorm on the following questions:

- a. What do you see on theabove picture?
- b. What is happening?
- c. What do you think this unit will be about?

2. Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. The trainer will read a skill that is listed in the left column. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this unit, we'll take this survey again.

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience doing this.	I have a lot of experience with this.	l am confident in my ability to do this.
Identify physical					
features on a map					
Identify key aspects					
of a selection of					
countries					
Identify the					
resources for					
planning air					
itineraries					
Describe the basic					
air itinerary					
planning guidelines					

Identify the basic air			
itinerary planning			
steps			
Explain sample			
itinerary			
Explain the essential			
terms related to			
journeys			
Describe One-Way			
journeys			
Describe Round Trip			
journeys			
Describe Multi-			
sector journeys			

Key Competencies:

	Knowledge		Skills	Attitudes		
1.	Describe physical	1.	Identify physical features on	~	Be concentrated	
	features on a map		a map			
2.	Explain key aspects	2.	Identify key aspects of a	\checkmark	Confidence	
	of a selection of		selection of countries			
	countries					
3.	Describe the basic	3.	Identify the resources for	\checkmark	Carefulness	
	air itinerary		planning air itineraries			
	planning guidelines					
4.	Explain sample	4.	Identify the basic air itinerary	\checkmark	Calmness	
	itinerary		planning steps			

5.	Explain the	5.	Apply essential terms related	⊳	Precision
	essential terms		to journeys		
	related to journeys				

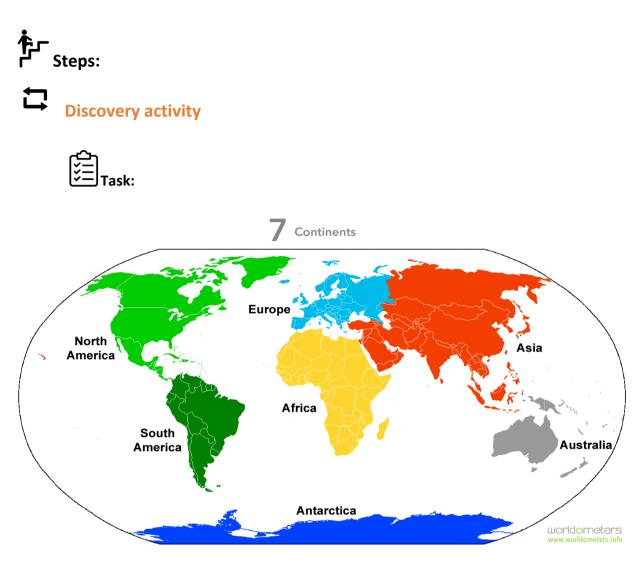


Figure 3: The world continents⁸

- 1. Observe attentively the picture and describe what you see it.
- 2. How many colors do we have in the pictures?
- 3. What does the colorsdescribe?

⁸ https://education.nationalgeographic.org/resource/Continent/

Topic 2.1:Key Travel Geographical Features of Importance to Clients

Activity 1: Problem Solving



- 1. In a group of four student, observe correctly the map and perform the following tasks:
- Discuss the geographical features identified on the world map
- Differentiate the features on the map
- Draw the world map and represent physical features on the map
- Ask the group leader to present in front of the class the group map representing geographical features

Key Facts

• Steven Continents of the world

The large land masses present on the Earth are known as Continents. Which may or may not be separated by oceans. More precisely or from the geographical perspective, Continents are defined by the rocks they are made of. These continents are further divided into several countries or islands. The seven continents on our planet are Asia, Africa, Europe, North America, South America, Australia, and Antarctica. These 7 continents vary in size and population numbers.

Continental Features

The surface of the continents has changed many times because of mountain building, weathering, erosion, and build-up of sediment.

Continuous, slow movement of tectonic plates also changes surface features.

The rocks that form the continents have been shaped and reshaped many times. Great mountain ranges have risen and then have been worn away. Ocean waters have flooded huge areas and then gradually dried up. Massive ice sheets have come and gone, sculpting the landscape in the process.

Today, all continents have great mountain ranges, vast plains, extensive plateaus, and complex river systems. The landmasses' average elevation above sea level is about 838 meters (2,750 feet).

Although each is unique, all the continents share two basic features:

old, geologically stable regions, and younger, somewhat more active regions. In the younger regions, the process of mountain building has happened recently and often continues to happen.

The power for mountain building, or orogeny, comes from plate tectonics. One way mountains form is through the collision of two tectonic plates. The impact creates wrinkles in the crust, just as a rug wrinkles when you push against one end of it. Such a collision created Asia's Himalayas several million years ago. The plate carrying India slowly and forcefully shoved the landmass of India into Asia, which was riding on another plate. The collision continues today, causing the Himalayas to grow taller every year.

Recently formed mountains, called coastal ranges, rise near the western coasts of North America and South America. Older, more stable mountain ranges are found in the interior of continents. The Appalachians of North America and the Urals, on the border between Europe and Asia, are older mountain ranges that are not geologically active.

Even older than these ancient, eroded mountain ranges are flatter, more stable areas of the continents called cratons. A craton is an area of ancient crust that formed during Earth's early history. Every continent has a craton. Microcontinents, like New Zealand, lack cratons.

Cratons have two forms: shields and platforms. Shields are bare rocks that may be the

roots or cores of ancient mountain ranges that have completely eroded away. Platforms are cratons with sediment and sedimentary rock lying on top.

The Canadian Shield makes up about a quarter of North America. For hundreds of thousands of years, sheets of ice up to 3.2 kilometers (two miles) thick coated the Canadian Shield. The moving ice wore away material on top of ancient rock layers, exposing some of the oldest formations on Earth. When you stand on the oldest part of the Canadian Shield, you stand directly on rocks that formed more than 3.5 billion years ago.

North America

North America, the third-largest continent, extends from the tiny Aleutian Islands in the northwest to the Isthmus of Panama in the south. The continent includes the enormous island of Greenland in the northeast. In the far north, the continent stretches halfway around the world, from Greenland to the Aleutians. But at Panama's narrowest part, the continent is just 50 kilometers (31 miles) across.

Young mountains—including the Rockies, North America's largest chain—rise in the West. Some of Earth's youngest mountains are found in the Cascade Range of the U.S. states of Washington, Oregon, and California. Some peaks there began to form only about a million years ago—a wink of an eye in Earth's long history. North America's older mountain ranges rise near the East Coast of the United States and Canada.

In between the mountain systems lie wide plains that contain deep, rich soil. Much of the soil was formed from material deposited during the most recent glacial period. This Ice Age reached its peak about 18,000 years ago. As glaciers retreated, streams of melted ice dropped sediment on the land, building layers of fertile soil in the plains region. Grain grown in this region, called the "breadbasket of North America," feeds a large part of the world.

North America contains a variety of natural wonders. Landforms and all types of vegetation can be found within its boundaries. North America has deep canyons, such

as Copper Canyon in the Mexican state of Chihuahua. Yellowstone National Park, in the U.S. state of Wyoming, has some of the world's most active geysers. Canada's Bay of Fundy has the greatest variation of tide levels in the world. The Great Lakes form the planet's largest area of freshwater. In California, giant sequoias, the world's most massive trees, grow more than 76 meters (250 feet) tall and nearly 31 meters (100 feet) around.

Greenland, off the east coast of Canada, is the world's largest island. Despite its name, Greenland is mostly covered with ice. Its ice is a remnant of the great ice sheets that once blanketed much of the North American continent. Greenland is the only place besides Antarctica that still has an ice sheet.

From the freezing Arctic to the tropical jungles of Central America, North America enjoys more climate variation than any other continent. Almost every type of ecosystem is represented somewhere on the continent, from coral reefs in the Caribbean to Greenland's ice sheet to the Great Plains in the U.S. and Canada.

Today, North America is home to the citizens of Canada, the United States, Greenland, Mexico, Belize, Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, Panama, and the island countries and territories that dot the Caribbean Sea and the western North Atlantic.

Most of North America sits on the North American Plate. Parts of the Canadian province of British Columbia and the U.S. states of Washington, Oregon, and California sit on the tiny Juan de Fuca Plate. Parts of California and the Mexican state of Baja California sit on the enormous Pacific Plate. Parts of Baja California and the Mexican states of Baja California Sur, Sonora, Sinaloa, and Jalisco sit on the Cocos Plate. The Caribbean Plate carries most of the small islands of the Caribbean Sea (south of the island of Cuba) as well as Central America from Honduras to Panama. The Hawaiian Islands, in the middle of the Pacific Ocean on the Pacific Plate, are usually considered part of North America.

South America

South America is connected to North America by the narrow Isthmus of Panama. These two continents weren't always connected; they came together only three million years ago. South America is the fourth-largest continent and extends from the sunny beaches of the Caribbean Sea to the frigid waters near the Antarctic Circle.

South America's southernmost islands, called Tierra del Fuego, are less than 1,120 kilometers (700 miles) from Antarctica. These islands even host some Antarctic birds, such as penguins, albatrosses, and terns. Early Spanish explorers visiting the islands for the first time saw small fires dotting the land. These fires, made by indigenous people, seemed to float on the water, which is probably how the islands got their name—Tierra del Fuego means "Land of Fire."

The Andes, Earth's longest terrestrial mountain range, stretch the entire length of South America. Many active volcanoes dot the range. These volcanic areas are fueled by heat generated as a large oceanic plate, called the Nazca Plate, grinds beneath the plate carrying South America.

The central-southern area of South America has pampas, or plains. These rich areas are ideal for agriculture. The growing of wheat is a major industry in the pampas. Grazing animals, such as cattle and sheep, are also raised in the pampas region.

In northern South America, the Amazon River and its tributaries flow through the world's largest tropical rainforest. In volume, the Amazon is the largest river in the world. More water flows from it than from the next six largest rivers combined.

South America is also home to the world's highest waterfall, Angel Falls, in the country of Venezuela. Water flows more than 979 meters (3,212 feet)—almost a mile. The falls are so high that most of the water evaporates into mist or is blown away by wind before it reaches the ground.

South American rainforests contain an enormous wealth of animal and plant life. More than 15,000 species of plants and animals are found only in the Amazon River basin. Many Amazonian plant species are sources of food and medicine for the rest of the world.

Scientists are trying to find ways to preserve this precious and fragile environment as people move into the Amazon basin and clear land for settlements and agriculture.

Twelve independent countries make up South America: Brazil, Colombia, Argentina, Peru, Venezuela, Chile, Ecuador, Bolivia, Paraguay, Uruguay, Guyana, and Suriname. The territories of French Guiana, part of France, and the Falkland Islands, part of the United Kingdom, are also part of South America.

Almost all of South America sits on top of the South American Plate.

Europe

Europe, the sixth-largest continent, contains just seven percent of the world's land. In total area, the continent of Europe is only slightly larger than the country of Canada. However, the population of Europe is more than twice that of South America. Europe has more than 40 countries and many of the world's major cities, including London, the United Kingdom; Paris, France; Berlin, Germany; Rome, Italy; Madrid, Spain; and Moscow, Russia.

Most European countries have access to the ocean. The continent is bordered by the Arctic Ocean in the north, the Atlantic Ocean in the west, the Caspian Sea in the southeast, and the Mediterranean and Black Seas in the south. The nearness of these bodies of water and the navigation of many of Europe's rivers played a major role in the continent's history. Early Europeans learned the river systems of the Volga, Danube, Don, Rhine, and Po, and could successfully travel the length and width of the small continent for trade, communication, or conquest.

Navigation and exploration outside of Europe was an important part of the development of the continent's economic, social, linguistic, and political legacy. European explorers were responsible for colonizing land on every continent except Antarctica.

This colonization process had a drastic impact on the economic and political development of those continents, as well as Europe.

In the east, the Ural Mountains separate Europe from Asia. The nations of Russia and Kazakhstan straddle both continents. Another range, the Kjølen Mountains, extends along the northern part of the border between Sweden and Norway. To the south, the Alps form an arc stretching from Albania to Austria, then across Switzerland and northern Italy into France. As the youngest and steepest of Europe's mountains, the Alps geologically resemble the Rockies of North America, another young range.

A large area of gently rolling plains extends from northern France eastward to the Urals. A climate of warm summers, cold winters, and plentiful rain helps make much of this European farmland very productive.

The climate of Western Europe, especially around the Mediterranean Sea, makes it one of the world's leading tourism destinations.

Almost all of Europe sits on the massive Eurasian Plate.

Africa

Africa, the second-largest continent, covers an area more than three times that of the United States. From north to south, Africa stretches about 8,000 kilometers (5,000 miles). It is connected to Asia by the Isthmus of Suez in Egypt.

The Sahara, which covers much of North Africa, is the world's largest hot desert. The world's longest river, the Nile, flows more than 6,560 kilometers (4,100 miles) from its most remote headwaters in Lake Victoria to the Mediterranean Sea in the north. A series of falls and rapids along the southern part of the river makes navigation difficult.

The Nile has played an important role in the history of Africa.

In ancient Egyptian civilization, it was a source of life for food, water, and transportation. The top half of Africa is mostly dry, hot desert. The middle area has savannas, or flat, grassy plains. This region is home to wild animals such as lions, giraffes, elephants, hyenas, cheetahs, and wildebeests. The central and southern areas of Africa are dominated by rainforests. Many of these forests thrive around Africa's other great rivers, the Zambezi, the Congo, and the Niger. However, trees are being cut down in Africa's rainforests for many of the same reasons deforestation is taking place in the rainforests of South America and Asia: development for businesses, homes, and agriculture.

Much of Africa is a high plateau surrounded by narrow strips of coastal lowlands. Hilly uplands and mountains rise in some areas of the interior. Glaciers on Mount Kilimanjaro in Tanzania sit just kilometers from the tropical jungles below. Even though Kilimanjaro is not far from the Equator, snow covers its summit all year long.

In eastern Africa, a giant depression called the Great Rift Valley runs from the Red Sea to the country of Mozambique. (The rift valley actually starts in southwestern Asia.) The Great Rift Valley is a site of major tectonic activity, where the continent of Africa is splitting into two. Geologists have already named the two parts of the African Plate. The Nubian Plate will carry most of the continent, to the west of the rift; the Somali Plate will carry the far eastern part of the continent, including the so-called "Horn of Africa." The Horn of Africa is a peninsula that resembles the upturned horn of a rhinoceros. The countries of Eritrea, Ethiopia, Djibouti, and Somalia sit on the Horn of Africa and the Somali Plate.

Africa is home to 56 countries but only 14 percent of the world's total population. The area of central-eastern Africa is important to scientists who study evolution and the earliest origins of humanity. This area is thought to be the place where hominids began to evolve. The entire continent of Africa sits on the African Plate.

Asia

Asia, the largest continent, stretches from the eastern Mediterranean Sea to the western Pacific Ocean. There are more than 40 countries in Asia. Some are among the mostpopulated countries in the world, including China, India, and Indonesia. Sixty percent of Earth's population lives in Asia. More than a third of the world's people live in China and India alone.

The continent of Asia includes many islands, some of them countries. The Philippines, Indonesia, Japan, and Taiwan are major island nations in Asia.

Most of Asia's people live in cities or fertile farming areas near river valleys, plains, and coasts. The plateaus in Central Asia are largely unsuitable for farming and are thinly populated.

Asia accounts for almost a third of the world's land. The continent has a wide range of climate regions, from polar in the Siberian Arctic to tropical in equatorial Indonesia. Parts of Central Asia, including the Gobi Desert in China and Mongolia, are dry year-round. Southeast Asia, on the other hand, depends on the annual monsoons, which bring rain and make agriculture possible.

Monsoon rains and snowmelt feed Asian rivers such as the Ganges, the Yellow, the Mekong, the Indus, and the Yangtze. The rich valley between the Tigris and Euphrates rivers in western Asia is called the "Fertile Crescent" for its place in the development of agriculture and human civilization.

Asia is the most mountainous of all the continents. More than 50 of the highest peaks in the world are in Asia. Mount Everest, which reaches more than 8,700 meters (29,000 feet) high in the Himalaya range, is the highest point on Earth. These mountains have become major destination spots for adventurous travelers.

Plate tectonics continuously push the mountains higher. As the landmass of India pushes northward into the landmass of Eurasia, parts of the Himalayas rise at a rate of about 2.5 centimeters (one inch) every five years.

Asia contains, not only, Earth's highest elevation, but also its lowest place on land: the shores of the Dead Sea in the countries of Israel and Jordan. The land there lies more than 390 meters (1,300 feet) below sea level.

Although the Eurasian Plate carries most of Asia, it is not the only one supporting major parts of the large continent. The Arabian Peninsula, in the continent's southwest, is carried by the Arabian Plate. The Indian Plate supports the Indian peninsula, sometimes called the Indian subcontinent. The Australian Plate carries some islands in Indonesia. The North American Plate carries eastern Siberia and the northern islands of Japan.

Australia

In addition to being the smallest continent, Australia is the flattest and the second-driest, after Antarctica. The continent is sometimes called Oceania, to include the thousands of tiny islands of the Central Pacific and South Pacific, most notably Melanesia, Micronesia, and Polynesia (including the U.S. state of Hawai'i). However, the continent of Australia itself includes only the nation of Australia, the eastern portion of the island of New Guinea (the nation of Papua New Guinea) and the island nation of New Zealand.

Australia covers just less than 8.5 million square kilometers (about 3.5 million square miles). Its population is about 31 million. It is the most sparsely populated continent, after Antarctica.

A plateau in the middle of mainland Australia makes up most of the continent's total area. Rainfall is light on the plateau, and not many people have settled there. The Great Dividing Range, a long mountain range, rises near the east coast and extends from the northern part of the territory of Queensland through the territories of New South Wales and Victoria. Mainland Australia is known for the Outback, a desert area in the interior. This area is so dry, hot, and barren that few people live there.

In addition to the hot plateaus and deserts in mainland Australia, the continent also

features lush equatorial rainforests on the island of New Guinea, tropical beaches, and high mountain peaks and glaciers in New Zealand.

Most of Australia's people live in cities along the southern and eastern coasts of the mainland. Major cities include Perth, Sydney, Brisbane, Melbourne, and Adelaide.

Biologists who study animals consider Australia a living laboratory. When the continent began to break away from Antarctica more than 60 million years ago, it carried a cargo of animals with it. Isolated from life on other continents, the animals developed into creatures unique to Australia, such as the koala, the platypus, and the Tasmanian devil.

The Great Barrier Reef, off mainland Australia's northeast coast, is another living laboratory. The world's largest coral reef ecosystem, it is home to thousands of species of fish, sponges, marine mammals, corals, and crustaceans. The reef itself is 1,920 kilometers (1,200 miles) of living coral communities. By some estimates, it is the world's largest living organism.

Most of Australia sits on the Australian Plate. The southern part of the South Island of New Zealand sits on the Pacific Plate.

Antarctica

Antarctica is the windiest, driest, and iciest place on Earth. Antarctica is larger than Europe or Australia, but unlike those continents, it has no permanent human population. People who work there are scientific researchers and support staff, such as pilots and cooks.

The climate of Antarctica makes it impossible to support agriculture or a permanent civilization. Temperatures Antarctica, much in lower than Arctic temperatures, plunge lower than -73 degrees Celsius (-100 degrees Fahrenheit). Scientific bases and laboratories have been established in Antarctica for studies in fields that include geology, oceanography, and meteorology. The freezing temperatures of Antarctica make it an excellent place to study the history of

Earth's atmosphere and climate. Ice cores from the massive Antarctic ice sheet have recorded changes in Earth's temperature and atmospheric gases for thousands of years. Antarctica is also an ideal place for discovering meteorites, or stony objects that have impacted Earth from space. The dark meteorites, often made of metals like iron, stand out from the white landscape of most of the continent.

Antarctica is almost completely covered with ice, sometimes as thick as 3.2 kilometers (two miles). In winter, Antarctica's surface area may double as pack ice builds up in the ocean around the continent.

Like all other continents, Antarctica has volcanic activity. The most active volcano is Mount Erebus, which is less than 1,392 kilometers (870 miles) from the South Pole. Its frequent eruptions are evidenced by hot, molten rock beneath the continent's icy surface.

Antarctica does not have any countries. However, scientific groups from different countries inhabit the research stations. A multinational treaty negotiated in 1959 and reviewed in 1991 states that research in Antarctica can only be used for peaceful purposes. McMurdo Station, the largest community in Antarctica, is operated by the United States. Vostok Station, where the coldest temperature on Earth was recorded, is operated by Russia.⁹

✓ Types of Maps

Political map

A political map shows human-created features such as boundaries, cities, highways, roads, and railroads.

Road Map

Maps show; major highways, airports, city locations, and points of interests.

Specifically designed for motorists to find their way around.

⁹https://education.nationalgeographic.org/resource/Continent/

Road maps contain information about roads, streets and highways as well as locations for gas stations, some restaurants, hotels, hospitals and airports.

Road maps are like treasure maps, and like treasure maps they can open doors to all kinds of adventure.

Road maps are not as common in today's time because we have more modern technology such as a GPS.

Thematic map

A thematic map is a map, much like all of the maps you would see, except that it is unique in what it shows.

It will have a main theme, such as weather conditions, population, water use, or even hotel coverage.

Whatever the theme, you can look at the map and get a detailed idea of what each area has in reference to the theme.

Thematic maps only show one thing so they are easy to read.

Physical Map

Physical maps display the natural features of the earth - the location and names of mountains, rivers, valleys, ocean currents, and deserts.

One of the more common map types.

Generally, these maps are very colorful to show where each thing is.

They are generally used to find bodies of water or landforms.

Climate Map

Gives specific information about the climate of an area.

Usually used to see climatic zones, temperature, the amount of snow an area receives, and amount of precipitation.

Different colors are generally used to show different climates on the map.

Topographic Map

A topographic map is similar to a physical map in that it shows different physical landscape features. They are different however because they use contour lines instead of colors to show changes in the landscape.

Contour lines on topographic maps are normally spaced at regular intervals to show elevation changes

Lines that are close together show steep terrain, and lines that are far apart show flat terrain. Many hikers use topographic maps, especially in areas where there are no roads with signs. Geologists depend on topographic maps to record the types of rocks.

Economic map

Feature the major types of natural resources or economic activity in an area. They use symbols to show the locations of natural resources or economic activities. An economic or resource map shows the specific type of economic activity or natural resources present in an area with different symbols or colors depending on what is shown on the map.

This map includes: the living standards, level of unemployment and how different regions contribute to the national economy.¹⁰





Individually:

Your trainer will help you to:

- a) read the map and find out the world continents
- b) explain the geographical features of each continent

¹⁰ Cited: https://www.icsm.gov.au/education/fundamentals-mapping/types-maps





You are asked

- 1. Draw the world map and represent different continents
- 2. Draw the world map and locate the physical features of each continent
- 3. Identify the physical features of Rwanda

Topic 2.2: Air (Travel)Itinerary Planning

Activity 1: Problem Solving



A travel agency received the request from a football team to bring a group of players on a tour for five days. They do not have more information on what to carry and the geographical situation of the place to visit.

In a group of 4, discuss:

- 1. The travel itinerary planning steps
- 2. Write down the steps identified
- 3. Choose one member of the group to present the steps in front of the class
- 4. During presentations, other student will note comments
- 5. Have a look at key notes 2.2. and ask more clarification to your trainer

Key Facts

Identifying the resources for travel itinerary planning

Starting the travel planning process can be overwhelming and (let us face it) a bit stressful. Where to start? How to know where to get the best deals or finding the best options for airfare, rental cars or accommodations. What about things like travel insurance? Having a well-rounded arsenal of online travel resources will help make the trip planning process easier and potentially save y a lot of money so to travel more.

- ✓ Travel planning resources for inspiration and research
- Use Pinterest for travel planning

Not sure where the client want to go yet, but after knowing where he/she want to go, take time to browse through Pinterest to get inspiration for travel destinations.

Many travel tips, itinerary ideas, accommodation reviews, off-the-beaten-path places to visit, may be found there for your inspiration.

The Most Important Travel Documents for your Trip

- Passport, Travel Visa and National ID card
- Health Travel Documents
- Travel Itinerary Details
- Medical and Travel Insurance Proof:

Travel insurance can be summed up in two main categories: Insurance for medical expenses and Insurance for trip cancelations

Read guidebooks

✓ Essential international travel resources

Governmental & Public services websites

Governmental websites are essential to determining the entry requirementsdepending on your nationality and destination but also obtaining foreign travel advice about healthand security. You can also check the requirements on ProjectVisa.

To check the type of vaccines required we use the website Travel Health Pro and NHS to be aware of **risks** linked to travels such as altitude sickness, yellow fever and malaria.

ummigration website of the country you're going to

It is essential to check the immigration and border control policies of the country intended to travel tomake sure the client has all of paperwork in order.

A client doesn't want to be one of those urban legends like the honeymoon couple who were not allowed to board their flight to Paris because the bride's passport was due to expire less than 3 months after their return date. Be proactive. Do not assume you know what the travel requirements are without first doing the research.

Transportation

Searching for and booking affordable flights "Google Flights "

My go-to site when I start my trip planning is Google Flights. In fact, this is how we stumbled upon a sale on fares for our trip to Paris.

Use the "Explore Destinations" tool to browse for great deals from the chosen departure airport. The client can have chance to get the best results if the travel dates are flexible; though this can be said of any cheap flight tool.

\rm Hopper

Another tool in the travel-planning arsenal is the **Hopper app**. Hopper predicts prices to help decide whether to book now or wait for a better deal to come along.

Accommodations

Both hotels and apartment or vacation home rentals when travelling can be used. It usually depends on where we are going how long we are staying on one location. Please do research on the destination before choosing which option is best.

Travel insurance

When planning a travel, it is a good idea to purchase travel insurance in case something goes wrong.

Wikitravel

This free online travel guide is based on the same system as Wikipedia. Anybody can write about a destination and provide information. While some **pages are very detailed** with transport and accommodations tips or historical facts, it is important to take the information with a **pinch of salt**, as they have more likely not been verified. We use it for the general facts and the maps but we do not make any decisions according to the content.

Yr.no (weather)

This Norwegian website is our go to when we are looking at the weather forecast ahead of our hikes and day trips. Yr.no gathers information from more than 10 million places around the world and has proved its accuracy to us many times (even in Ireland)! We use this website instead of weather or any other weather channels mainly because you can find places that are not available elsewhere.

Try to look for a **hiking trail, a mountain peak or a remote region** and you will get an hourby-hour breakdown and also long term forecast as well as meteorological maps, and sometimes-nearby webcams.

TripAdvisor

TripAdvisor is well known and used. For us, it is a **good source to read reviews** and decide on a tour agency. However, it is true we do not use it to its full potential. We still think it is an excellent tool to research hotels and restaurants in a city or find inspiration for all the things there is to do around a place.¹¹

✓ Decide On Dates, Seasons and Length of Stay

🖊 Dates & Length of Stay

After choosing a destination, you will need to decide how long the vacation will be. This might change as begin planning, depending on what is budget the client set for. The might start researching the destination and propose to the client so he/she can decide where to stay (in a luxury hotel), but in order to do so, this need to shorten the trip. Alternatively, he/she might decide to stay in a budget hotel so the trip can have extended. Nonetheless, decide on a period.

Maximize the Vacation Time

If the vacation days are short, try to maximize the amount of days available to take off by looping in any paid holidays and weekends. As the actually process of traveling can really

¹¹Cited: https://planreadygo.com/travel-planning-resources/

eat into the vacation time, try booking **overnight flights or early morning flights**, this helps to extend time at the destination.

The notion that traveling during the holidays is more expensive depends entirely on where the client chooses to go. Now, if you are planning the itinerary during Christmas, then no matter where you go you will most likely end up paying more. Help client choosing the right holiday that travel during is key.

\rm Season

Do a little research on the destination chosen?**Choosing to vacation in the high or low season can have a huge impact on the budget.** Hotels and flights are cheaper in the offseason, which can be a great chance to travel to certain destinations.

Traveling during the off-season is actually our preferred choice whenever possible. It means a less expensive vacation, less tourists, and less crowds. Most of the time this works for us with little sacrifice for the things we want to do, but sometimes traveling in the low season means miss the biggest attractions.

✓ Set a Budget and Do Basic Research

It is finally time to set a budget. Honestly, this is not the strong suit, as most of client usually tend to go over the budget...What can I say, we do not like to miss out!

How to Set a Budget:

- Researching flights, as they can be one of the biggest cost factors
- Research the average cost of hotels per night by using Google, Hotels.com, Booking.com or TripAdvisor
- Research currency exchange rates, if any
- \circ $\;$ Determine if there is need for a car rental and check those rates
- Research the "must do" activities and their costs

✓ Research, Research, Research

Now comes the fun part! After doing, basic research, set a budget, determined the length of stay, and the season to travel in. It is finally time to plunge deep into that destination and research everything to see.

This is the long drawn-out part of planning your trip and a big reason to use an itinerary template. It is easy to get lost in all the details of what to do, where to eat, and where to go.

✓ Find & book the flights

Now the client have a good idea of where he/she want to stay and what he/she want to do. So finally, it is time to book those flights! The best way to plan an itinerary is to find out where the client will be before you book the flights, as this gives him/her the most flexibility.

4 Book Directly On the Airlines Website

Always book the flights directly on the airlines website. In fact, most sites take you directly to the airlines website anyway (Kayak). This really saves a massive headache in case of a cancellation or refund.

✓ Find Hotels around your desired area

Since the destination was mapped on Google Maps, it is easy to see which area would be the most convenient for staying in.

✓ Secure transportation

Whether to travel by taxi, train, plane or car, just do more research.

✓ Find excursions & adventures

Probably the easiest part of the entire travel itinerary planning process, is booking excursions. After what the client want to is already researched, so now it has time to

officially book them. Always opt for something new and adventurous, that the client has not tried before or maybe something that has tried before but had a blast doing.

✓ Find the best food experiences

The favorite part of planning a travel itinerary, is researching all the amazing food. Every destination has their famous restaurants, bakeries, bars and coffee shops and clients love to explore as many as they can. One of my favorite websites for food tours is **Free Food Tours.**

✓ Set the itinerary

This is the tail end of the travel planning process! Here everything searched, every confirmation, detail, contact etc; and put it all in one document, travel-planning itinerary.

On every vacation, advice the traveler to carry a folder that includes a travel itinerary, every confirmation printed out, passports, currency, a pen and paper and any

✓ Leave free time open

Do not forget when planning the vacation, to leave at least a day or two open with no plans and no booked adventures.

✓ Buy Travel Insurance

travelers just spent thousands of dollars on their vacation, so why risk the idea of losing it? Travelers testify that when they have taken trips without travel insurance that is always when things go wrong.

Identifying the basic travel itinerary planning steps

✓ Gather the important information for the travel.

Flight numbers, hotels, car rentals, and restaurant reservations are all key pieces of information to manage and maintain. It may also want to include directions to the hotel, the car rental company you are using, as well as directions to the airport for your return flight.

✓ Make a list.

It is helpful to list all of the things wanted to do on the trip. Create a list of everything the client would like to do. Research local events, holidays, and observances of the places he/she's traveling to as well.

✓ Map stops.

Match stops to specific locations on a map and note their locations. Try to map them sequentially to efficiently use the travel time. You will most likely be traveling from adjacent cities as you travel. For each activity, estimate the length of time it will take to get to there, and how long you will be there.

✓ Create a budget.

Ask the following questions to the client.

Do you want a trip with days spent at four-star restaurants and nights spent in five star hotels? On the other hand, are you more interested in finding local favorites and rustic B&Bs? Your vacation is as expensive (or inexpensive) as you want it to be. It ultimately comes down to what you can afford.

✓ Stay flexible.

Do not hesitate to give the client a free day or two. He/she can use this free day to explore, or take some time off to rest. Ultimately, the itinerary is a guide to keep the client on track while visiting.

Creating itinerary

Regardless of which method is adopted, the information provided to the passenger is what is important.

This information should always include:

Company logo with address and phone contact

4 Your name and the date the itinerary was prepared.

This is just in case any details of the itinerary change at all with time.

Having thedate of preparation helps to clarify when the information was provided and if changes may have occurred since its preparation;

- The passengers name as shown in the booking (all passengers) this is to double check that it is the same name that appears in thepassenger's passport
- 4 The travel details in sequential order
- All dates to include day, date and month e.g.: Thu 29 November ('Nov' would also suffice)
- All cities to be in full and if a particular airport is being utilized this should also be indicated.
- 4 Airlines should be in full as well as using the 2-letter code
- Always try to account for all days while away, this can include accommodation, tours, and sightseeing and time spend on 'own arrangements'
- Try to avoid using any jargon
- Flight times should be in both 12 and 24-hour clock.

Passengers need to understand the24 hour clock as this is how the flights are displayed at airports around the world. Somepassengers however may not be familiar with the 24-hour clock so you can put bothtimes in so that they do not miss their flights.

Suggested arrival times for check in at the airport prior to each flight (this will vary from cityto city) although 60-90 minutes is commonplace.

Remember that with the increased use of e-tickets and e-documentation the more detailed the information you can provide in the itinerary the better for your passengers.





Your trainer will help you to:

- 1. Select means for planning an air Itinerary
- 2. Describe the physical features on a map
- 3. Identify key step in planning air itinerary.



Activity 3: Application



Visit the nearest travel agency and participate in travel itinerary planning process.

While in the office,

- 1. Observe well the process
- 2. Write down key steps
- 3. Write a report to present in the class

Topic 2.3: Types of journeys

Activity 1: Problem Solving



A Family sent a request to a travel company for facilitations with the following details:

the whole family is going to France, father and mother will prefer to visit also Belgium and Germany, Son of 20 years old will directly go back to Rwanda after our flight to Belgium and my daughter of 21 is going to stay in France to start with studies at the Paris university.

Read the scenario and discuss the assistance to provide to the family in small groups including:

- 1. Explain journey's related concepts
- 2. Identify different types of journeys
- 3. Describe the journey's types
- 4. Have a look at key notes 2.3 and ask more clarifications to your trainer

Key Facts Describe different types of journeys ✓ Explaining the essential terms related to journeys Journey: an act or instance of traveling from one place to another. All points on the ticket. Also called itinerary Fare break point: Any of the cities on an itinerary used as the start and finish of a

particular fare. The destination where a given fare ends. Example: The fare break

point for a passenger flying from Washington DC to Kansas City via Cleveland is Kansas City.

Fare component: A portion of a journey or itinerary between two consecutive fare break points.

✓ Describing One-Way journeys

When the traveler just goes from Origin to Destination e.g. JFK->LON.



✓ Describing Round Trip journeys

When the traveler starts from one point and comes back to the same point using the same route is called as round-trip journey e.g. JFK->LON->LON->JFK



✓ Describing Multi-sector journeys

 Circle Trip-

When the traveler starts from one location, goes to multiple locations and come back at same location where he started e.g. JFK->LON->DEL->JFK

circle trip Round the world The journey in which the traveler travels around the world and crosses the international timeline, visiting multiple places e.g. JFK->SYD->HKG->DEL->LON->JFK ROUND THE WORLD **Open Jaw** When the traveller goes from one place to another by air, from there, goes to a third place by other means of travel, and then takes a flight back to where he started e.g., he goes from JFK to LAX by air, from LAX to SFO by car, and then from SFO to JFK by air. Los Angeles Tokyo San Francisco

Activity 2: Guided Practice



With the guidance of your trainer, you are asked to:

- 1. Explain the journey's related concepts
- 2. Identify different types of journeys
- 3. Describe the journey's types

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In an organized, group of four students visit the nearest travel agency; observe the process of planning journeys for a couple travelling to China;

- 1. Observe the way journeys are planned.
- 2. Note down all steps.
- 3. Try planning one type.
- 4. Ask more questions to travel agent for clarification.
- 5. Make a report.

Formative Assessment

- 1. The continents are defined by the rocks they are made of. /Answer: True.
- 2. The seven continents are Asia, Africa, Europe, North America, South America, Australia, and Antarctica.
- 3. Continents may or may not be separated by oceans.
- 4. All continents have great mountain ranges, vast plains, extensive plateaus, and complex river systems.
- 5. The Himalayas were formed by the collision of the Indian and Asian tectonic plates.
- 6. Cratons are ancient, eroded mountain ranges found in the continents.
- 7. The Canadian Shield is composed of rocks that formed more than 3.5 billion years ago.
- 8. North America is connected to South America by the Isthmus of Panama.
- 9. The Andes is the longest terrestrial mountain range on Earth and stretches the entire length of South America.

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10. The Amazon River is the largest river in the world in terms of volume.

- 11. The Alps are the youngest and steepest mountains in Europe.
- 12. The Nile River played a significant role in ancient Egyptian civilization, providing food, water, and transportation.
- 13. The Sahara is the world's largest hot desert and covers much of North Africa.
- 14. The Great Rift Valley in Africa is a site of major tectonic activity, where the continent is splitting into two.
- 15. Asia is the largest continent and is home to more than 40 countries.
- 16. Asia has a wide range of climate regions, from polar in the Siberian Arctic to tropical in equatorial Indonesia.
- 17. Asia is the most populated continent, with 60% of Earth's population living there.

18. Which online platform can be used for travel inspiration, itinerary ideas, and accommodation reviews?

- a) Pinterest
- b) TripAdvisor
- c) Wikitravel
- d) Hopper
- 19. Which documents are considered essential for travel?
 - a) Passport, Travel Visa, and National ID card
 - b) Health Travel Documents
 - c) Travel Itinerary Details
 - d) Medical and Travel Insurance Proof

20. Which website can be used to check entry requirements and obtain foreign travel advice?

- a) Google Flights
- b) Hopper
- c) Travel Health Pro and NHS
- d) Wikitravel

- 21. Which tool is recommended for searching and booking affordable flights?
 - a) Google Flights
 - b) Hopper
 - c) TripAdvisor
 - d) Wikitravel

22. Which resource is suitable for researching hotels and restaurants, as well as finding inspiration for things to do in a city?

- a) Pinterest
- b) TripAdvisor
- c) Wikitravel
- d) Yr.no (weather)
- 23. What should be included in a travel itinerary?
 - a) Company logo and contact information
 - b) Passenger's name and date of preparation
 - c) Sequential travel details with dates and cities
 - d) All of the above
- 24. Why is it important to leave free time open in the itinerary?
 - a) To maximize the amount of time spent on vacation
 - b) To have flexibility for exploring or resting
 - c) To avoid overscheduling and stress
 - d) All of the above
- 25. Why is it recommended to purchase travel insurance?
 - a) To save money on travel expenses
 - b) To protect against unexpected events or emergencies
 - c) To have access to medical services while traveling
 - d) To receive compensation for trip cancelations

26. Which resource can be used to check the weather forecast for hiking trips and day trips?

- a) Pinterest
- b) TripAdvisor
- c) Yr.no (weather)
- d) Wikitravel
- 27. What is the suggested arrival time for check-in at the airport prior to each flight?
 - a) 30-45 minutes
 - b) 60-90 minutes
 - c) 2-3 hours
 - d) 4-5 hours
- 28. What is the definition of a journey?
 - a) A portion of a trip between two consecutive fare break points
 - b) An act or instance of traveling from one place to another
 - c) The start and finish of a particular fare
 - d) The destination where a given fare ends
- 29. What is a fare break point?
 - a) The destination where a given fare ends
 - b) A portion of a journey or itinerary between two consecutive fare break points
 - c) Any of the cities on an itinerary used as the start and finish of a particular fare
 - d) The start and finish of a particular fare

30 What is a one-way journey?

- a) When the traveler starts from one location, goes to multiple locations, and comes back to the same location
- b) When the traveler starts from one point and comes back to the same point using the same route

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c) When the traveler just goes from the origin to the destination

- d) The journey in which the traveler travels around the world and crosses the international timeline
- 31 What is a round trip journey?
 - a) When the traveler starts from one location, goes to multiple locations, and comes back to the same location
 - b) When the traveler starts from one point and comes back to the same point using the same route
 - c) When the traveler just goes from the origin to the destination
 - d) The journey in which the traveler travels around the world and crosses the international timeline
- 32. What is a multi-sector journey?
 - a) A journey where the traveler travels around the world and crosses the international timeline
 - b) A journey where the traveler goes from one place to another by air, then to a third place by other means of travel, and finally takes a flight back to where they started
 - c) A portion of a journey or itinerary between two consecutive fare break points
 - d) The start and finish of a particular fare
- 33. List down the world continents.
- 34. How many steps that are involved in the travel itinerary planning?

35. Give the five most important elements to consider while setting the travel itinerary budget.

36. Choose the correct answer;

Open jaw ticket is the same as round the world ticket

Round trip means circle trip

Both a and b are true

A travel from origin to the destination is one way

No correct answer

37. One of the following elements might not influence the choice of destination of a client.

Personal Preference

Budget

Vacation Time

Season

No correct answer



To describe different types of journeys the trainee should be able to identify, describe and explain:

- The world continents as they are Asia, America, Africa, Europe, Oceania
- The types of journeys as they are One-Way journeys, Round Trip journeys, Circle Tripjourney, Round the world and open jaw.
- The key steps in planning a travel Itinerary are gather the important information, make a list, map stops, create a budget and stay flexible



Self-reflection

1) Re-take the self-assessment you did at the beginning of the unit.

Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. The trainer will read a skill that is listed in the left column. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this unit, we'll take this survey again.

My experience	I don't have	I know a	I have some	I have a lot	l am	
Knowledge, skills and attitudes	any experience doing this.	little about this.	experience doing this.	of experience with this.	confident in my ability to do this.	
Identify physical						
features on a map						
Identify key						
aspects of a						
selection of						
countries						
Identify the						
resources for						
planning air						
itineraries						
Describe the basic						
air itinerary						
planning guidelines						
Identify the basic						
air itinerary						
planning steps						
Explain sample						
itinerary						
Explain the						
essential terms						
related to journeys						
Describe One-Way						
journeys						
Describe Round						
Trip journeys						
Describe Multi-						
sector journeys						

2) Fill in the table and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.



Figure 4. Journey times

Unit summary:

This unit describes the attitude, knowledge and competence to explain the concepts of time, determine the use of time scale and calculating the journey time.

Self-Assessment: unit 3

1. Look at the illustration above and do the following:

- a) What are they doing?
- b) What do you think this learning unit will be about?

2. Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. The trainer will read a skill that is listed in the left column. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this unit, we'll take this survey again.

My experience	l don't have any	l know a little	l have some	I have a lot of experience with this.	l am confident in my ability to do this.
Knowledge, skills and attitudes	experience doing this.	about this.	experience doing this.		
Convert time					
Describe world time zone					
Relate the local time					
calculate time					
determine difference					
between two points					
Determine local time					
explain the concept of the					
international dateline					

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience doing this.	I have a lot of experience with this.	l am confident in my ability to do this.
Describe the elapsed travel time					
Calculate the journey time					

Key Competencies:

	Knowledge		Skills		Attitudes		
1.	Explain time	1.	Convert time	≻	be attentive		
	conversion						
2.	Describe world time	2.	Determine world time		be details oriented		
	zone		zone				
3.	Relate the local time	3.	Determine local time		Be proactive		
4.	explain the concept	4.	Determine local time	≻	precision		
	of the international						
	dateline						
5.	Describe the elapsed	5.	determine difference		attention		
	travel time		between two points				
		6.	Calculate the journey				
			time				







Figure 5 world time zones¹²

- 1. Observe the picture and explain what you see
- 2. What does the negative numbers represent?
- 3. What does the positive numbers represent?

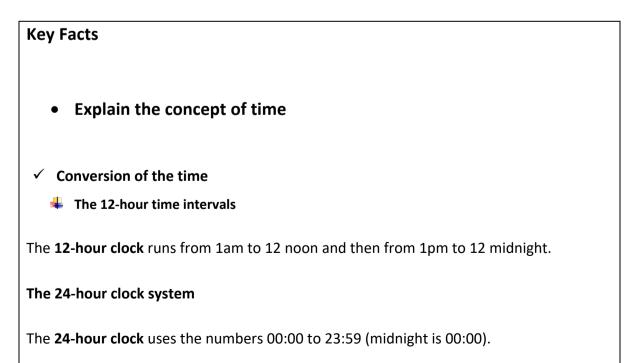
Topic 3.1: The Concept of Time





A travel agency received a call from a tourist from America who bought a circle trip ticket. The client's itinerary includes America, Africa, Europe and Asia but it is difficult to him to understand that he is going to fly from America to Africa for 10 hours but different dates while the flight will take off at 6:00 am.

- 1. Make a group of 4 trainees, then read the scenario and answer the following questions:
 - What are the world time zones?
 - Whatare theprocesses of converting time?
- 2. After answering the questions, write down results on a paper.
- 3. Select one group member to present in front of the class
- 4. have a look at key note 3.1 and for more ask your trainer for clarification



12-hour clock	24-hour clock	12-hour clock	24-hour clock
1am	01.00	1pm	13.00
2am	02.00	2pm	14.00
3am	03.00	3pm	15.00
4am	04.00	4pm	16.00
5am	05.00	5pm	17.00
6am	06.00	6pm	18.00
7am	07.00	7pm	19.00
8am	08.00	8pm	20.00
9am	09.00	9pm	21.00
10am	10.00	10pm	22.00
11am	11.00	11pm	23.00
12 noon	12.00	12 midnight	24.00/ 00.00

✓ Conversion of time

Below is the conversion table of the units of time.

Equivalent

1 min = 60 s

1 hr = 60 min

1 d = 24 hrs

1 wk = 7 d

1 mo = 30 d

1 yr = 12 mos = 365 days

1 decade = 10 yrs

1 century = 100 yrs

1 millennium = 1000 yrs

To convert units of measurement for time, here are the steps.

Step 1: Identify the units used.

Step 2: Determine the relationship between the units.

Step 3: Determine the conversion factor (in fraction form).

The denominator should have the same unit as the original measurement.

Step 4: Multiply the original measurement by the conversion factor.

Example 1

Convert 300 seconds to minutes.

Step 1: Determine the units used.

The units are seconds (s) and minutes (min).

Step 2: Determine the relationship between the units.

1 min = 60 s

Step 3: Determine the conversion factor (in fraction form).

Take note that the denominator should have the same unit as the original measurement.

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The original measurement is in seconds.

So, the denominator of the conversion ratio should be in seconds.

The conversion factor is $\frac{1min}{60s}$

Step 4: Multiply the original measurement by the conversion factor.

 $300s \times \frac{1min}{60s} = 5min$

Therefore, 300 s = 5 min

Example 2

Convert 4 days to hours.

Step 1: Determine the units used.

The units are **days (d)** and **hours (hr)**.

Step 2: Determine the relationship between the units.

1 d = 24 hrs

Step 3: Determine the conversion factor (in fraction form).

Take note that the denominator should have the same unit as the original measurement.

The original measurement is in days.

So, the denominator of the conversion ratio should be in days.

The conversion factor is $\frac{24 hrs}{1 d}$

Step 4: Multiply the original measurement by the conversion factor.

$$4 d x \frac{24 hrs}{1 d} = 96 hrs$$

Therefore, 4 d = 96 hrs

• Identifying the world time zones

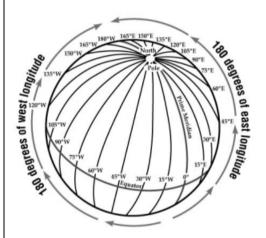
✓ Time zones

A time zone is a region that observes a uniform standard time. This is important for legal, commercial, and social purposes.

Time zones follow the boundaries of countries and their subdivisions. This is because it is convenient for areas close to each other to keep the same time. Each time zone is 15 degrees of longitude wide (with local variations). The local time is one hour earlier than the zone immediately to the east on the map. There are 24 time zones in the world.

✓ Longitudes for determining time zones

Time zones: are geographic coordinates that specify the east–west position of a point on the Earth's surface. It is an angular measurement, usually expressed in degrees. Meridians (lines running from pole to pole) connect points with the same longitude. The prime meridian, which passes near the Royal Observatory, Greenwich, England, is defined as 0° longitude by convention. Positive longitudes are east of the prime meridian, and negative ones are west.



✓ The time scale (the 24 time zones)

Time zones are another arbitrary societal choice, like the origin point of the Prime Meridian. They are based on longitude and defined by Earth's rotation, which completes a full circle (360 degrees) each day (24 hours). Each **hour** then, Earth rotates through 360/24 = **15°** of longitude: the width of one time zone. For continuity in human experience -- meaning that wherever you go on Earth, the sun is near its highest point in the sky at noon -- the nations of the world agreed upon a flexible system of time zones. Each time zone is 15 degrees wide, but some are stretched in various ways to accommodate political boundaries, as shown below.

✓ The Greenwich Meridian time (GMT)

Greenwich Mean Time (GMT) is the time measured on the Earth's zero-degree line of longitude, or meridian.

This runs from the North Pole to the South Pole, passing through the Old Royal Observatory in the London suburb of Greenwich. This line has been called the Greenwich Meridian since 1884, and it is from here that all terrestrial longitudes are measured and the world's time zones are calculated.

Generally, if you are in a country east of the Greenwich Meridian, your local time is ahead of GMT (e.g. local time in China is GMT +8 hours). West of the Greenwich Meridian, local time is behind GMT (e.g. local time in New York is GMT -5 hours in winter and GMT -4 hours in summer).

The Daylight-Saving Time (DST)

Daylight Saving Time (DST) is the practice of setting the clocks forward one hour from standard time during the summer months, and back again in the fall, in order to make better use of natural daylight.

✓ Northern Hemisphere

North America, Central America, Europe, Asia, northern Africa. Many countries in the Northern Hemisphere (north of the equator) use DST in the summer time, but not all. Daylight Saving Time usually starts in March-April and ends in September-November when the countries return to standard time, or wintertime as it is also known.

✓ Southern Hemisphere

Australia, New Zealand, most of South America, southern Africa. In the Southern Hemisphere (south of the equator), the participating countries usually start the DST period in September-November and end DST in March-April.

• How to use the international Time Calculator?

✓ The time calculator

An online time calculator tells how many seconds, minutes, hours, days, months, and years are present in duration among any two times or two dates. This time finder calculator has the ability to add or minus the given hours, present minutes, and seconds as well.

\checkmark Countries with more than one-time zone

The countries with multiple time zones in the mainland area (some of them also have the insular territories) are Russia, USA, Canada, Australia, Mexico, Brazil, Indonesia, Kazakhstan, Mongolia, the Democratic Republic of the Congo, Kiribati, Micronesia, Chile, Spain, Portugal, and Ecuador.

✓ The DST effective dates

Most of the **United States** begins Daylight Saving Time at 2:00 a.m. on the second Sunday in March and reverts to standard time on the first Sunday in November. In the U.S., each time zone switches at a different time.

In the **European Union**, Summer Time begins and ends at 1:00 a.m. Universal Time (Greenwich Mean Time). It begins the last Sunday in March and ends the last Sunday in October. In the EU, all time zones change at the same moment.

Figure 6: world Time zones





With the help of your trainer, take the world map and:

- 1. Identify the world time zones.
- 2. Use yours watches to explain the difference between 24hours clock and 12hours clock.
- 3. Convert time using the international time zone calculation.





A plane carrying 300 passengers take off at Kigali international airport at 6:00 am with a stopover of 30 minutes in Ethiopia. Considering that the flight duration is 2hours. After discussion in-group, explain:

- 1. At what time clearly the plane will land in Dubai.
- 2. What is the time zone for Dubai?
- 3. What is the time zone for Rwanda?

Topic 3.2: Explaining the use of time scale

Activity 1: Problem Solving



A businessperson who has to participate in an urgent meeting in Japan is complaining to RwandAir. He is claiming refund as Rwandair provided a wrong itinerary that caused him to miss a very important meeting with investors. Considering that he had a flight from Kigali to Nairobi for a meeting at 1:00 pm he took the flight of 10:00 Rwanda time.

- 1. In a group of four read carefully the scenario and discuss the following points:
 - Convert the local time into GMT to determine the arrival time
 - Determine the difference between two points
- 2. The group discuss on the points
- 3. Note down answers
- 4. Select a member of the group to write the results on the blackboard
- 5. Compare your answers with the other groups
- 6. Have a look at key note 3.2 and ask more clarifications to your trainer

Key Facts

- Explain the use of time scale
- ✓ Relating local time and GMT time

The difference between GMT and Local time is that GMT (Greenwich Mean Time) is the reference time for all the other 23 time zones of the globe. Whereas, local time zones are the time at the longitudes on the globe surrounding prime meridian.

Parameter of Comparison	GMT	Local Time
Implication	GMT (Greenwich mean time) can be treated as the middle most longitude line, which is also called prime meridian.	The longitudinal lines on the globe are considered as the time reference of that place and are called the local time of that place.
Importance	Greenwich is located on the Prime Meridian, which decides the time lag for other countries.	It solves the problem of the time lag between different countries of the world.
Main features	Earth was divided into 24 different time zones. The countries on the right of Prime meridian are considered ahead in time and countries on the left were considered behind the time.	One day is the time passed between two peak positions of the sun. The longitudinal lines represent the local time.
Advantages	We can easily tell the exact time in other countries with the help of GMT because it is located on the prime meridian.	Establishes the basis of time in different parts of the globe, which are far away.

✓ Determining time difference between two point

Time differences between longitudes

Longitudes are imaginary lines drawn on a map from the North Pole to the South Pole. They are geographic coordinates that specify the east–west position of a point on the earth's surface. Longitudes are sometimes referred to as meridians. They are measured in degrees east or west of the Prime or Greenwich Meridian. This is a line that is marked 0° up to 180° both to the west and east. Longitudes are expressed in degrees.

They cover 360 0 of the globe. The difference between longitudes is 150 which is equivalent to 1 hour.

The major longitudes are:

- (a) Prime or Greenwich Meridian
- (b) International Dateline.

How to determine local time using longitudes The Prime Meridian is important in determining the local time. This is in reference to the usage of other longitudes. Calculation of time is in reference to Greenwich. Therefore, when calculating time away from the Greenwich Meridian, it is important to know the time at Greenwich.

To determine the difference of time between two locations.

First, we need to know what longitudes the two places are located. Next, you would need to find the differences in longitude (in degrees) between the two places. If both places are located on the same side of the Prime Meridian, then the numbers are just simply subtracted to find the difference. If they are on the opposite side of the Prime Meridian then the two numbers should be added together to find the difference.

Third, we need to divide the difference (measured in degrees) by 15 since there are 15 degrees in every hour. This will give us the difference in time between the two locations.

So if you know what time it is in one location, and the longitude of another location, then just simple addition or subtraction problem will give us the time in a different time.¹³

✓ Longitude Calculations Procedures

- First locate the two places involved
- find the longitude difference
- Convert the longitude difference to time and,
- Adjust the time according to the direction of movement, (west or east).
- Determining the local time of a place
 - Identify one point on the time scale
 - Identify another point on the time scale
 - Determine the difference in hours between the two point
 - Identify the local time of one point
 - Add or subtract the difference in hours
 - Determine the local time of the other point



Activity 2: Guided Practice



While in your groups, with your trainer guidance you are asked to:

- 1. identify different time scales
- 2. Explain that Rwanda and Japan are at different points
- 3. Locate Rwanda according to its time scale and zone.

¹³ Richard Barekye, Daniel K. Sugut; geography and environment 2016





1. What is the local time at Madres in India on longitude 80°E, if local time in Yokadouma in Cameroon on longitude 15°E is 4 p.m.?

2. What is the local time in Baghdad 45°E, 35°N when it is noon in Bombay 75°E, 18° N.

Topic 3.3: Calculation of the Journey Time

Activity 1: Problem Solving



A travel agency received booking from a Rwanda football team Amavubi that is going to play a football match tomorrow night in Quatar. They do not know more about the duration of flight and the arrival time.

- 1. You are asked to form a small group, read the scenario and discuss the following questions:
 - Explain the international date line
 - Determine the elapsed time the flight can take
 - To calculate the journey time
- 2. Discuss and write down the results
- 3. After the groupdiscussion, choose someone to present in front of the class
- 4. Have a look at key notes 3.3. and ask more clarification to your trainer

Key Facts

• Explaining the concept of the international dateline

✓ Define the international dateline

The longitudes are measured from 0° (Greenwich) to 180° east or 180° west. International Date Line refers to an imaginary line of longitude on the earth's surface. It is located at about 180degrees east (or west) of the Greenwich Meridian. It marks the change from one calendar day to the next. At any moment, there are two days on earth with the same time.

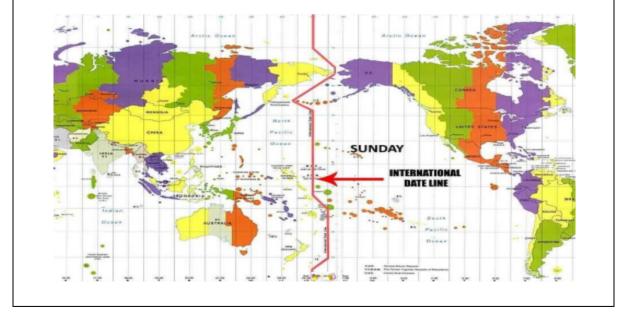
A new day begins at midnight on the International Date Line. If one travels across the International Date Line, the date would change either forward or backward. At 12:00 a.m at Greenwich on Monday, it will be 12:00 a.m on Tuesday across the 180° east longitude. On the other hand, the time at 180° west would be 12:00 a.m on Sunday. In other words, time does not change; what changes is the date.

When going to the east, one adjusts the clock by adding 24 hours to the time. When going west, one adjusts the time by subtracting 24 hours to the time.

The International Date Line (IDL) is an imaginary line on Earth's surface defining the boundary between one day and the next.

The International Date Line passes through the mid-Pacific Ocean and roughly follows a 180 degrees longitude north-south line on the Earth. It is located halfway around the world from the prime meridian — the 0 degrees longitude line in Greenwich, England.

The International Date Line functions as a "line of demarcation" separating two consecutive calendar dates. When you cross the date line, you become a time traveler of sorts! Cross to the west and its one-day later; cross back and you have "gone back in time."¹⁴



✓ Identify the International Date Line on the map

¹⁴Richard Barekye, Daniel K. Sugut; geography and environment 2016

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The International Date Line zigzags through the Pacific Ocean at around 180° longitude.

✓ Explain the importance of the International Date Line

The International Date Line provides a standard means of making the needed readjustment: travelers moving eastward across the line set their calendars back one day, and those traveling westward set theirs a day ahead.

• Describe the elapsed travel time

✓ Define the elapsed travel time

Elapsed flying time. Actual time an airplane spends in the air, as opposed to time spent taxiing to, from the gate, and during stopovers. The estimated time required from take-off to arrive over that designated point,

\checkmark Explain the step involved in getting the elapsed travel time

Note down the departure and arrival times.

Write down the times on a sheet of paper using the local times for the airport. For example, if you depart from New York City, you would write the time as it was in the Eastern Time zone. If you land in California, you would list the time as it was in the Pacific Time zone.

 Arrivals and departures posted at the airport are usually in the time zone for the local airport.

4 Convert the times so they are in GMT.

Greenwich Mean Time, or GMT, is the standard time in London and never changes for Daylight Saving Time. Every other time zone is behind or ahead of it depending on how far west or east you travel respectively.

 For example, New York City is -5 hours from GMT. If you depart at 6 AM, add 5 hours to convert it to 11 AM GMT. The state of California is -8 hours from GMT, so if you arrive at 9:30 AM, you would add 8 hours to get 5:30 PM GMT. **4** Calculate the difference in arrival and departure times.

Count how many hours are in between the estimated arrival and departure to get an estimate of how long you will be in the air. If you are using military time, simply subtract the time you depart from the time you arrive.

For example, if you leave New York at 11 AM GMT and arrive in California at 5:30
 PM GMT, you would be in the air for 6 hours and 30 minutes.

Know that the flight time is estimation since it does not account for any wind or severe weather.

Figure 7 date line on the map¹⁵

Activity 2: Guided Practice



- 1. While in the groups, with your trainer's guidance discuss the following task:
 - Identify the international dateline on the map
 - Explain the importance of the international dateline
 - Explain the steps involved in getting the elapsed travel time

Activity 3: Application



What is the total transport time for a journey leaving Lusaka (Zambia) at 0910 on Friday, 6th January, and arriving in Hong Kong on Saturday, 7th January, at 1450? This trip includes several connections.

The method of calculation used in the first example can also be applied to this one, as follows:

First Step: Determine the local time at departure and arrival points:

LUN = GMT + 2 HKG = GMT + 8

Second Step: Convert departure and arrival times to GMT:

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¹⁵https://www.thebestwefind.com/

LUN 09:10 FRI = 07:10 GMT Friday HKG 14:50 SAT = 06:50 GMT Saturday

Third Step: Calculate the differences from 07:10 GMT FRI To 06:50 GMT SAT

Total transport time: 23 hours 40 minutes

Formative Assessment

1. I get the 13:46 train to Manchester, which takes exactly three hours and five minutes. How many minutes before 5pm do I arrive in Manchester?

We have

- The departure time: 13:46
- Travel time: 3hrs and 5 min
- Then they will arrive in Manchester: 13:46 + 3:5= 16:51
- Then convert the 24-hour clock time to 12-hour time, which would be 4:51pm.
- They would arrive in Manchester **9 minutes before 5pm**.

2. Flying from the city of Kisangani to kinshasa in the same country DR Congo is 45 minuntes and also flying from Mbandaka to Kinshasa is also 40 minutes. Explain the reson why the passenger from Kisangani depart at 1:00 reached Kinshasa at 2:40pm and the one from mbandaka reached Kinshasa at the same time while they departed at different time

3. Flight AF 033 leaves Paris at 12:30 on Tuesday, 12th December and arrives in Montreal at 13:55 on the same day. What is the total transport time?

Montreal is situated in the Eastern Time zone of Canada.

The calculation should be made as follows:

First Step: Ascertain the local time applicable at departure and arrival cities. PAR = GMT +1 (Standard Clock Time) YMQ = GMT - 5 (Standard Clock Time)

Second Step: Convert arrival and departure times to GMT. To convert departure and arrival times to GMT:

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- Deduct the number of hours from the local time when it is ahead of GMT (+)
- Add the number of hours to the local time when it is behind GMT (-)

PAR 12:30 TUE at GMT + 1 = 11:30 GMT Tuesday YMQ 13:55 TUE at GMT - 5 = 18:55 GMT Tuesday

Third Step: Now that a common denominator has been found, namely GMT, calculate the difference between the departure and arrival times.

The result will give the total transport time, that is, 18:55 – 11:30. 7 hours 25 minutes.

- 4. Explain elapsed flying time
- 5. What is the importance of International Date Line



To calculate journey time in air transport, following element are very important

- The world time zones
- the local time of a place
- the time scale
- the international dateline
- the step involved in getting elapsed travel time



At the end of every unit, you should:

1) Re-take the self- assessment you did at the beginning of the unit.

My experience	l don't have any	l know a little	I have some	I have a lot of	l am confident
Knowledge, skills and attitudes	experienc e doing this.	about this.	experience doing this.	experienc e with this.	in my ability to do this.
Converting time					
Describing world time zone					
Relating the local time					
calculating time					
determine difference between two points					
Determine local time					
explain the concept of the international dateline					
Describing the elapsed travel time					

My experience Knowledge, skills and attitudes	I don't have any experienc e doing this.	l know a little about this.	I have some experience doing this.	I have a lot of experienc e with this.	I am confident in my ability to do this.
Calculating the journey time					

3) Fill in the table and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.

UNIT 4: HANDLE TRAVEL INQUIRY



Figure 8: Handle Travel Inquiry

Unit summary:

This unit describes the attitude, knowledge and competence to handle ground services, describe travel documents and requirements, receiving travel inquiries and responding to clients' travel itinerary

Self-Assessment: unit 3

1. Look at the illustration above and do the following:

- c) What are they doing?
- d) What do you think this learning unit will be about?

2. Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. The trainer will read a skill that is listed in the left column. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this unit, we'll take this survey again.

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience doing this.	l have a lot of experience with this.	I am confident in my ability to do this.
Describe passports					
Describe visas					
Describe the health requirements					
Identification of modes of receiving travel inquiries					
Identify client's needs					

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience doing this.	I have a lot of experience with this.	l am confident in my ability to do this.
Identify the modes of responding services					
Select the services					
obtain clients' confirmation					
Describe passports					
Explain forms of payment					
Explain payment processes					

Key Competencies:

Knowledge	Skills	Attitudes
1. Describe passports	1. Explore passports	> carefulness
2. Describe visas	2. Identify visas	> confidence
3. explain mode of	3. Identify modes of	detail oriented
receiving travel	receiving travel	
inquiries	inquiries	
4. Explain forms of	4. Fill the forms of	> Honesty
payment	payment	
5. Explain payment	5. Process payment	> Precision
processes		



Discovery activity



Different people in and outside the country contacted a travel company for the bellow listed purposes:

- Book an airline ticket
- Reserve a seat in a cinema
- Visa assistance
- Request for booking cancellation
- 1. you are asked to identify the following services
- 2. Identify modes of receiving travel inquiries

Topic 4.1: Describe Travel Documents and Requirements





An American tourist who came for a two weeks visit in Rwanda lost his luggage that contained all valuables. The travel agency is supposed to find the necessary document that can help the visitor to go back to America.

You are asked to:

- 1. Describe a passport
- 2. Describe the visa
- 3. Explain health requirements
- 4. Note down your answers
- 5. Choose on trainee to present in front of the class.

have a look at key note 4.1 and for more ask your trainer for clarification

Key Facts

Uescribing passports

The travel and health documents required for the trip can vary based on the itinerary and personal situation. This is why it is important to prepare in advance and use tools such as theIATA Travel Centre to get personalized travel advice. The IATA immigration specialists consistently update this information, but rules and regulations change on a daily basis.

What is a travel document?

A travel document refers to an identification document issued by a government or an organization to facilitate the movement of individuals across country borders.

However, note that not all identification documents are acceptable everywhere in the world. It is your responsibility as a traveler to check with your destination's officials and official tourism guides to make sure that you meet their requirements.

✓ Types of travel documents

- The passport often comes in the form of a booklet that serves as proof of nationalityfor the bearer. The passport is also the travel document that grants visafree accessto certain countries. Although the passport is the most widely accepted traveldocument, Country officials will reject passports issued by nations they do notrecognize.
- Laissez-passers are special travel documents issued by governments and certain international organizations. These are issued often in special circumstances, such asfor a stateless person, as emergency passport, or to grant access for humanitarianreasons. A laissez-passer does not have to state any mention of nationality other thanthat of the issuing authorities and they grant only restricted access and right of travelto the holder.
- Conventional or Refugee travel documents (or Titre de Voyage) are issued in accordance with the UN Convention related to the Status of the Refugees of 1951. Asso, only refugees and stateless people can typically receive this passport-like document.
- The National Identification card could allow "international" travel. It is the case forcitizens of the member-countries of the European Union or the Economic Community of West African States.

While these are the most common travel documents, travel is extremely difficult without a visa or, often, vaccination records. Also, you will find that many travel bloggers and companies online refer to travel credit cards, travel insurances, and bookings as travel

documents. While these itemsare recommended, they are not required to gain entry into a country.

• Describing visas

is often a document, a seal, or a stamp on a passport that grants the holder ofthat passport, entry, exit and stay in a foreign country for a specific period.Some passports will grant visafree movement into and out of some countries. Unlessit is the case, you will have to make the demand for a visa. When dealing with the visaprocess, the first step is to figure out if you actually need one, then which type suitsyour needs, and finally the proper process to secure it.

✓ Types of visa

- Immigrant vs. Non-immigrant Visas: Travel visas can be separated into two categories: immigrant and non-immigrant. Immigrant visas allow the bearer to reside permanently in the host country, whereas non-immigrant visas allow the bearer entry into the host country on a temporary basis.
- Travel/Tourist Visa: Travel visas allow the bearer to enter a foreign country for touristic and leisure purposes only and stay for a predetermined amount of time. These visas do not entitle the holder to work or engage in any business activities in the host country.
- Work Visa: Work visas are required for individuals who wish to take on employment or engage in business activities in the host country.

There are several types of work visas that depend on the nature of the work and length of stay.

For example, working holiday visas allow individuals to temporarily take on employment while travelling through the country.

Business Visa: A business visa allows the bearer to enter the host country and engage in business activities without joining that country's labour market. For example, an individual may require a business visa if they are travelling to a country

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to do business with another company or if they are attending a business conference. The visitor typically must show that they are not receiving income from the country.

- Student Visa: A student visa is a type of non-immigrant visa that allows the bearer to enrol at a postsecondary educational institution in the host country. High school foreign exchange students must typically obtain a visa for temporary residence.
- Refugee/Asylum Visa: Refugee visas and asylum visas can be granted to individuals fleeing persecution, war, natural disasters and other situations in which their life is at risk.
- Working Holiday Visa: Working holiday visas allow the bearer to undertake temporary employment in a country through which they are travelling. Not every country offers a working holiday program. Australia has the most popular such program.
- Spousal Visa: Spousal visas allow partners to visit each other when the couple does not hail from the same country.
- Transit Visa: Travellers may sometimes require transit visas in order to pass through a country that is not their destination country. Transit visas are typically required if you have a layover in a country of more than a few hours.
- eVisa: An eVisa, or electronic visa, is a digital visa that is stored in a database rather than stamped or glued into the bearer's passport. The eVisa is linked to the individual's passport number. Applications for eVisas are typically done over the Internet and the applicant will receive a paper document to present while travelling.

✓ Importance of visas

A visa is another legal document that specifies the reason you are staying in a foreign country. It will also specify the amount of time you have in that country before you are expected to leave. If you work in a foreign country, you will need a visa. If you attend school in a foreign country, you may need a visa. The rules for every country are different, but it all comes down to how long you will say and what your purpose is for staying.

✓ Visa-free visitors

Some passports are more powerful than others are in that they grant visa-free entry to more destinations around the world. For instance, under the Visa Waiver Program, citizens of 38 countries can stay in the US for up to 90 days without requiring a visa. These countries include Brunei, Chile, Estonia, and the Republic of Malta, etc.16

✓ Where to apply for a visa?

Similar to how you need to contact officials of your home country to apply for orrenew a passport, but a visa can only be issued by the officials of the country youintend to visit. Luckily, you don't have to deal directly with the government of thosecountries, unless you are eligible for on-arrival visa.Rather, contact official representations in your home country or country of residence.Usually you will have to visit the nearest high commission, embassy or consulate of the nations you will visit to gather information about the visa process and therequirements.

When it comes time to submit your application, remember that, depending on the countries, you could apply, online, by mail, or in person in one of their official representations. There are also, just like for passport handling, third-party services that will act as facilitators to expedite the visa application process.17

• Describing the health requirements

✓ Health Travel Documents

Health travel documents are not new to international travel. Certain countries have long lasting entry requirements such as yellow fever vaccination certificates, however this was

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17International Travel Documents, travefy blog, 2015

¹⁶https://www.iata.org/en/publications/newsletters/iata-knowledge-hub/the-most-important-travel-documents-for-your-trip/

limited to specific countries whereas the COVID-19 travel document entry requirements have been enforced by the majority of countries around the world.

Currently, we are seeing a reduction in COVID-19 travel restrictions; however, it is still important to check the latest rules before your departure as some might be implemented at a short notice.

IATA has put in place several solutions such as the IATA Travel Centre to help travelers and IATA Timatic Widget to help businesses navigate this ever-changing environment.

The common platform (database) used to verify the latest COVID-19 travel document requirements is IATA Timatic. Timatic is powered by human-validated data, meaning a team of immigration specialists checks each update manually with IATA's Sourcing Network of official sources to make sure the information is correct.

An update is only done once one of the 2,000 government or airline officials from the respective country confirms the change. The team also verifies conflicting reports and make updates only when they're 100% sure they're accurate.

✓ Health advisories.

A smart traveler is an informed traveler. Vaccines are another form of passport to world adventure in that they keep you healthy and able to enjoy yourself.

✓ Vaccination requirements.

Contact your destination's officials to learn everything about the vaccinations, immunizations, as well as other health-related precautions they expect from you. Even with a valid passport and visa, you can be denied entry to a country if you fail to provide significant proof that you are not a threat to local public health.

✓ Immunization recommendations.

Sometimes, prerequisites to entry are not intended to keep natives safe rather than the visitors. Still, some vaccines may not be required but always good to get in order to protect yourself and the community at large.

✓ The yellow fever card

If immunization to yellow fever is among the prerequisite to entry, then you should have the famous yellow card also known as the International Certificate of Vaccination or Prophylaxis (ICVP).

Travelers can get it from any yellow fever vaccination center. However, the yellow card serves as record of travel immunizations including the dateand doses of vaccines received, as well as medical exemptions.





- 1. Your trainer present different travel documents and ask one by one to identify them randomly:
 - Explain different types of passport
 - Describe types of visas
- 2. Your trainer will guide you





A tourist is preparing to travel to rwanda next year. He has contacted a your travel agency to assist the with a list of needed travel documents. Before he comes he should pass to the migration office, to the embassy of rwanda and to the health center in his respective country.

Read the scenario and answer to the questions:

- 1. What are the type of travel document he'll get from the migration office?
- 2. <u>D</u>escribe the type of travel document he'll get from the embassy office.
- 3. Describe the type of travel document he'll get from the health center.

Topic 4.2: Receiving Travel Inquiries

Activity 1: Problem Solving



A businessperson who has to participate in an urgent meeting in Japan is complaining to RwandAir. He is claiming refund as Rwandair provided a wrong itinerary that caused him to miss a very important meeting with investors. Considering that he had a flight from Kigali to Nairobi for a meeting at 1:00 pm he took the flight of 10:00 Rwanda time.

- 1. In a group of four read carefully the scenario and discuss the following points:
 - convert the local time into GMT to determine the arrival time
 - Determine the difference between two points
- 2. The group discuss on the points
- 3. Note down answers
- 4. Select a member of the group to write the results on the blackboard
- 5. Compare your answers with the other groups
- 6. Have a look at key note 4.2 and ask more clarifications to your trainer

Key Facts

4 Identifying tourist needs

Needs

Needs, motives and motivations are the engines of human conduct and they play a fundamental part in the mechanics of tourism. The motivation exists when a person is capable of creating an impulse that leads to a need, which in turn will give a feeling of dissatisfaction until this need has been satisfied. To satisfy a need there is energy with a corresponding direction. Hunger and thirst are good examples of needs.

- The reason for wanting to travel is an inner motive and it is related to the question of why, whereas more specific motivations determine the answers regarding where and type of holiday. Travel needs and motivations underpin the first expectations and may influence the outcome of a holiday: it turned out better or worse than expected compared to the level of satisfaction of the generated needs.
 - ✓ **Obviously** once a travel need has been satisfied, it ceases to exist.
 - ✓ **Customers** have six basic buying needs pertaining to the product:
 - 🕹 Safety.
 - Performance
 - Appearance
 - Comfort
 - Economy
 - **4** Durability
 - Finding out which buying needs are most important to your customers will allow you to match these needs to the benefits of your products. For example, a customer's buying need might be for comfort and economy "These slippers are made from wool and are padded with foam, so therefore will be extremely comfortable. They are also on 'special' this week so represent a great buy!" 18
 - ✓ Maslow hierarchy of needs theory

Maslow presented hierarchy of needs. On the bottom of the pyramid are physiological and safety needs such us food, water, air, rest etc. Higher levels represent higher needs, which are more complex. An affiliation on the third level of the pyramid says about belonging to a groups such as family, school or work colleagues groups; a need of love and friendship. On the forth level are self-esteem needs such as respect, achievement, confidence, need of being recognized. Self-actualization needs are on the last level of the Maslow's pyramid are creativity, morality, spontaneity, problem solving etc.

¹⁸Moustafa Ahmed Mekawy, Managing tourists' needs and expectations: An empirical analysis of the Egyptian airline sector(2007)

He also proposed that the lower -level needs must be satisfied before higher-level needs become important in addition to this Maslow in 1970 also discus two important needs related directly with tourism;the aesthetic need and the need to know and understand .(maslow,1987)

The basic need hierarchy:

- Physiological needs: In this level of hierarchy, people must be satisfied their physiological need, which involves basic survival, needs such as the needs of air, water, food and shelter. People can't become concerned with other higher-order needs before they satisfy these needs
- Safety needs: this level is the second level of Maslow's hierarchy of needs, which concerns people's need to be secure and safe in their environment.

It includes the need for protection psychological and physical harm.

- Belongingness and love need: these needs include dealing with and acceptance by other people, giving and receiving affection and friendship. Based on Maslow's theory people can't reach to this level until satisfied their physiological and safety needs.
- Esteem needs: according to Maslow theses needs may be classified in to two subsidiary sets. First, the desire for achievement, adequacy, strength, competence and freedom. Second we have what we may call the desire for reputation or prestige, status, recognition importance and dignity.
- Self-actualization needs: people need for self- actualization represents their desire to fulfill their potential, maximizing the use of their skills and abilities. Maslow proposed that even if all the previous need are satisfied we may still often expect that anew discontent and restlessness will soon develop, unless the individual is doing what he or she, individually is fitted for.19

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¹⁹ Hitt , Miller and Colella; organizational behavior: a strategic approach (2006)

There is no doubt that, all these needs affect the choice of destination selected by tourists by tourists, an extreme -adventure tourists might forgo all lower needs to satisfy selfactualization.

✓ Maslow theory in tourism

This theory is very important in tourism sector because the determinants of travel decisionmaking and the influential factors would also be examined since they are related to the travel motivations. Understanding of travelers' motivations is critical to predict future travel patterns. Maslow's five-level hierarchy need theory has been broadly accepted and used to explain travel behavior. In addition to this, the satisfaction of people (tourists, employees) needs plays a vital role to develop this sector.

According to Horner and Swarbrooke, (2001) satisfying the tourists in tourism is very important for three reasons:-

- It leads to positive word -of -mouth recommendation of the service to friends and families, which in turn brings in new tourists.
- Creating a repeat customer by satisfying them with their first use of product brings
 a steady source of income with no need for extra marketing expenditure
- Dealing with complaints is expensive, time-consuming and bad for the organization's reputation. Further, more; it can bring direct cost through compensation payment.

In tourism, we have two customers one who pay and the other who is working in tourist's establishments' .when we satisfy the workers need in workplace that will be reflected in their works and quality of service that provide to tourists.

Maslow as we know that also discuss two important needs related directly with tourism; the aesthetic need and the need to know and understand. these needs are less known to people because they were not included in the hierarchical needs model .however, from tourism standpoint , these needs carry more weight than others beyond the hierarchical needs model .

People travel to learn about something new and to be exposed to objects of beauty. Unfortunately, a few tourism studies have applied Maslow's model in relation to these two sets of human needs. (Hsu and Huang, 2008)

- Identifying modes of receiving travel inquiries
- ✓ Telephone
- 🗸 Email
- ✓ In person
- ✓ Through social media
 - Obtaining additional information
- ✓ Additional information and requests

Depending on the airline, special requests and additional information can also be added to the PNR. Examples include:

- Frequent flyer numbers
- Meal requests (for example, vegetarian or child meals)
- Seating requests
- Bassinet requests for infants
- Special assistance requests (for example, wheelchair assistance while boarding) Linking multiple PNRs when passengers in different bookings wish to be seatedtogether.
- ✓ Identifying baggage regulations

System used to access baggage

• Baggage handling

Baggage handling is the process of transporting passenger luggage from a check-in counter at a departure airport, into a plane cargo hold and then to a collection point at arrival airport.

A baggage handling system (BHS) is made up of a number of different processes and checks.

A BHS is designed to count bags, check weights of bags, balance loads, screen suitcases for security reasons, transport bags through an airport conveyor belt system and read bag information automatically.

Carry-on Baggage

Weight and Size

Carry-on baggage allowance can vary according to the airline, the cabin class you are traveling in and even the size of the aircraft. As a general guide, carry-on baggage should have maximum length of 22 in (56 cm), width of 18 in (45 cm) and depth of 10 in (25 cm). These dimensions include wheels, handles, side pockets, etc.

Some airlines also enforce weight limitations, typically starting at 5kg/11lbs.To avoid additional charges, please check with your airline before you travel so that you are fully aware of the carry-on baggage allowance included with your airfare.If you are using different airlines throughout your journey, you should check their individual websites for up to date information regarding carry-on baggage allowances.

Checked Baggage

Weight, Size and Number

IATA has guidelines for baggage but the number and weight of baggage allowed free of charge can vary by airline, frequent flyer status, routing and fare. To avoid additional costs, please check with your airline before you travel so that you are fully aware of the checked baggage allowance included with your airfare.

Each bag should weigh less than 23KG/50LBS. This is an international regulation set for the health and safety of airport workers who have to lift hundreds of bags daily. If your bag weighs more than this, you may be asked to repack, or have it labeled as "heavy luggage". The maximum weight for one bag is 32KG/70LBS in the EU and the US. Some airlines impose lower limits.

The "piece concept" is generally in use on flights within, to and from Canada and the United States. This concept defines the number of bags entitled by the passenger's ticket. Where the "piece concept" applies, generally, two pieces of checked baggage are allowed per passenger, each piece weighing a maximum of 32 kilos (70 lb.) and measuring no more than 158 cm (62 in) when adding the dimensions: height + width + length.

\checkmark Restricted items in the baggage

Travellers are generally now familiar with security requirements that may require them to remove and present the following for x-ray scanning:

- ↓ Watches, belts and shoes
- Personal toiletries to a maximum 100ml and packed in clear plastic bags
- Communication devices (phones), gaming devices, laptops or tablets.

These are some of the standard list of items that are prohibited on board transport:

- Firearms of any type
- Explosives
- Gases (gas cartridges for gas cartridge stoves, oxygen spray for sports, dust removal spray, etc.)
- Flammable materials
- Poisons
- Knives of any sort
- Camping or household stoves
- Toxic substances (including insecticides) and corrosive or oxidizing substances (including bleach)
- Radioactive substances
- Strongly magnetic materials
- Smart baggage
- Other dangerous good
- ✓ Identifying customs regulations
- Check Imports and exports

4 Arriving travelers

Any person arriving in Rwanda is required to make a declaration of all goods or articles in his possession to Customs verbally or in a form. In case the person denies carrying any goods, Customs officers may, when they have reason to believe that the person concerned does carry dutiable goods:

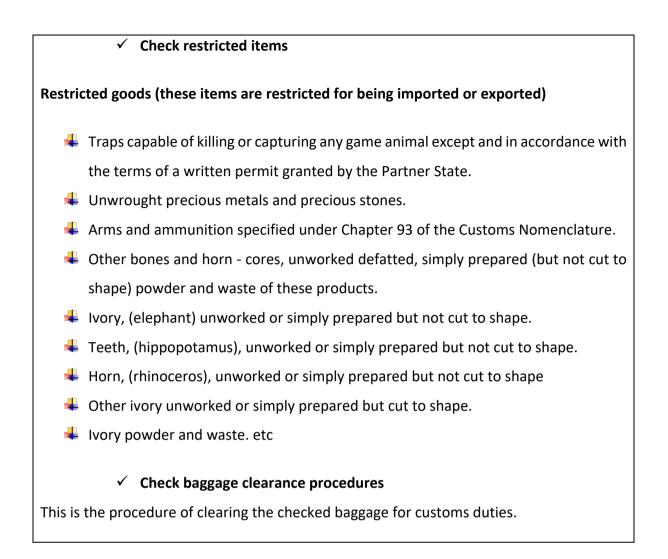
Inspect luggage, packages or any parcels carried by the person concerned; perform a search on the person concerned, including anal search; If a physical examination is to be carried out, the officer must be satisfied that the person presenting the declaration is the actual owner.

If more than one passenger owns it, all passengers must be present when conducting the physical examination. If circumstances do not permit the owner to be present, the one that presents the declaration must know the contents and be ready to answer queries that may arise.

Once satisfied that the declaration is correct, the officer should give the traveler the statutory allowances as indicated under the respective regulation. However, should the traveler possess goods beyond the allowances, appropriate duties and taxes must be calculated and collected in prescribed manner.

Departing travelers

All travelers leaving Rwanda must make a declaration to customs of all goods and effects in their possession, whether purchased from open stock or duty free shop or received as a gift. Where an officer suspects that the declaration is not genuine, or the traveler has not made or refused to make a declaration, a physical inspection of the baggage should be carried out.





Activity 2: Guided Practice



A solo traveler from UK would like to visit Rwanda this summer and discover the country of thousand hills with its beauty.

- 1. Read the scenario and discuss in your small groups to identify the tourists needs
- 2. Your trainer will help you to identify tourist's needs
- 3. Review with your trainer all your answers and you trainer provide additional





Visit the nearest travel agency and learn more on how the receive tourist's inquiries

- 1. Observe them while working
- 2. Ask questions for clarification
- 3. Make a short report to present in the class
- 4. Get ready to answer to your classmates questions

Topic 4.3: Responding to the Client' Travel Inquiries

Activity 1: Problem Solving



A tourism company recruited the best performer students from the best universities of East Africa community in engineering, medicine and economic sciences to work as receptionists and reservations clerks. The first customers, who came for services during the first week of recruitment, did not stop to complain the quality of services they given on phone, in person and on internet.

- 1. You are asked to form asmall group, read the scenario and discuss the following question:
 - What are the modes of responding to services inquiries
- 2. Discuss and write down your answers
- 3. After the group have finished the discussion, chose someone to present in front of the class
- 4. Have a look at key notes 4.3. and ask more clarification to your trainer.

Key Facts

• Explaining forms of payment

As business owners, it is important for you to accept multiple modes of payment from your customers, giving them the option to pay for goods or services in their preferred manner.

✓ Credit Cards

Credit cards offer a quick and convenient way to make financial transactions both large and small. With a credit card, clients use a set credit limit from the company issuing the card to make offline and online purchases. Some companies like American Express and Mastercard offer contactless credit cards that use radio-frequency identification to authenticate card information, saving customers the trouble of swiping their cards against a card reader and making the process more secure.

If customers pay back their credit card balances regularly, they can build up a good credit line. However, if they have trouble meeting their payment due dates, they can be charged interest and their credit card rating can go down. To provide your clients with the best options for paying with credit cards, contact Stax to learn about the most secure ways to incorporate credit card payments into your business model.

✓ Debit Cards

Debit cards withdraw money directly from an attached bank account. This form of payment usually doesn't come with annual fees and does not charge payees interest, which can encourage use. However, they also come with limited fraud protection and don't build a client's credit score, causing some customers to prefer using credit cards.

To accept debit cards, you'll need to comply with all the regulatory requirements in your industry. You'll also need to choose a payment process to facilitate payment card transactions. In-store, the equipment you need to process debit cards are the same as the ones for credit cards. Online, be sure to set up your payments web page to accept financial transactions from debit cards and optimize this page for mobile devices so clients can enter their debit card information through their smart phones.

✓ Automated Clearing House (ACH)

Automated Clearing House (ACH) transfers are electronic, bank-to-bank money transfers that provide a fast and convenient way for businesses to pay vendors and receive payments from their clients.

✓ Cash

Exchanging cash remains a simple (albeit cumbersome) payment option used by both local markets and major companies. It's particularly popular among older customers and clients who are less tech-savvy and prefer to use physical currency.

That said, paying in cash is difficult if a client needs to make multiple expensive purchases. Cash users also need to carry the currency of the country where the transaction is being made. Finally, unless you keep careful records, cash transactions carry a higher risk of accounting errors.

✓ Paper Checks

Paying via paper check is a convenient way to make large financial transactions. The payer can also cancel the payment until the payee presents the check to the bank, adding extra security. However, it takes time for a check to clear, making this an inconvenient mode of payment if you make several day-to-day transactions.

Businesses that accept checks as payment should create a check acceptance policy for their clients. This policy should detail the types of ID clients who pay by check should display, the dollar limits for the checks, and the information on the check—such as the payer name, bank ID, and signature— that needs to be verified.

✓ eChecks

eCheck payments are conducted online. In the U.S., businesses use the ACH merchant network to withdraw money from the payer's checking account and deposit the funds directly into the payee's checking account. Customers validate their eCheck payments by authorizing the transaction on a website or signing a contract.

This mode of payment can be processed faster than a paper check and may offer lower processing fees than certain credit cards. However, there is the potential that online hackers can gain access to customer banking information and computer glitches can lead to faulty withdrawals. To accept eChecks, businesses use an ACH-supported merchant account to withdraw customer funds online. They also need their customer's banking information, including routing and checking account numbers.

✓ Digital Payments

Beyond credit and debit cards, digital payments include paying by PayPal, Venmo, and Zelle as well as through mobile wallets like cell phones and smartwatches. According to McKinsey, 82% of Americans use digital payments.

All of these payments enable money to be transferred from one account to another electronically. Customers appreciate these payment options for their fast transaction speed and the reduced dependency on cash.

Businesses that choose to accept digital payment need to invest in a Point of Sale (POS) system that can handle multiple types of digital payment methods. You'll also need to consider your return on investment (ROI) when factoring in the setup fees, per purchase fees, and flat monthly usage fees that come with processing digital payments.

✓ Money Orders

Usually issued by a government or banking institution, money orders are certificates that allow your business to receive cash on demand. Since money orders do not include personal information like bank routing numbers, they are considered safer than paper checks. Money orders can also be cashed in other countries, making them useful in international business dealings. However, you may need to pay a fee to cash a money order and the lack of personal information makes them hard to track.

If your business accepts money orders, you should endorse each certificate with your business name, your name, and your job title. Be prepared to present personal identification as well as proof of your position in your company. Having a business checking account also makes it easier to deposit the funds.

• Explaining payment processes

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Here's what happens when you make a purchase. For example, let's consider what a payment transaction looks like when you place a simple fast food order of a burger, shake, and fries.

Step 1: Engage at the point of purchase. When you place your order, your cashier gives you your total and you present your payment method. You are at the point of purchase. This can be in-store or online. If you are placing a delivery order, you may be keying in your information. Payment methods at a point of purchase can include a debit or credit card, cash, check, or money order. Today, even more consumers are using digital payment methods to make in-store and online purchases.

Step 2: Connect to a payment gateway. A payment gateway is a tool that securely connects information that is sent through the payment processor from a customer's bank to the merchant's account. Once you give your payment information for your meal, the payment gateway communicates a payment decline or acceptance. However, it's the processor that quarterbacks the transaction by seamlessly gathering card information from the customer's issuing bank (credit card/debit card) to transfer to the merchant account.

Step 4: Deliver information through a payment processor. Payment processors act as a shuttle, delivering information from the credit card customer's issuing bank to merchant accounts, where accepted payments ultimately land.

Step 5: Confirm payment with the issuing bank. The issuing bank is a financial institution associated with a customer's credit card. The payment processor validates card security and facilitates the transfer of payment, moving money from the issuing bank to the merchant account.

Step 6: Transfer funds to a merchant account. When a credit card transaction is processed and approved, the payment processing company facilitates the movement of money from the issuing bank to the merchant account. This bank account enables a business to accept credit cards, debit cards, and digital payments.

This entire process happens rapidly, between the time you place your order and the moment your receipt is handed to you or emailed to you. Before you know it, you're sitting down to enjoy your meal.20

• The procedures for Issuing relevant documents

✓ Booking

For a flight to be booked, two key events need to occur:

- A PNR is created a Passenger Name Record (PNR) is a digital file containing passenger information, contact details and itinerary information. When you book a flight, a PNR is created and logged in the airline's Computer Reservation System (CRS), creating an official record of your booking on the airline's system.
- Payment is made to guarantee your seat on the plane, airlines need proof of payment. When you pay for your ticket, the form of payment is added to the PNR and the price information is attached in file called as a Transitional Stored Ticket (TST). These two files together contain the information what will later appear in your final flight ticket.

At this point, the flight has been successfully booked and paid for. However, what still don't have the right to board the plane. For that to happen, its needed to receive a ticket.

✓ Ticketing

After booking, your PNR (with its TST attached) is sent to a ticketing server, which automatically checks the information and issues the e-ticket. The booking is now ticketed, and the seat belongs officially to the client.

In most cases, ticketing happens immediately after booking though this isn't always the case. PNRs can also be queued for ticketing with a pre-defined date and time for the ticket

²⁰ https://www.usnews.com/360-reviews/business/credit-card-processing/what-is-credit-card-processing

to be issued. In certain situations, like waitlisted bookings, open-return flights or overbooking, the booking and ticket process works a bit differently, but that is for another article!

✓ Requirements to issue airline tickets

Ticketing's fundamental role in the airline industry means that it's highly controlled and many airlines tight restrictions on exactly *who* can issue tickets on their behalf. This is mainly an issue of money.

Airlines want a worldwide network of agents and booking sites selling their tickets, but they also want to make sure that this happens in a controlled way and, most importantly, that they get paid.

This led to the creation of large accrediting organizations that act as payment mediators between airlines and agents – the airlines get a guarantee of payment from all agents selling their tickets and the agents, in return, can sell tickets for those airlines. This means that sellers need accreditation to issue tickets on behalf of an airline. Worldwide, there are two major organizations offering ticketing accreditation:

✓ International Air Transport Association (IATA)

IATA is the world's largest international airline association, with close to 300 member airlines in over 170 countries. Among many other functions, IATA runs the **Billing and Settlement Plan (BSP)**, a payment processing system that collects and distributes payments and commissions among member airlines and agents. In order to issue tickets for any IATA airline, all agents registered outside of the US need to have IATA accreditation.

✓ Airlines Reporting Corporation (ARC)

The ARC is a similar organization for agents registered in the United States or US territories and boasts over 200 member airlines. The ARC's main role is to mediate payments between agents and airlines via its own payment processor. All US-registered agents need ARC accreditation to issue tickets for its member airlines. So, does this mean you need IATA or ARC accreditation to start building your booking business? Well, if you want to issue tickets directly, yes. However, in the next section we'll cover how you can handle ticket issuance without the difficulty and expense of accreditation.

✓ How to issue tickets without IATA/ARC

While ticketing requires IATA/ARC accreditation, booking does not. For example, our Self-Service flight booking APIs let you search, price and book flights on nearly 500 airlines worldwide without the need for any official accreditation.

However, to seal the deal with your travelers you'll still need to be able to send them an eticket after their purchase. You can do this by working one of several types of IATA/ARCaccredited organizations that (for a fee) will issue tickets on your behalf:

- Airline consolidators consolidators are basically flight ticket wholesalers; they negotiate large volumes of discount fares from airlines and then resell them to partner agencies. They also act as ticketing partners for non-accredited agents. In this case, you perform the booking (creating the PNR and receiving payment) and then queue the PNR for ticketing by the consolidator. This is the best option for startups, online travel agents (OTAs) and other online booking projects.
- Host agencies host agencies are IATA/ARC-accredited organizations give independent agents access to and tools and services (including ticketing) on a membership basis. In this sense, the independent agents are working as affiliates for the host agency. Most host agencies offer end-to-end services – training, marketing, GDS access – and are oriented towards at-home agents rather than online booking sites.
- Franchises franchises work very similarly to host agencies but whereas host agencies offer services to a network of independent agents free to decide their own brands and strategies, franchises offer a pre-branded, out-of-the-box travel

agencies with access to the franchisor's ticketing accreditation. This option is most suited to brick-and-mortar travel agencies.

✓ Miscellaneous document

Electronic miscellaneous Document (EMD) is a method to document the sale and track usage of charge (e.g., residual value, miscellaneous or excess baggage charges) and is the sole solution for all fees collected outside a ticket.

Terms and conditions (the "Agreement" or "Contract") describe what a customer legally entitled to expect from an airline when he/she purchases travel related services, in addition to his/her obligations as a customer.

Example: terms and condition ticket refund

Please note that in case of tickets issued directly by the airline or where payment for your flight has been taken directly by the airline, you may be instructed to make a request for refund directly with the airline concerned.

Please note that refunds can only be processed to the form of payment used at the time of booking and that all refunds are subject to the relevant airline's policy and our refund service fee. You hereby authorize us to deduct the applicable refund service fee from the amount of the refund payable to you.

In the event of a refund to you after the above deductions, the relevant amounts will be transferred back by the party that took the original payment to the payment card used to make the original booking. Any service fees applied will not be eligible for reimbursement; customers should note that refund of flight bookings might take up to 6 months.

Refunds will only be paid to you once we have received the funds back from the airline. We are not responsible for the airline's failure to pay a refund.





- 1. While in your small groups, take time to discuss on the following:
 - The way of responding to client's request
 - Select the services requested by the client
- 2. After discussion, share your responses to other groups
- 3. Ask to your trainer questions where you have difficulties





Ask your friend to join you in a group of two; the first student acts as a client who is Requesting for services either on phone or in person and another one as receptionist/reservationist who is responding the enquiry.

Topic 4.4: ReceivingPayment for Travel Services





After five days of visiting Rwanda and enjoying different attractions in the country of thousand hills, a group of four tourists from South Africa would like to depart and clear their bills. One of them has money, the second one holds a card, on other one has to sign a checque and the last one will use money gram.

- 1. In a small group read scenario and discuss the following questions:
 - What are the payment process?
 - What are the procedures for issuing relevant documents
- 2. After your discussions, note down answers to write on the blackboard
- 3. Have a look at key notes 4.4 and ask more clarification to your trainer

Key Facts

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Please note that refunds can only be processed to the form of payment used at the time of booking and that all refunds are subject to the relevant airline's policy and our refund service fee. You hereby authorize us to deduct the applicable refund service fee from the amount of the refund payable to you.

In the event of a refund to you after the above deductions, the relevant amounts will be transferred back by the party that took the original payment to the payment card used to make the original booking. Any service fees applied will not be eligible for reimbursement; customers should note that refund of flight bookings might take up to 6 months.

Refunds will only be paid to you once we have received the funds back from the airline. We are not responsible for the airline's failure to pay a refund.



- 1. Under the guidance of your trainer identify:
 - The form of payment
 - The payment process
- 2. Present your observation and ask for clarifications





Visit the nearest travel agency where to bring students and:

- 1. Identify different mode of payment they use
- 2. Observe the payment process
- 3. Proceed with the tickets issuing under observation of the travel agent
- 4. You are encouraged to ask more questions for clarification
- 5. Make a short report at the End of the visit

Formative Assessment

- 4. Choose the correct answer
 - a) A passport is not an ID
 - b) Visa is given by your country of origin
 - c) A and B are true
 - d) A passport is an ID
 - e) No correct answer
- 5. The permission given to a a citizen of a country to visit another country is:
 - a) Passport
 - b) Health certificate
 - c) National ID
 - d) Laisser-passer
 - e) No correct answer
- 6. True or false an Asylum visa is a refugee visa

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- 4. Among the additional information to provide to the client figurate, the list of prohibited items on board transport. Choose the example that matches well.
 - a) Bicycle
 - b) Ticket
 - c) Food
 - d) Flammable materials
 - e) No correct answer
- 5. List down the modes of payment



- Travel documents are passport, laissez-passer, national ID, visa and health certificate
- The six customer basic buying needs which are safety, performance, appearance, comfort, economy, durability
- The modes of payments are; cash, paper checks, e-checks, money transfer, credit card, debit cards, automated clearing house(ACH)



At the end of every unit, you should:

2) Re-take the self- assessment you did at the beginning of the unit.

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Describe passports					
Describe visas					
Describe the health requirements					
Identification of modes of receiving travel inquiries					
Identify client's needs					

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	l know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Identify the modes of responding services					
Select the services					
obtain clients' confirmation					
Describe passports					
Explain forms of payment					
Explain payment processes					

2) Fill in the table and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to		
		improve		
1.	1.	1.		
2.	2.	2.		

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