**Applicant Test**

**Applicant Name:**

**Declaration** (to be completed by student)

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not appropriately cited.

Signed:       Date:

Please answer the questions below.

1. What are 3 general risks we need to consider when organising customers holidays?

1. You work in a retail travel agency. You have received the following requests from Customers. List in the second column 2 sources of information that will assist you with each request.

|  |  |
| --- | --- |
| 1. Customer wants times of flights from Brisbane to Auckland
 |       |
| 1. Cost of car hire in New Zealand – Avis and Budget
 |       |
| 1. Tickets to the Australian Open -Package via tour wholesaler -Tickettek
 |       |
| 1. Australian passport holder needing visa information on Vietnam
 |       |

1. What are the three different sectors within the tourism industry, and what products and services do they sell?

1. Describe two common commercial agreements entered between two tourism companies.

1. List 3 examples for specific product information which typically would be required on each of the following products.

1. Using the hotel costing information below, answer the following questions:

**Beach Holiday Hotel**

15 Jan – 01 Dec Adults 1 night 5 nights 7 nights

1 bed standard 1 to 2 160.00 510.00 710.00

2 bed deluxe 1 to 4 210.00 810.00 1070.00

02 Dec – 14 Jan

1 bed standard 1 to 2 190.00 620.00 840.00

2 bed deluxe 1 to 4 240.00 930.00 1140.00

**Max room capacity 1 bedroom – 3 2 bedroom - 5**

Children 0 – 12 years free in existing bedding

Extra adults $30 per person per night

Deposit – one night deposit required to hold booking.

Cancellation penalties – 50% cancellation charged if cancelled inside 7 days of arrival.

Full refund if cancelled outside 7 days of arrival.

1. How many people can fit into the 1 bed standard room?

1. What is the cost for three people, staying 5 nights in a 1 bed standard room in March?

1. What is the cost for the same people, if they chose a 2 bed deluxe room?

1. If they booked the 2-bed deluxe, how much deposit is due?

1. If they cancelled the booking the day prior to departure how much would they be refunded?

1. What are three types of folders you could create to record and store product information?

1. Why do you need to continuously update your knowledge of product features?

1. List 7 ways you can update your product knowledge.

1. Explain two current technologies customers use for tourism information.

1. What is communication? How does this occur and why is it so important when talking with suppliers and work colleagues?

1. What is teamwork, and what are some characteristics of a good team member?

1. List 4 elements which are covered by the financial services reform act.