Task Instructions

**Flights** – Compare the prices for Qantas, Virgin and Jetstar. Also advise the cost for baggage, and the fees involved to change the booking. Summarise the information for the three airlines in a table

**Coach** – Compare the prices for two different coach companies operating the Gold Coast to Sydney service. Information required includes the Company name, journey time, and refreshment stop information, prices and cancellation policy. Summarise the information in a table.

**Car hire** – The Customer has requested Avis Car hire. Advise the total cost for the car, the inclusions, excess amount, additional excess waiver insurance available, car type, amount of bags and number of people who can fit in the car.

**Hotel** – Research the hotel as requested in Sydney. Produce two options for Mr. McGregor. Summarise the information in a table. Include hotel name, address, hotel facilities, star rating and bedding configuration in the room. Also go to Trip Advisor and advise what the reviews are like on your chosen hotels.

**Travel insurance** – obtain a quote on travel insurance. Include the cost, Company, policy type and main inclusions of the policy. Also include a summary of the major points covered by the financial services guide.

**Blue Mountains Tours** –Research a day tour to the Blue Mountains. Summarise the Company name, tour name, tour inclusions, cost, points of interest and if hotel pick up and drop off is part of the package.

**Sydney Harbour Cruise** – Research two options for the Sydney Harbour Cruise, one including lunch and one with no meals. In a table summarise the Company name, the Cruise name, inclusions, departure time and duration of the cruise.

**Show** – Mr. McGregor would like to know all the current shows, musicals and events that will be on in Sydney in 3 months’ time.

**Technology** – Mr. McGregor would like you to advise if he can use his mobile phone for any check in procedures with the companies you have chosen. He also wants any information on useful apps he could download on his iphone for the holiday.

**Folder** – Prepare a folder including all your options, choices and information gathered for Mr. McGregor.

**Communication** – Your manager advises you that a Reservation Agent (Mary Smith) who works for Sunlover Holidays has just returned from Sydney. Compose an email to Mary to ask her opinion on a Sydney hotel that would suit your customers. Include a copy of the email in your folder.

**Payment details** – Mr. McGregor would like a summary of the payment requirements for all the services quoted. (When payments are required).

**Bibliography** – Include a bibliography with all information sources listed