

24 november 2014 travel office procedures n4 question paper

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Question 1

List the five main functions of a travel office.

Answer

1. Booking and issuing tickets
2. Providing travel information
3. Arranging accommodation and transportation
4. Processing payments
5. Providing customer service

Question 2

Describe the role of a travel consultant in a travel office.

Answer

A travel consultant is responsible for providing expert travel advice and assistance to clients. They help clients plan their trips, book flights, arrange accommodation, and provide information on travel destinations. Travel consultants must have a strong understanding of the travel industry and excellent customer service skills.

Question 3

Explain the importance of maintaining accurate and up-to-date records in a travel office.

Answer

Maintaining accurate and up-to-date records is essential for the smooth operation of a travel office. These records include client information, flight bookings, accommodation arrangements, and payment details. Accurate records allow travel consultants to track client preferences, ensure that bookings are processed correctly, and provide efficient customer service.

Question 4

Discuss the different methods of payment that a travel office can accept.

Answer

Travel offices commonly accept various methods of payment, including:

- Cash
- Credit cards
- Debit cards
- Bank transfers
- Traveler's checks
- Mobile payments

Understanding and accepting different payment options allows travel offices to accommodate the needs of their clients.

Question 5

Describe the ethical responsibilities of a travel consultant.

Answer

Travel consultants have several ethical responsibilities, including:

- Providing accurate and unbiased travel information

- Respecting client confidentiality
- Avoiding conflicts of interest
- Acting in the best interests of clients
- Complying with relevant laws and regulations

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