



4782-532 JUNE 2019 Level 3 Advanced Technical Diploma in Business Travel (450)

Level 3 Business Travel – Theory exam (1)

If provided, stick your candidate barcode label here.							Monday 3 June 2019 09:30 – 11:30															
Candida	ite nam	ne (fi	rst,	last)																	
First																						
Last																						
Candidate enrolment number Date of bir				birt	h (D	DMI	MYY'	YY)			Gen	der	(M/	F)								
Assessment date (DDMMYYYY) Centre nun						nun	nber					Can	dida	ate s	sign	atur	e ar	nd d	eclarati	on*		

- If additional answer sheets are used, enter the additional number of pages in this box.
- **)** 0 0
- Before taking the examination, **all candidates** must check that their barcode label is in the appropriate box. Incorrectly placed barcodes may cause delays in the marking process.
- Please ensure that you staple additional answer sheets to the **back** of this answer booklet, clearly labelling these with your full name, enrolment number, centre number and qualification number in BLOCK CAPITALS.
- All candidates need to use a **black/blue** pen. **Do not** use a pencil or gel pen, unless otherwise instructed.
- If provided with source documents, these documents **will not** be returned to City & Guilds, and will be shredded. Do not write on the source documents.
- *I declare that I had no prior knowledge of the questions in this examination and that I will not divulge to any person any information about the questions.

You should have the following for this examination

• a pen with blue or black ink

General instructions

- Use black or blue ball-point pen.
- The marks for questions are shown in brackets.
- This examination contains 12 questions. Answer all questions.
- Answer the questions in the spaces provided. Answers written in margins or on blank pages will **not** be marked.
- Cross through any work you do not want to be marked.

2

State four different types of ancillary services available to business travel customers.	(4 marks)
Explain two benefits of booking business class travel for a business traveller flying on a long-haul flight.	(4 marks)
a long-hauf hight.	(4 Mar K5)

a)	State two types of booking options a Travel Management Company (TMC) could make available to business clients.	(2 ma
b)	Explain one benefit of one of the booking options stated in a).	(2 ma
Des	scribe how the use of a specialist Travel Management Company (TMC) can benefit a npany looking to reward their top executives.	(4 ma



State four company travel policy requirements that need to be considered when booking client travel.	(4 m
	_
Explain how an Account Manager can maintain relationships with corporate clients.	- (6 m
	_
	_
	_
	_
	_
	_

8

9

(SLA) with their Travel Management Company.	(4 marks)
List four payment methods used to pay for accommodation.	(4 marks)
State four considerations to take into account when booking discounted airfares	
for clients.	(4 marks)

10	A client has requested accommodation for a delegate attending a conference. The delegate may also need to extend the booked accommodation for an extra night.	
	Explain two rate considerations to take into account when meeting the brief.	(4 marks)

Explain two rate considerations to take into account when meeting the brief.	





12	A Travel Management Company (TMC) has recently won the business of an expanding company that has a head office in New York. The business travellers currently make their own travel arrangements with their favourite airlines and hotels. They are reluctant to comply with the new policies and procedures offered by the TMC for booking travel and accommodation.	
	Discuss the benefits of complying with the new policies and procedures.	(12 marks)



