

Listen carefully and take notes to assist someone in planning a trip.

Student Name: _____ Date: _____

Directions:

You are a travel agent for AAA, speaking on the phone to a person who is requesting information about a trip they want to take. Take notes from the discussion and use the notes to plan a trip.

1. Find someone to play the role of the person requesting trip information. Give them the list of items below and ask them to prepare a script for requesting information on the five items.
 - a. Location of trip.
 - b. Dates of the trip (leave on trip, arrive home).
 - c. Method of travel (train, car, plane, etc.).
 - d. Accommodations.
 - e. What kinds of things to do.
2. Once the script is prepared, the person you chose should call you and follow their script in requesting information on the five items.
3. You should take down the information as completely and accurately as possible.
4. Using your notes from the conversation, find information (answers or responses) about each item they requested.
5. When you have prepared your answers, call the person back and:
 - a. Repeat the five pieces of information they requested from you.
 - b. State what you found for each of the five items.
6. The person should then rate you on:
 - a. How well you repeated the information given to you (showing that all five areas were repeated).
 - b. How well you found one meaningful answer for each piece the person requested (showing that you gave meaningful answers for each item).

Submit: Caller’s script, initial notes, information about each item, the rating on return call.

Estimated Hours: 1.0

Suggestions:

1. Use the Internet to gather information.



Related Standard:

Workplace Skills, Standard 4: Possess basic academic knowledge.
H. Follow verbal directions well.

Grading Criteria:

Caller provides and follows a script of desired trip information.	5	4	3	2	1
Individual takes accurate notes that match the caller’s script.	5	4	3	2	1
Individual finds one piece of information for each of the five items.	5	4	3	2	1
Individual’s response to the caller receives acceptable ratings.	5	4	3	2	1
Individual shows care in workmanship (few errors, neat and orderly).	5	4	3	2	1