



RECOGNISING ACHIEVEMENT

G729-Event Management

2009

Some examples-approaches

Background

Team member looking at theme relating to Travel and Tourism in Action and took an adventure activity and other as part of a day trip. **This was not part of the Adventure Tourism Unit.**

Some examples

AO3

Feasibility study containing presentation.

Market research and outcome.

Contingency plan

Risk assessments one followed with Teacher and team due to constraints imposed by authority regulations. The second one done by Candidate alone.

AO1

Business plan.

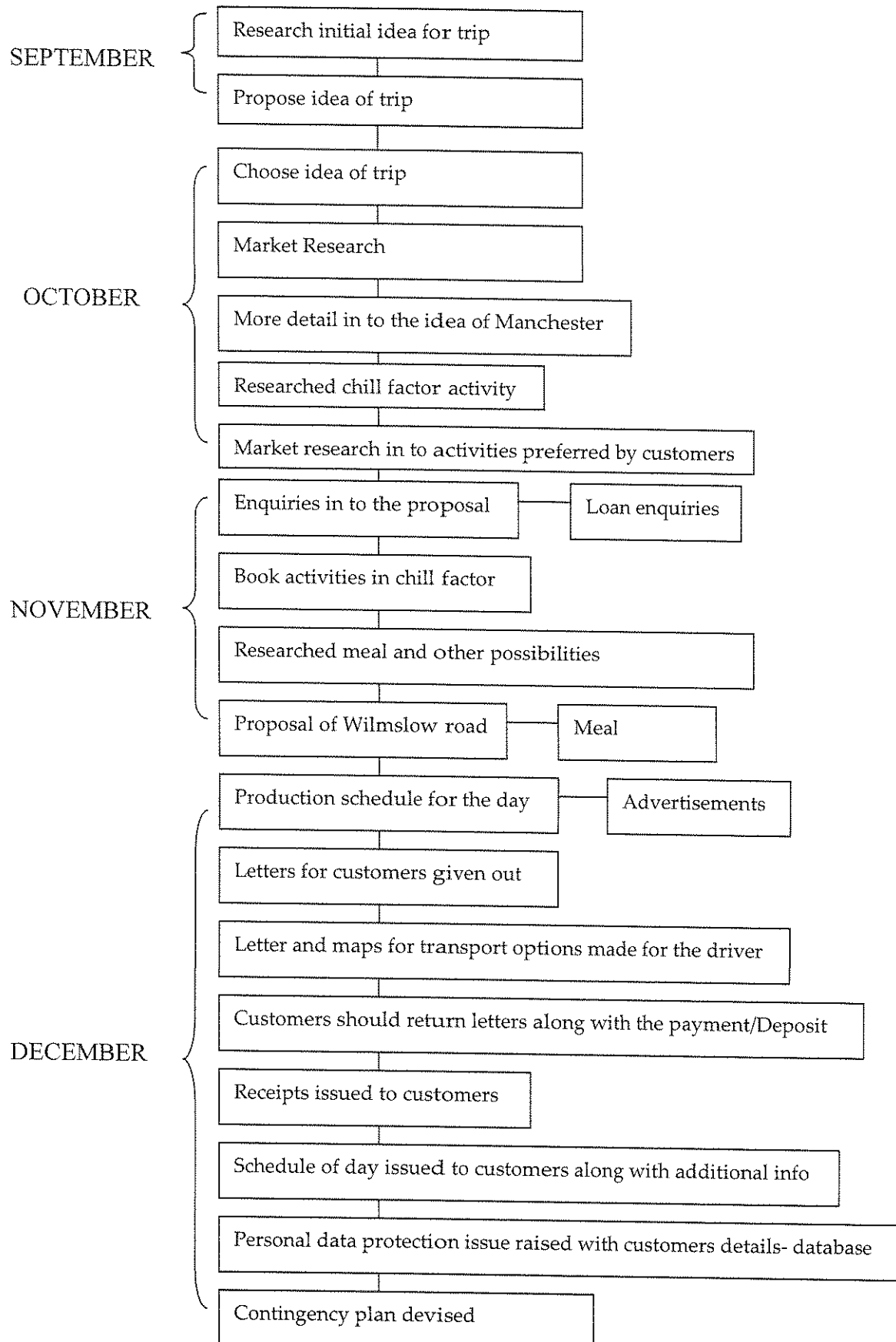
Some of the marketing strategy.

AO1/2

Project planning techniques

- Flow chart
- Gantt Chart
- Critical path analysis in relation to team role
- Financial accounts
- Agenda and fully organised minutes
- Customer feedback data

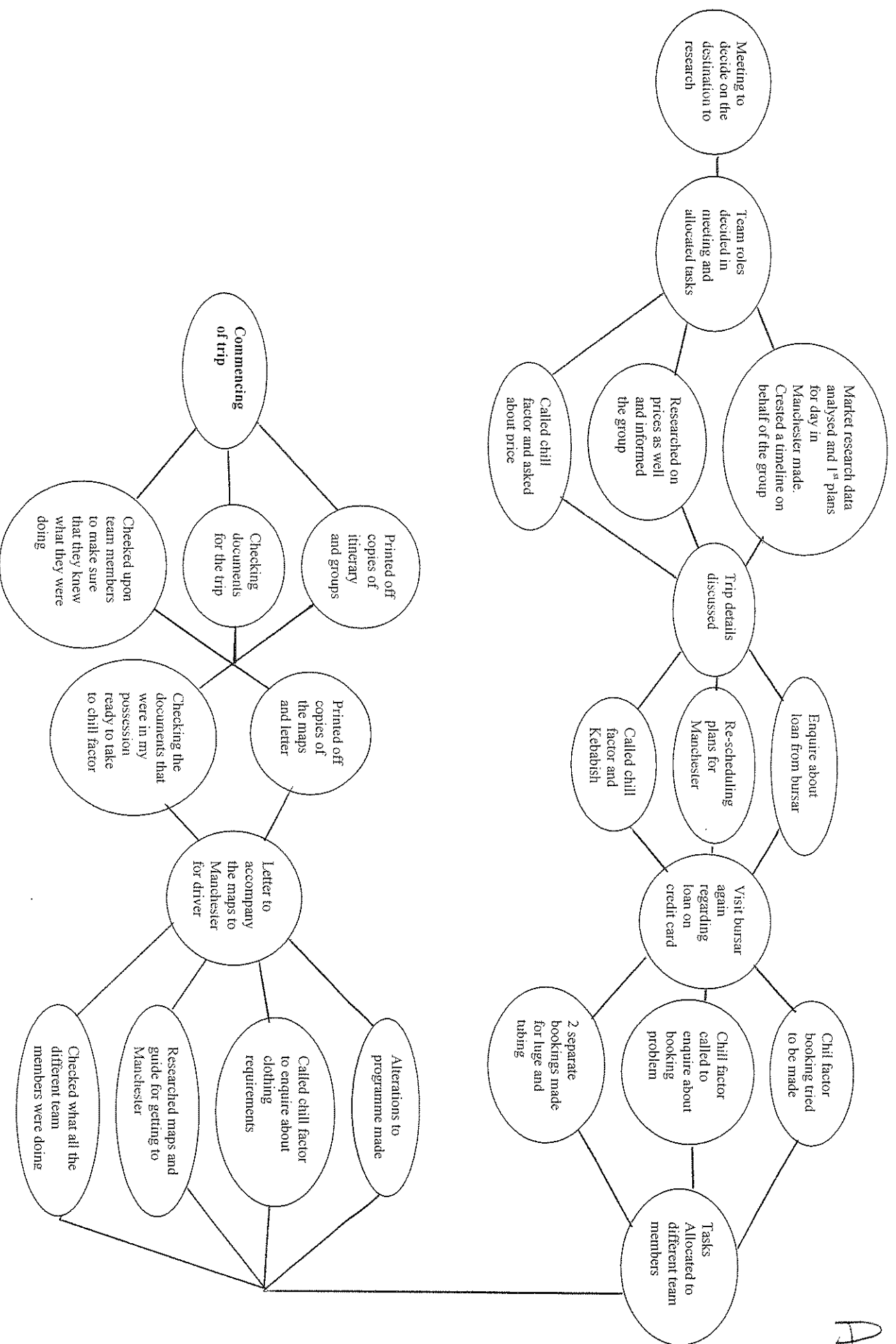
TRAVEL AND TOURISM IN ACTION



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A02



CRITICAL PATH ANALYSIS FOR MY TEAM ROLE (MANAGING DIRECTOR), TRAVEL AND TOURISM IN ACTION

BATLEY GIRLS' HIGH SCHOOL

RISK ASSESSMENT RATING

Name :

Curriculum Area : SOCIAL SCIENCE

Activity / Project Title : TRAVEL & TOURISM IN ACTION

Dates : From : 12/12/08 to 12/12/09

1. Key Elements (including frequency)

TRIP TO CHILL FACTOR & ALSO KEBABISH ON WICKSLOW ROAD BOTH THE DESTINATIONS ARE IN MANCHESTER

3. Significant Hazards :

- ICE
- SLIPPERY SURFACE
- ACCIDENTS
- SKIING EQUIPMENT
- SNOW APPARATUS

People/property/equipment at risk :

- CUSTOMERS
- COLLEAGUES/ EMPLOYEES
- MINI VAN

4. Specialist Risk Assessment needed : Yes/No

5. Risk Rating :

1. Assign a letter to denote severity or harm or consequences of hazard
2. Assign a number to denote likelihood of the event causing the hazard to be realised
3. Use the Combination Risk Rating Chart (at the end of the document) to link it to the action criteria

HAZARD Severity/consequence	Risk
A = Death Major injury Major damage/loss to property/equipment	1 = Extremely likely to occur
B = Injury more than 3 days Damage to property/equipment	2 = Frequent, often or likely to occur
C = Minor injury Minor damage to property/equipment	3 = Slight chance of occurring

RISK RATING : A3

BATLEY GIRLS' HIGH SCHOOL

6. Current Control Measures :

- BUDDY SYSTEM
 - TRAINED STAFF
 - APPROPRIATE ENVIRONMENT
- Are they adequate? Yes/No

-CENTRE HAS PRECAUTIONARY MEASURES IN PLACE

7. Further Control Measures :

- SAFE CONTROL
- SECURITY

Implemented by :

- CHILL FACTOR
- KEBABISH.

10. Review Date :-

- HEALTH INSPECTOR
- CHILL FACTOR MAINTENANCE & TECHNICAL TEAM.

By Who?

11. Signatures:

Assessor : _____

Curriculum Manager : _____

12. (To be completed by Head/Deputy Head)

Activity Project Go Ahead Yes/No?


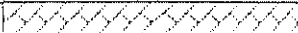


Further Controls needed?







No

Head/Deputy Head : _____ Date : _____

CC: Curriculum/Line Manager, Deputy Head, Bursar

RISK RATING CHART

RISK	HAZARD		
	A	B	C
1			
2			
3			

- A1  Unacceptable. Remove risk immediately
- A2/B1  Urgent. Must receive immediate attention to reduce hazard/risk
- A3/C1  Must receive attention to verify whether hazard (A) or risk (1) can be reduced
- B2  Should receive attention to check if risk or hazard can be reduced
- B3/C2  Low Priority but procedures needed to ensure risk is reduced still further
- C3  Low priority

RISK ASSESSMENT

Kirklees MC
Health & Safety Management

RISK ASSESSMENT

Controlled risk status:

Uncontrolled Risk Status:

Occupation: Kirklees MC Employee

Activity: Outdoor Events

Service Area/ Division: Building Control, Licensing and Markets Services

Ref. No:

Activity Description:

Outdoor Events

Assessment Stage 1- Who is at risk, where operations take place:

Groups of People at risk:	Locations:
Contractors	Various Locations Council Wide
General Public	Chill factor
KMC Employee	Restaurants

Assessment Stage 2- Main Hazards/ Associated Risks:

Ref. No	Hazard/ Risk	Likelihood	Severity	Risk Rating
1	Ground condition <i>Slip, trip or fall on the same level</i>	✓	B	2
2	Animals <i>Bites</i>		C	3
3	Animals <i>Infection</i>		C	3
4	Falling objects/ materials <i>Hit by moving, flying or falling object</i>	✓	A	3
5	Fire <i>Explosion</i>	✓	A	3
6	Fire <i>Burns/ scalds</i>	✓	A	3
7	Inadequate supervision/ instruction/ training <i>Personal safety</i>	✓	B	3
8	Lighting <i>Electrocution</i>	✓	B	2
9	Lighting <i>Fall from height</i>	✓	B	2

RISK ASSESSMENT

4	Measures should be taken to ensure that contractors have adequate documented procedures outlining their method of works. These may include:	✓	B	2
	<ul style="list-style-type: none"> • Edge protection, toe boards, guard rails • Safety harnesses • Maintaining a safe distance from an edge. Further detail is outlined in the safety method statement.			
5	Ensure the fabric used for marquees and tents is flame retardant.	✓	A	3
	Any areas where food preparation or generators are used, appropriate fire fighting equipment should be provided.			
6	Constructors should provide documented procedures outlining the storage and handling of LPG. Appropriate storage facilities should be provided for LPG (wire mesh cage). Regular checks need to be carried out to ensure no-one interferes/ tampers with the LPG.	✓	B	3
7	Measures should be taken to ensure any persons employed to undertake activities at the events should be trained to carry out the activity competently and not put themselves or others at risk. Contractors should be monitored.	✓	B	3
8	Ensure qualified electricians erect any lighting required. If contractors are carrying out this activity, they should provide clear written procedures outlining their method of work.		B	3
9	As 8 above.			
10	Clear procedures should be outlined for staff working alone. Methods of communication should be provided and staff should contact designated person at fixed intervals. Code words for use on the radios may be required to	✓	C	1

RISK ASSESSMENT

		routes are clearly segregated with signs and ensure a traffic management system is implemented. Ensure that stewards understand their responsibilities when overseeing traffic entrance.			
		Reversing vehicles should have a reversing bleep or preferably use a banksman.			
21		Ensure KMC staff receives the appropriate training for working at heights where scaffolding and ladders are used. Please see the attached method statements.	✓	B	2

Device	Icon
Eye goggles	
Gloves	✓
Hard Hat	
Protective Clothing	✓
Protective Footwear	✓

Assessment Stage 5- Related Assessments:

Assessment type:	Assessment ref.:
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Assessment Stage 6- Manager's Plan:

Action	Person Responsible
01 Ensure that non-slip mats are provided for temporary stage areas to eliminate slip trip and fall hazards during adverse weather.	Manager/ Supervisor Chill factor

RISK ASSESSMENT

Ensure adequate provisions are taken for first aid facilities.	Customer service
15 If contractors are used for special effects and pyrotechnics, measures should be taken to obtain written safe working practices from the contractors.	Manager
16 Measures should be taken to ensure that specific conditions made on the entertainment licence are carried out.	Manager Chill factor.

Assessment Stage 7- Conclusions:

Assessment Date: 11 / 12 / 08

Review Date: 13 / 12 / 08

Assessor Job Title: Managing Director.

Assessor Conclusions:

If comments are implemented the risks will be reduced greatly to a reasonably practicable level.

PROFIT AND LOSS ACCOUNT

	£	£
Income		
Loan	312	
Deposit	120	
Remaining Customer Payments	228	
Charitable Grant	60	
Total Income		720
Expenditure		
Tubing Activities	156	
Luging Activities	156	
1st Loan Installment	265	
2nd Loan Installment	18	
Clothing	65	
Primary Market Research	3	
Primary Market Research (2)	0.65	
Promotional Posters	1	
Customer Feedback	0.65	
Petrol Money	27.2	
Total Expenditure		692.5
Total		27.5

CASH FLOW FORECAST

	<u>OCTOBER</u> £	<u>NOVEMBER</u> £	<u>DECEMBER</u> £
RECEIPTS			
Loan	312		
Deposit		120	
Remaining Customer Payments		228	
Charitable Grant	60		
Cash from previous month	0	56.35	120.35
TOTAL RECEIPTS	372	404.35	120.35

PAYMENTS			
Primary Market Research	3		
Primary Market Research (2)	0.65		
Promotional Posters		1	
Customer Feedback			0.65
Petrol Money			27.2
Tubing Activities	156		
Luging Activities	156		
1st Loan Installment		265	
2nd Loan Installment		18	
Clothing			65

TOTAL PAYMENTS	315.65	284	92.85
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Balance carried forward	56.35	120.35	27.5
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BUDGET

<u>Item</u>	<u>Expenditure (£)</u>	<u>Income (£)</u>
Loan		312
Booking (12 at £29)		348
Grant		<u>60</u>
		<u>720</u>
Chill factor	377	
Loan Repayment	283	
Marketing	5.3	
Petrol	<u>27.2</u>	
	<u>692.5</u>	
PROFIT		<u><u>27.5</u></u>

Customer Questionnaire

1. Did you enjoy your trip?

Yes ☐ No ☐

2. Would you go again?

Yes ☐ No ☐

3. When would you want to go again?

4. What did you enjoy about the trip?

5. What would you change? (please tick)

- Activities
- Meal
- Transport
- Times
- Season

6. What other transport would you of preferred? (please tick)

Train ☐

Coach ☐

Car ☐

7. what was your experience out of 10 (please circle)

1, 2,3,4,5,6,7,8,9,10

8. Would you prefer more or less customers?

More

Less

9. Do you think the customer service was good if not why?

10. Were the time limits appropriate for the activities?

Yes ☐

No ☐

11. Did you like the restaurant if not why?

12. Would you prefer different food options?

Yes ☐

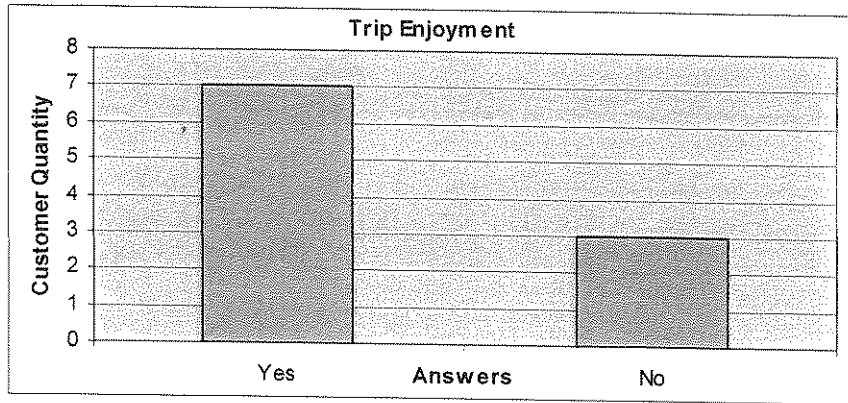
No ☐

A4

In order to access the customers views on the adventure activity trip. We constructed a questionnaire (see appendix 18). Below are the results.

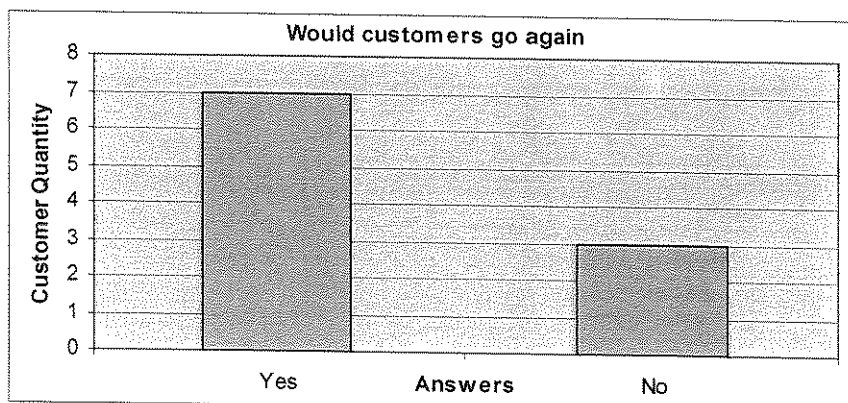
Customer Feedback Questionnaire results

1) Did you enjoy your trip?



Yes 7
No 3

2) Would you go again?



Yes 7
No 3

3) When would you want to go again?

Replies were:

- Anytime during the day
- Anytime
- Never
- Anytime
- When the weathers good
- In the summer season
- When the weathers better
- In better weather conditions
- To the activities

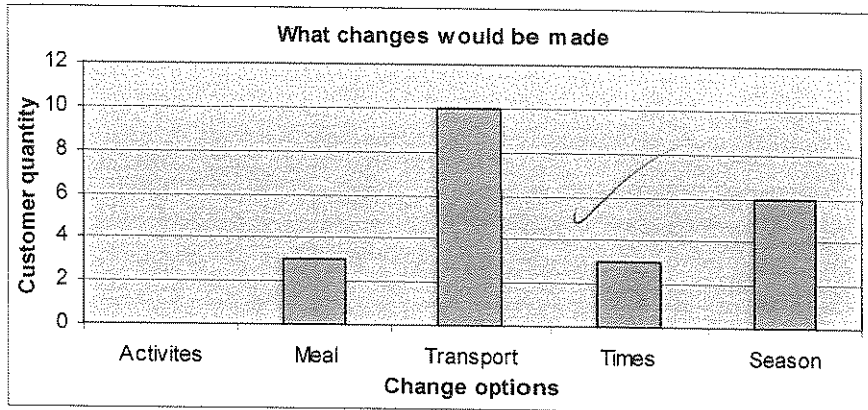
4)What did you enjoy about the trip?

Replies were:

- Enjoyable activity and different
- Chill factor
- The activities
- I enjoyed the activities at chill factor, the Luge and the tube
- The activities at chill factor the lugging and the tubing

- Chill factor different activities
- The activities
- The activities
- Activities
- Well we didn't do much besides chill factor so yeah I did

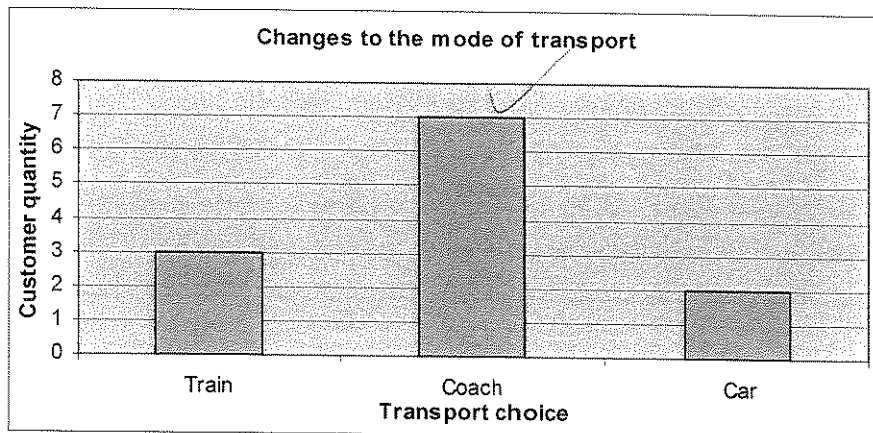
5) What would you change?



Activites	0
Meal	3
Transport	10
Times	3
Season	6

Bu

6) What other transport would you have preferred?



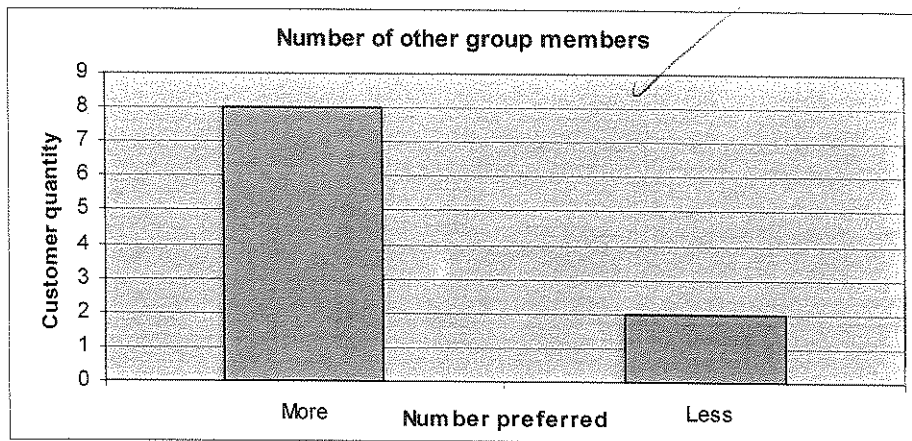
Train	3
Coach	7
Car	2

7) What was your experience out of 10?



1	0
2	0
3	1
4	1
5	0
6	1
7	2
8	4
9	1
10	0

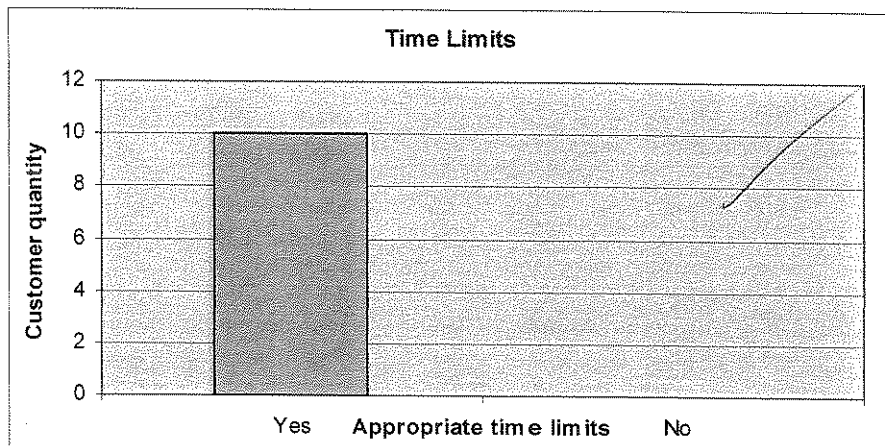
8) Would you prefer more or less customers?



More	8
Less	2

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10) Were the time limits appropriate for the activities?



Yes	10
No	0

11) Did you like the restaurant ? if not why?
Replies were:

✓

Didn't go to one
Didn't go to a restaurant
We didn't go
Didn't go

12) Would you have preferred a different food option?
Yes 1
No -

Analysis of customer feedback

From the results that have been achieved it can be seen that the majority of the customers 70% enjoyed their adventurous trip although they did not have the trip fully completed. Where as 30% did not. This is also the same results when the customers were asked whether they would go again 70% said yes and 30% said no. Analysis
AOL

The customers were also asked regarding the seasonality when they would like to go again. There was a wide variety of answers that were put down for this the most common answer being in better weather conditions by which the majority of the customers meant summer time- which is a complete contrast to the season that we actually went in. The second most common answer was anytime which was because these customers may have enjoyed the trip to the full extent and the external weather may not have made a large difference as the activities took place in side chill factor with the temperature being controlled.

Approximately 90% of the customers who came on the trip enjoyed the activities that were undertaken in the chill factor. This was because the adventure activities was the actual theme of the trip which was new to many of these customers and had not experienced it before. Therefore this part of the trip was a success.

Many of the customers were also asked what they would change about the trip none of the customers choose to change the activities the majority of the customers would have liked the transport to be changed as there were many problems that occurred because of the transport as the trip also had to be cut short because of this. The seasonality in which this trip took place on followed this which means that many of the customers would have preferred it if the trip took place in a summer month. Other things that could have been changed were the timings as a few customers said that they would have preferred it if the activities took place in the afternoon instead rather than the morning.

Other forms of transport the would have been preferred to get to the chill factor was the train and car with the coach being chosen the most popular of the transport methods. AOL

The majority of the people rated the trip high and gave it 8 marks out of 10- with 10 being the most enjoyed. This proves that overall the customers had a good time at the trip. However the majority of customers would have preferred it if there were more customers present at the trip. All the customers agreed that the time limits that were set for the day and the activities were good and not a lot had to be done to them.

From this I can conclude that the majority of the customers had enjoyed their day with the transport being the major issues.

Agenda

Meeting – **Thursday 9th October, Room 9**

Topics that will be discussed:

1. The results of the market research
2. The final choice
3. Assign team roles
4. The responsibilities that come with each role

	<u>Discussion/Decisions made</u>	<u>Action taken (by whom)</u>
<u>Assigned team roles</u>	<ul style="list-style-type: none"> • Chair person – Nazima • Deputy chair – Safiya • Marketing – Shabana • Finance – Zubada • Resources – Sophia • Admin – Sumayya • Customer Service – Sadie • Discussion about what responsibility comes with each team role. 	
<u>Market Research</u>	<ul style="list-style-type: none"> • Sophia provided information on the activities that can be done at the chill factor. • Tallying done by Zubada • Destination and day chosen • Discussion on transport – 24 seater or the school minibus • Restaurant chosen – Kebabish • Prices considered of the activities, if two activities are carried out pricing will be £24 • Looked for a map from Manchester city centre to Wilmslow Road to see how much time would have to be spent travelling. <p>Draft of the day</p> <p>9am-10am – travelling to Manchester 10am-12pm – activities at Chill Factor 12pm-3pm – Manchester City Centre 3pm-6pm – Wilmslow Road 6pm-8pm – meal at restaurant</p> <p>Secondary draft of the day</p> <p>10am-11am – Travelling to Manchester 11am-12pm – activities at Chill Factor 2pm-5pm – Meal at restaurant – book table for 2.30pm 5pm-7pm – Wilmslow Road</p> <ul style="list-style-type: none"> • After considering the secondary market research, decision was reached the Tubing and Luge would be the two activities carried out at the Chill Factor 	<ul style="list-style-type: none"> • Sophia - rang the chill factor to find out about their conditions (whether there is a need to book for large parties e.t.c.) and clothing requirements. • Shabana - did secondary research in order to find out what activities the target market would like to do at the Chill Factor. • Sadie – researched the restaurant to see what would be suitable and opening and closing times. • Nazima – Made the draft of the day and the secondary draft of the day with help from the group discussion. Researched the areas where we would be going in order to see how long would have to be spent travelling around Manchester. • Sumayya – researched the destination to look for a map of the Wilmslow Road area. • Safiya – involved in drafting the timeline for the day. • Zubada – did the tallying to see which destination was most popular amongst our customers. Considered how much customers were willing to pay.

Agenda

Meeting – Thursday 16th October, Room 9

- Make the final decision for the timeline of the day

Points to be considered:

- Pricing
- Number of customers
- Amount of time
- Appeal to target market
- Mode of transport
- The date when it will be carried out
- Overall feasibility of proposal

	<u>Discussion/Decisions made</u>	<u>Action taken (by whom)</u>
<u>Final decision</u>	<ul style="list-style-type: none"> • Number of customers: 14 With the possibility of an additional person • Asked Mr Richardson, however he was not available on the date of the trip • Date – 12th December • 2 activities – may be too expensive unless it can be subsidised by the school bursar • 2 or 1 activities on the day? • Transport – minibus – needs to be confirmed with a letter of confirmation • Found out that the hire of the clothing is not inclusive in the price of the activities • Decision made that every individual would bring their own gloves and socks and the hat/helmet would be hired – this would reduce the cost of the trip 	<p>Sophia – phoned the Chill Factor To find out information about the cost of the clothing hire – inclusive?</p>
<u>Pricing</u>	<ul style="list-style-type: none"> • Clothing- <ul style="list-style-type: none"> - £3 – gloves - £3 - socks - £3 - hat/helmet • £12 per head for activities • £24 for two activities each • £3 each for the hat/helmet • Additional cost of £1-2 for booking on the phone for credit or debit card • Prebooking online is free however • Payment upfront • Loan through school – bursar • Booking for 14 people <ul style="list-style-type: none"> - £24 x 14 = £336 - £3 x 14 = £42 - £336 + £42 = £378 	<ul style="list-style-type: none"> • Sophia rang the Chill Factor to find out about the cost of booking
<u>Contingency Plan</u>	<ul style="list-style-type: none"> • Have an additional person that is also qualified to drive the minibus so if there are any complications with one drive then the other driver can take over – also reduces the pressure on the driver 	

	<ul style="list-style-type: none">• If there is a problem with the minibus<ul style="list-style-type: none">- could book an external coach- hire a coach from Kirklees- travel by train- however this may increase the cost	
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Agenda

Meeting – Tuesday 21st October

- Carry out the booking of the activities at the chill factor
 - 14 people
 - 2 activities
 - Hiring of the helmets
- Work out the pricing of the day trip as a whole
 - 2 activities (Tubing and The Luge) - £24
 - Hiring of the helmets - £3 each
 - Cost of meal
 - Work out the cost of the trip for each individual
- Write draft letters of confirmation
 - For the driver of the minibus
 - For the people involved in the excursion

	<u>Discussion/Decisions made</u>	<u>Action taken (by whom)</u>
<u>Timeplan</u>	<ul style="list-style-type: none"> • Decision made to set off at 9am • Have to book the restaurant for 14 people • Final decision – will carry out two adventure activities on the day as it is adventure tourism – even if it is more costly <p>Third draft of day</p> <p>9am-11am – travelling (set off at 9.30) 11am – 1.15pm – Chill Factor 1.30pm – 2.30pm – Manchester city centre 2.30pm – 4.30pm – meal 4.30pm – 6.30pm – Wilmslow Road 6.30pm – 7.30pm – travelling</p>	
<u>Pricing</u>	<ul style="list-style-type: none"> • Decision made to get the gloves, socks and helmet altogether • For £3 • £24 for the two activities + £3 for the clothing = £27 for the day altogether • Found that it was not possible to pay for the trip by credit card until after half term as the school card is maxed out • Could ask Chill Factor if it can be paid for by check or alternative would be to wait until the school card is available 	<ul style="list-style-type: none"> • Zubada and Sophia went to the bursar to ask about whether a loan could be taken from the school for a sum of £378

Agenda

Meeting –Thursday 23rd October Room 9


- Carry out the booking of the restaurant
 - Kebabish
 - 14 people

- Work out the pricing of the day trip for each individual
 - Find out how much of the money can be subsidised by the school bursar

- Write letters of confirmation
 - For the driver of the minibus
 - For the people involved in the excursion

Points to consider:

- Medical information
- Date, cost, clothing requirements

	<u>Discussion/Decisions made</u>	<u>Action taken (by whom)</u>
<u>Chill Factor</u>	<ul style="list-style-type: none"> • As the school card could not be used until a week later other options were discussed • Discussion about getting a loan from an external company (Mrs Roberts) • However found that this may not be feasible because we would be unsure about when we could pay the money back and it would also complicate the costing of the trip • Might be better to wait until after the holidays when the school credit card will be available. • The costing of the trip for each individual would be approximately £37 because the price of the meal had not been included before and we estimate that £10 would be sufficient for each person 	<p>Nazima and Sophia sent Chill Factor an email to find out about the different ways that the activities and purchasing of the clothing could be paid for</p> 

Agenda

Meeting –Tuesday 4thth November Room 9

- Try to book the chill factor
 - 13 people in total including the driver
- Work out the costing of the trip per individual and as a whole
- Visit bursar and get a loan
- Pay for the chill factor using the school credit card

Payment for:

- Activities
- Protective clothing

	<u>Discussion/Decisions made</u>	<u>Action taken (by whom)</u>
<u>Booking</u>	<ul style="list-style-type: none"> • Found that only a total of 13 people would be going on the excursion as one person was unable to come (13 people including the driver) • Decision to get a loan from the school and pay for the chill factor using the school credit card as it was now available. • Would have to alternate when doing the activities – while one group is doing one activity the other group will be doing another activity and then they will swap • Booking reference – 245064 • Booking confirmation - 245064 	<p>Nazima and Zubada booked the Chill Factor using the school credit card for the sum of £377. However the booking had to be made for a party of 6 people and a party of 7 people for each activity because it could not be booked for a party of 13 people</p>
<u>Pricing</u>	<ul style="list-style-type: none"> • Discussed that it would be better off if the cost of the gloves, socks and helmet were not included in the pricing as the trip because some people may wish to buy theirs whereas others may want to bring them from home – therefore buying of this will be done on the day and is not included in the price of the trip • However a waterproof jacket and trousers will be needed as suitable clothing has to be worn and so the price of hiring these (£5) will be included in the price • Final Pricing per individual – £24 for the activities £5 for the clothing hire Total of £29 per person at the Chill Factor • Loan needed for: $£29 \times 13 \text{ people}$ = £377 	<p>Zubada, as the finance director worked out the costing of the trip</p>

Agenda

Meeting – Thursday 6th November Room 9

- Try to book the restaurant
 - Kebabish
 - 14 people
- Make a final timeline for the day so an itinerary can then be made
- Draft the letters of confirmation with any relevant new information
 - for the driver of the minibus
 - for the customers
- Consider the risk assessment
- Make a galf chart

	<u>Discussion/Decisions made</u>	<u>Action taken (by whom)</u>
<u>Chill Factor</u>	<ul style="list-style-type: none"> • Clothing that was hired is warm waterproof jackets and trousers • If purchase of gloves, socks and a hat is required then payment for that will be made on the day • Length of daytrip – 9.30am – 7.30pm <p>Final timeline for the day</p> <p>9.30am – set off 11.30am – 12.15 – first activity 12.15pm – 1.00pm – second activity 1.00pm – 1.30pm – get changed e.t.c. 1.30pm – 2.00pm – travelling to Kebabish 2.00pm – 4.00pm – meal 4.00 – 6.00 – Wilmslow Road 6.00pm – 7.30pm – Travelling back to school</p> <ul style="list-style-type: none"> • Changes for the itinerary will be dependant on traffic as this cannot be predicted • Minibus will be provided by a charity • Pricing of the meal will be dependant on the individual but additional money will have to be brought for the meal as this is not included in the cost of the trip • Decision made that a £10 deposit will be collected from each person • Gave out specific jobs for each person to carry out 	<p>Nazima and Sophia – Rung Chill Factor to find out if the clothing (gloves, socks hats) can be booked online</p> <p>Sophia – Did group risk assessment and filling out of the approval form</p> <p>Zubada – Wrote up the parental consent form</p> <p>Sadie – Did draft letters of confirmation – needs to be complete within the next week as a deposit needs to be collected</p> <p>Shabana – make a poster to advertise and market the trip</p> <p>Safiya – Helped Shabana with the making of the poster</p> <p>Sumayya – make an itinerary for the day to be given out to each person going on the excursion</p>

Agenda

Meeting –Thursday 13th November Room 9

- Have an itinerary made
- Have a poster made
- Have draft letters of confirmation made ready
- Deposit needs to be collected as soon as possible leaving plenty of time so there are no last minute problems
- A group risk assessment needs to have been done
- Approval form needs to have been filled out
- Parental consent form needs to have been written up

- Check the documents mentioned above to ensure that they are correct


- Assign team members with jobs that need to be done for the next week

	<u>Discussion/Decisions made</u>	<u>Action taken (by whom)</u>
<u>Individual work</u>	<ul style="list-style-type: none"> • Found that we would not be able to collect a deposit for the trip given that the daytrip was nearing and so the decision was made to collect the full amount rather than a deposit first and then the rest of the money. • This was done because the collection of the money is vital and if it is not done beforehand then this could pose problems nearer to the day. • Team roles were given out and each person carried out their roles. 	<ul style="list-style-type: none"> • Safiya and Shabana completed the poster and placed it in appropriate places for advertising purposes • Sumayya – Made some changes to the itinerary and printed out a copy for each member of the team. However may still need to be adjusted • Nazima – Found directions for the driver of the minibus on how to get to Wilmslow Road. Found an map along with directions • Zubada and Sadie – made the final letters of confirmation for each person so that the following week the money could be collected

Agenda

Meeting –Thursday 20th November Room 9

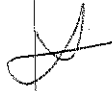
- Have a poster hung up with details of excursion
- Have final letters of confirmation made ready so that all people are aware of the deposit that needs to be paid - £10
- Deposit needs to be collected as soon as possible leaving plenty of time so there are no last minute problems
- Map of the area needs to be found and printed off along with directions so that the driver of the minibus knows exactly where to go
- Confirmation letter needs to be written and given to the driver of the minibus
- Write up a project time plan
- Make a receipt form so it can be given out when deposits are collected as proof that the deposit has been paid
- Assign team members with jobs that need to be done for the next week

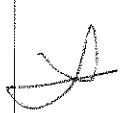
	<u>Discussion / Decisions made</u>	<u>Action taken (by whom)</u>
<u>Individual work</u>	<ul style="list-style-type: none"> • Found that the hat that was to be hired from the chill factor was just a regular warm hat and so could be brought from home rather than buying it upon arrival • This would mean that no additional money would be needed for the Chill Factor if gloves, socks and a hat was brought from home • However they can still be brought upon arrival if someone does not have any for the price of £7 for the whole package or individually at £3 each for the gloves and the hat and £4 for the socks. • Also additional money will have to be brought for the meal and also any spending money that the individual decides to bring • Money was collected and a receipt was given to each person • Money and a confirmation letter was also collected from the new customer so everyone had paid and s=consented to the trip. • Found that one person was unable to come and so another person had to be found because the trip had already been paid for for 13 people. 	<ul style="list-style-type: none"> • Zubada – Collected the money and the confirmation letter from each individual and gave out a receipt as proof that payment had been made. • Nazima and Sophia – Rang the Chill Factor to find out about whether the hats were helmets or ordinary warm hats • Sumayya – Made amendments to the itinerary for the day so that it was more specific. • Shabana – found an additional person to replace the customer that was unable to come. 

Agenda

Meeting – Thursday 11th December Room 9

- Discuss the itinerary and make any changes that are appropriate
- Update the itinerary and print out the updated versions of the information to be given to each person
- Ensure that each person has all the information that they need before the trip
- Make sure that all personal details kept for each person are correct
- Discuss who will be carrying out what role on the day
- Ensure that an additional person is found for the person that is unable to come (Zenib) otherwise the money will be lost.
- Ensure that any possible replacements have a letter of consent and all additional information about the trip – the person will be unable to come if they have not got a signed letter of consent with them.

	<u>Discussion/Decisions made</u>	<u>Action taken (by whom)</u>
<u>Individual work</u>	<ul style="list-style-type: none"> • Decision made to make a questionnaire for feedback after the trip. • Directions and all other information about the day needs to be given to the driver. • Need to think about contingency plans for the day in case of emergencies as the weather is unreliable. Train could maybe be used but if the weather is bad then it may be delayed. • Discussion about where everyone will be seated when we go for the meal at Kebabish 	<ul style="list-style-type: none"> • Zubada – wrote up personal data for each person • Sumayya – printed the itinerary, additional information and grouping information and gave it out to each person. • Sadie – made the questionnaire and wrote it up so it can be given out after the trip. • Safiya – Helped in the making of the questionnaire and the writing up of the personal data. Checked over the itinerary • Nazima – Got directions and all other information for the driver. Also wrote up the letter of confirmation for the driver of the minibus (the charity) 

	<u>Discussion/Decisions made</u>	<u>Action taken (by whom)</u>
<u>Individual work</u>	<ul style="list-style-type: none"> • Discussed itinerary and decision was made that two hours of free time was too much at Wilmslow Road and therefore it would be better if we went to the city centre from the Chill Factor instead to do some shopping and then later on went to Wilmslow Road for an evening meal. • Decision made that the city centre would be visited in between the Chill Factor and the meal at Kebabish as one and a half hours would be free. • Decision made that lunch would be had at the Chill Factor in the Alpine Village after the activities had been done as people would be hungry. • Discussion about the additional person needed to replace Zenib who was unable to come, if an additional person is not found then the money she paid for the trip will be lost regardless of whether she is able to come. Two 	<ul style="list-style-type: none"> • Zubada – made the additional letters of confirmation and gave letters out to the potential new customers. Also checked through everyone's personal data and updated it where it needed to be updated taking down the details of the potential new customers as well. • Nazima – found and printed any new directions that needed to be given to the driver as a change had been made to the schedule. Also discussed how the itinerary could be changed to suit the customers better. • Sophia – rang the Chill Factor to find out whether additional 

Market Research

For our adventure tourism unit we intend to organise a trip for you. The intended places are the Bradford ice rink and the chill factor in Manchester (you will be able to choose which activity you wish to do when you reach there).

We have 2 different destinations for you to choose from.

Which destinations would you like to visit, please tick:

- ☐ Manchester
- ☐ Bradford

Which days would you prefer to go:

- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday
- ☐ Weekends

In which month would you like to visit your chosen destination:

- ☐ October
- ☐ November
- ☐ December
- ☐ January
- ☐ February
- ☐ March

Which type of transport would you prefer:

- ☐ Coach
- ☐ Minibus
- ☐ Train
- ☐ Taxi
- ☐ Bus
- ☐ Other

Please specify _____

What will be the maximum amount you would be prepared to pay for your chosen destination (including activity).

£ _____

What other activities would you be interested in doing alongside the adventure activity.

- ☐ Cinemas
- ☐ Theatre (Bradford only)
- ☐ Bowling
- ☐ Namco station (Manchester only- this includes bumpy cars and other arcade games)

Other please specify _____

Would you be interested in eating out at a restaurant after the activity?

- ☐ Yes
- ☐ No

