

MINI PROJECT TOPICS:

TOURISM

1. You work for a renowned domestic travel agency. The agency intends to participate in one of Tourism Trade Shows in the United Kingdom and your job is to make a recommendation of the event. Send a memo to inform your team (2-3 colleagues) about the meeting. Hold a meeting with 2-3 colleagues who will help you complete the task. Write the minutes of the meeting. Your colleague phones your boss to inform him/her about the task and the decisions you have reached. Send a memo of recommendation to all staff.
2. You received a letter of complaint by Mrs and Mr Jones who bought one of your most expensive holiday packages in Italy (complained about travel organisation, your tour representative, food and customer service). You phone your manager to inform him about the details. Following the telephone conversation you write a memo to your tour representative. Hold a meeting with the staff selling the packages in Italy, explaining the new policy you agreed with the manager.
3. Your agency is moving to another location in one month. Write a memo to the staff to inform them and ask them to make all the necessary preparations. Hold a meeting with your team to organize celebration at the new premises write the minutes Contact the catering service by email about the details of your celebration.

HUNTING TOURISM

1. You work for a hunting tourism travel agency and have been asked to organise a hunting tour for a group of 5 IT experts. Send an email to your colleague who has already contacted them and find out about the important details. Write a memo for the members of your team, include the tasks they have to do. Phone the group contact person to inform them about the trip you organized.
2. The hunting ground in the area informs your agency by email that they have to cancel all the reservations for the next month due to the landslide. Immediately phone the person in the hunting tourism sector, explaining the problem and suggesting possible solutions. Act out the dialogue. Write a memo to all staff to contact the clients and explain the suggestions offering two solutions. Hold a meeting to receive feedback and reach a final solution.

HOSPITALITY

1. Your hotel is the venue for the 2014 Annual Tourism Conference. The conference organizer has sent you an email informing you about the change of dates, which overlap with the previously scheduled. Hold the staff meeting to reach an appropriate decision. Write minutes of the meeting. Phone the conference organizer and inform about the decisions and changes you have made to meet their needs.

2. A group of your tourist travelling by bus which broke 100 km from their destination. Phone the driver immediately to find out all the details. Hold a meeting with your team to solve the problem immediately (new bus, accommodation of the tourists until another bus arrives) and write the minutes. Phone the bus contractor to replace the bus by the nearest one available. Write an email to the nearest hotel about the accommodation details if needed.
3. A guest calls the front desk to complain. He tells you that he called yesterday to ask for a room change because his cable wasn't working. He was told someone would fix it yesterday. No one came, and the cable is still not working today. Act out the telephone conversation. Phone the cable provider and ask to send someone immediately. Write a memo for the person in charge of cable in the hotel to compare the services of available cable operators and recommend the best option. Hold the staff meeting about the recommended options. Write the minutes of the meeting.

GASTRONOMY

1. Your restaurant intends to participate in a TV documentary about the traditional food from your country. Send an email to the TV channel editor asking about the main requirements, e.g. the number of hours, staff needed, meals to be prepared, etc. Following the answer you received, inform your staff about their tasks in a memo. Hold a meeting with the staff about the preparation for the TV show and write minutes.
2. A guest calls and asks to speak to a manager. She wants to complain. She is a strict vegetarian. She ordered the vegetable lasagna from room service, but when she took a bite of it, there was meat in it. She tells you that when she made the order, she had asked room service if there was any meat in the lasagna, and they told her no. Act out the dialogue. Write a memo for the kitchen staff about the complaint and call the meeting immediately. Act out the meeting and write the minutes.