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# Functional Skills Level 1

## ENGLISH

### (8720)

Component 1 Reading

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## Insert

The three sources that follow are:

Source A: factsheet about being a travel agent

Source B: interview with a travel agent

Source C: information about Blackgang Chine, an amusement park in the Isle of Wight

## Source A - factsheet about being a travel agent



**Your duties:** One of your main roles as a travel agent is to give well-informed advice to clients about where and when to travel, based on their needs.

Other duties will include:

- arranging flights, insurance and rooms
- dealing with payments
- advising clients on travel arrangements, eg visas and passports
- sending out tickets to clients
- dealing with complaints or refunds.

**Where you will work:** Most travel agents are based in branches on the high street, although some work in call centres. Branch travel agents usually work regular hours, 9am - 5pm, 35-40 hours per week, including Saturday. Travel agents starting out can expect to earn around £12,000. More experienced travel agents can earn anything up to £30,000.

You don't need any specific qualifications to become a travel agent. However, some of these qualifications will boost your CV:

- NVQ Levels 2 and 3 in Travel and Tourism
- BTEC HNC/HND in Travel and Tourism Management
- BA Hons in Travel and Tourism.

Travel agents need to have good customer service skills and a friendly manner. A knowledge of another language is always an advantage when working in the travel industry.

**Source B** - interview with a travel agent

*Gemma Antrobus is the senior travel agent at Haslemere Travel. She has been working as a travel agent for 10 years and talked to us about what it is like.*

We asked her "What are the good points?"

Gemma said, "There's lots of job satisfaction. You will never become a millionaire as a travel agent, but occasionally you get to live like one. You get a chance to travel the world and visit amazing places. I have been all over the world – America, Australia, Africa ..."

Then we asked her "What are the bad points?"

She laughed. "Dealing with events beyond our control, such as flight delays. These make people very cross, because they lose part of their holiday, and they take it out on us. Clients who pick your brains and then book the holiday themselves to save a few pounds are frustrating too. But even the bad days can be good fun!"

**Source C** - information about Blackgang Chine, an amusement park in the Isle of Wight



Step into the land  
of imagination.....

Overlooking the stunning south coast of the Isle of Wight, Blackgang Chine offers a wonderful experience. Let your imagination run wild as you go on a journey of discovery.

Can you fight the pirates attacking your ship? How about being a sheriff in a Wild West town? Do you want to be a fairy princess in your own castle? Can you escape from the life-sized moving dinosaurs?

Filled with a huge mix of attractions and magical theme worlds, Blackgang Chine has something for all the family. There's an adventure around every corner.

## Your Visit

### Off Peak Ticket Prices

☠ 60+ concession:	£17.50
☠ 4–59 years:	£19.50
☠ Saver – 4 persons:	£74.00
☠ Under 4s:	FREE

### SCHOOLS & GROUPS

Every year, hundreds of school parties from across the country visit Blackgang Chine. Special rates for groups of 15 or more. 1 free adult leader for every 10 paid children.

Some indoor attractions and rides close up to 45 minutes before the park shuts. Ride operating times, café facilities and shop opening times vary, depending on time of season. Last admission to the park is one hour before stated closing time.

See website for full details of opening times and events.

Disabled toilets available.

Unlimited Free Return Visit within 7 days, except for groups.



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