

TRƯỜNG ĐẠI HỌC VĂN LANG

KHOA DU LỊCH

Mã học phần: 7DL0461

Mã nhóm lớp HP: 213_7DL0461_01

Thời gian làm bài: 14/08/2022

Hình thức thi: **Tiểu luận
Thi 01 lần****ĐỀ THI KẾT THÚC HỌC PHẦN**

Học kỳ: 213 Năm học: 2021 - 2022

Tên học phần: **Nghiệp vụ điều hành du lịch****Cách thức nộp bài (Giảng viên ghi rõ):**

- Áp dụng đồng thời 2 hình thức:
 - 1) Nộp file pdf trên hệ thống CTE
 - 2) Nộp file pdf qua email Giảng viên: linh.ttp@vlu.edu.vn

ĐỀ BÀI:

FIND OUT, CHOOSE, ARRANGE SERVICES FOR A PACKAGE TOUR WHICH ARE SUITABLE FOR A CUSTOMER REQUIREMENTS.

HƯỚNG DẪN SINH VIÊN TRÌNH BÀY:**1) GUIDLINE**

- ❖ **Step 1:** Please choose from one out of three options.
- ❖ **Step 2:** Find out all of informations about services for option that you choose.
- ❖ **Step 3:** Choose services meet the requirement of each option.
- ❖ **Step 4:** Arrange, provide information in details about services for each day: hotel, restaurant, airlines, coach, optional
- ❖ **Step 5:** Arrange roomlist based on namelist in attached
- ❖ **Step 6:** Solving problem as tour operator position

2) OTHER REMARKS

- This is individual exam
- Just choose from one out of three options.
- Language: English

3) TEMPLATE

- Part 1: General information about: Name & logo of Van Lang University; Faculty; Name of Course; Name of Lecturer, student; Student number; Class.
- Part 2: Open letter to introduce of Tour Operators
- Part 3: Overview introduction about destination
- Part 4: Service informations
- Part 5: Roomlist
- Part 6: Solving problem

TIÊU CHÍ CHẤM ĐIỂM:**1. Open letter to introduce of Tour Operators (1 point)**

- 1.1. Format (0.5 point)
- 1.2. Content (0.5 point)

2. Overview introduction about destination (1 point)

- 2.1. Format (0,5 point)
- 2.2. Right information (0,5 point)

3. Service information (4 point)

3.1. Accommodation (1 point)

- The name of hotel is meet to the required standard (0,25 point)
- Right location (0,25 point)
- Right roomsize (0,25 point)
- Highlight, what is special, Images,... (0.25 point)

3.2. Transportation (1 point)

- Right airlines brand (0.25 point)
- Right coach (0.25 point)
- Information of transportation in details (0.25 point)
- Highlight, what is special, Images,... (0.25 point)

3.3. Restaurant (1 point)

- Enough number of meal for a package tour (0.25 point)
- Menu in details (0.25 point)
- Have special dish/must try...(0.25 point)
- Highlight, what is special, Images,...(0.25 point)

3.4. Optional (1 point)

- Right information (0,5 point)
- Highlight, what is special, Images,... (0.5 point)

4. Arrange roomlist (1 point)

- Right roomlist (0,5 point)
- Exactly note (0,5 point)

5. Solving problem related Tour Operator (1 point)

- Recognize right problem (0,5 point)
- Solving the situation reasonably (0.5 point)

6. Presentation (2 point)

6.1. Slide (1 point)

- Enough information (0,5 point)
- Design (0,5 point)

6.2. Presentation style (1 point)

- A spirit of collaboration (0.5 point)
- Confident (0.25 point)
- Well prepared (0.25 point)

Ngày biên soạn: 26/06/2022

Giảng viên biên soạn đề thi: ThS. Trần Thị Phương Linh



Ngày kiểm duyệt: 29/06/2022

Trưởng Bộ môn kiểm duyệt đề thi: TS. Trần Thị Thùy Trang



OPTION

(Please choose from one out of three options)

Option 1: Tour Ho Chi Minh City – Da Nang – Hoi An – Ho Chi Minh City 4 Days 3 Nights

Day 1: Take a flight from Ho Chi Minh City to Danang. Arrived Danang Airport at 11:30 – Transfer to Hoi An - Check in hotel – Sightseeing – Overnight at Hoi An.

Day 2: Breakfast at hotel – Check out - Transfer to Danang for sightseeing – Overnight at Danang.

Day 3: Fullday sightseeing Ba Na Hills – Overnight at Danang

Day 4: Check out hotel – Transfer to Danang Airport – Take the flight comeback Ho Chi Minh City (Flight depart 12:00)

- Quantity: 07 Adults + 01 Childrens
- Namelist:

No	Full name	Sex	D.O.B	P.P No.	D.O.E	Note
1	NGUYEN THI NGOC LOI	F	18.10.1992	C6498393	20.12.2028	
2	TO THI HAO HANH	F	12.11.1995	C6840153	04.03.2029	
3	TRAN NGUYEN LINH THUY	F	24.08.1992	B8842094	17.02.2024	Friend of No1
4	PHAM THI THU HANG	F	25.05.1995	C7473034	10.06.2029	
9	NGUYEN NAM SON	M	09.03.1981	B6556149	06.04.2022	CEO
5	NGUYEN VAN NGOC	M	02.07.1983	C1243759	17.02.2026	Friend of CEO
6	NGUYEN THI BAO	F	26.04.1993	B8238924	19.07.2023	
7	NGUYEN THI YEN NGAN	F	16.07.1993	C1245640	19.02.2026	
8	TRAN NAM ANH	M	09.06.2018	B6912757	26.07.2022	Son of No 7

REQUIREMENTS for OPTION 1:

- Hotel: 4*, neer My Khe beach < 800m, international brand, room size > 30m2 (Danang), could walk to Hoi An Ancient Town (Hoi An)
 - Main meal: max 02 buffet
 - Airlines: traditional airlines
 - Coach: available with number of pax
 - Optional: want to enjoy a special show in the evening
 - Upgrade 01 Deluxe – Single room for CEO
- **Option 2: Tour Danang – Dalat – Nha Trang – Danang 04 Days 03 nights**
- Day 1:** Take a flight from Danang to Dalat. Arrived Dalat Airport at 16:00 Sightseeing – Overnight at Dalat.
- Day 2:** Fullday sightseeing at Dalat – Overnight at Dalat.
- Day 3:** Check out – Transfer to Nha Trang – sightseeing – Overnight at Nha Trang
- Day 4:** Check out hotel – Transfer to Nha Trang Airport – Take the flight comeback Ho Chi Minh City (flight depart 14:00)
- Quantity: 33 Adults + 02 Childrens

- Namelist:

No	Full name	Sex	D.O.B	P.P No.	D.O.E	Note
1	NGUYEN THI NGOC LOI	F	18.10.1992	C6498393	20.12.2028	
2	NGUYEN VAN NGOC	M	02.07.1993	C1243759	17.02.2026	
3	NGUYEN THI BAO CHUONG	F	26.04.1993	B8238924	19.07.2023	Sister of No 5
4	NGUYEN THI YEN NGAN	F	16.07.1993	C1245640	19.02.2026	
5	LUONG THI LAN ANH	F	09.06.1992	B6912757	26.07.2022	
6	TRAN THI TRUNG TIN	F	07.07.1996	B9332562	19.06.2024	
7	LUU NGUYEN Y NHI	F	01.09.1994	C1403896	14.03.2026	
8	DOAN MINH NHAT	M	23.10.1995	C0560481	01.07.2025	
9	TRAN THI HIEN LUONG	F	20.05.1989	C5143565	13.05.2023	
10	HO THI MINH CHAU	F	08.05.1992	B9424735	15.09.2024	
11	PHU NGOC SUONG	F	20.12.1994	C4641938	26.02.2028	
12	VO VAN THIEN	M	18.10.1988	C8015603	15.08.2029	
13	TRINH NGUYEN THANH	F	28.11.1989	C7447363	01.06.2029	
14	TRAN DOANH	M	21.05.1994	C1168627	25.11.2025	Son of No 10
15	NGUYEN NAM SON	M	09.03.1981	B6556149	06.04.2022	
16	VO HO VU	M	10.10.1992	C5090026	02.05.2028	
17	LUONG THANH NHUT	M	20.12.1994	C2023953	15.07.2026	
18	NGUYEN VINH THAI	M	03.05.1996	C7082166	09.04.2029	
19	TRINH NGOC DANG TUNG	F	16.05.1991	C4445072	05.01.2028	VIP
20	DUONG QUOC DUNG	M	04.07.1990	C1126817	17.02.2026	
21	DO VAN TIEN	M	23.06.1993	C2079818	12.12.2026	
22	PHAM XUAN TUYEN	M	15.08.1989	C1464818	22.03.2026	
23	NGUYEN THI THU THAO	F	22.12.1982	B6773029	22.05.2022	VIP
24	NGUYEN KIM NGAN	F	07.11.1983	C5265619	25.05.2023	
25	NGUYEN DINH HIEU	M	24.06.1985	C7133519	11.04.2029	
26	LE HOANG HA	M	30.04.1990	C1467276	17.03.2026	
27	TO THI HAO HANH	F	12.11.1995	C6840153	04.03.2029	
28	TRAN NGUYEN LINH THUY	F	24.08.1992	B8842094	17.02.2024	
29	PHAM THI THU HANG	F	25.05.1995	C7473034	10.06.2029	
30	LE KHA HAN	F	13.06.1995	C1849516	07.07.2026	
31	LE THI THU HUYEN	F	17.09.1993	B8605699	22.10.2023	
32	NGUYEN HOANG DANG	M	09.11.1994	B7049675	15.08.2022	
33	NGUYEN ANH KHOA	M	04.05.1994	C4529765	23.01.2028	
34	NGUYEN THANH TRUC	F	10.06.2016	C4135320	02.11.2027	Daughter of No 4
35	LE DOAN NGUYEN HAO	F	12.01.2015	B7993065	28.05.2023	Daughter of No 12

REQUIREMENTS for OPTION 2:

- Hotel: 4*, near Tuyen Lam Lake, room size > 30m2 (Dalat), could walk to beach, near night market, international brand, room size > 30m2 (Nha Trang)

- Main meal: max 03 set menu
 - Airlines: lowcost
 - Coach: available with number of pax
 - Optional: want to have a Gala Dinner, Upgrade to 02 Deluxe room for VIP
 - Don't accept supplement for any single room
- **Option 3: Tour Nha Trang – Hanoi – Ninh Binh – Nha Trang 5 Days 04 Nights**
Day 1: Take a flight from Nha Trang to Hanoi. Arrived Hanoi Airport at 22:10 – Overnight at Hanoi.
Day 2: Fullday sightseeing at Hanoi – Overnight at Hanoi.
Day 3: Halfday sightseeing at Hanoi – Halfday Freetime – Overnight at Hanoi.
Day 4: Check out – Transfer to Ninh Binh – Overnight at Ninh Binh
Day 5: Check out – sightseeing - Transfer to Hanoi Airport – Take the flight comeback Nha Trang (flight depart 19:30)
- Quantity: 18 Adults + 02 Childrens
 - Namelist:

No	Full name	Sex	D.O.B	P.P No.	D.O.E	Note
1	NGUYEN THI NGOC LOI	F	18.10.1992	C6498393	20.12.2028	
2	TO THI HAO HANH	F	12.11.1995	C6840153	04.03.2029	
3	TRAN NGUYEN LINH	F	24.08.1992	B8842094	17.02.2024	
4	PHAM THI THU HANG	F	25.05.1995	C7473034	10.06.2029	
5	NGUYEN NAM SON	M	09.03.1981	B6556149	06.04.2022	
6	NGUYEN ANH KHOA	M	04.05.1994	C4529765	23.01.2028	
7	NGUYEN THI YEN NGAN	F	16.07.1993	C1245640	19.02.2026	
8	LUONG THI LAN ANH	F	09.06.1992	B6912757	26.07.2022	
9	TRAN TRUNG TIN	F	07.07.1996	B9332562	19.06.2024	
10	LUU NGUYEN Y NHI	F	01.09.1994	C1403896	14.03.2026	
11	TRINH NGOC DANG	M	16.05.1991	C4445072	05.01.2028	CEO
12	DUONG THI DUNG	F	04.07.1990	C1126817	17.02.2026	
13	LE KHA HAN	F	13.06.1995	C1849516	07.07.2026	
14	LE THI THU HUYEN	F	17.09.1993	B8605699	22.10.2023	
15	TRAN THI HIEN LUONG	F	20.05.1989	C5143565	13.05.2023	
16	HO THI MINH CHAU	F	08.05.1992	B9424735	15.09.2024	
17	NGUYEN HOANG DANG	M	09.11.1994	B7049675	15.08.2022	
18	NGUYEN THANH TRUC	F	10.06.2017	C4135320	02.11.2027	Daughter of No 1
19	LE DOAN NGUYEN HAO	M	12.01.2018	B7993065	28.05.2023	Son of No 20
20	PHU NGOC SUONG	F	20.12.1994	C4641938	26.02.2028	

REQUIREMENTS for OPTION 3:

- Hotel: 5*, near Old Quater, Trang Tien Ice Cream < 800m (Hanoi), Special resort (Ninh Binh), nice decoration room
- Main meal: have 01 buffet
- Airlines: good quality but not expensive
- Coach: available with number of pax

- Optional: want to enjoy a special show in the evening

SITUATION

Mr and Mrs Thomas and their two children booked a skiing trip to Austria. They booked a connecting room with your company and they must paid supplement. When they got to their hotel the rooms they were given were not connecting room. They had specifically re-quested rooms together as the children were quite young and connecting room had been confirmed. The hotel insisted that they had not received this request from the tour operator and there were no other rooms available. They contacted their resort represen- tative to explain the situation and their unhappiness with the situation. The resort rep did have confirmation that the connecting room had been requested but the hotel said they didn't have any rooms like this currently available. Although the rooms given to Mr and Mrs Thomas were close, they were not connecting room. The Thomas reluctantly accepted the rooms but said they would be contacting the tour operator once they got home as they were very disappointed.

Questions

- ●● What is the main problem in this case? Please highlight with yellow.
- ●● Who is responsible for the failure to provide connecting rooms?
- ●● Should the tour operator provide compensation? Why?

Criteria	Weight (%)	Excellent (A) 8.0-10	Very good (B) 6.0-under 8.0	Adequate (D) 4.0-under 6.0	Weak (F) Under 4.0
Content	80	Enough 6 parts. No spelling or grammar errors. Course-relevant and topic-relevant, and excellently provide content required	At least 5 parts. Few spelling or grammar errors Course-relevant and topic-relevant. Sufficiently provide content required in the brief	At least 3 parts. A few spelling & grammar errors. Content are relevant to the topic and requirements of the brief, but sometimes inconsistent/ irrelevant.	Under 3 parts. Various spelling & grammar errors. Not meet requirement Irrelevant to the topic and brief
Presentation	20	Enough, creative information & special powerpoint slide design	Enough information & good powerpoint slide design	Enough basic information & popular powerpoint slide design Slightly prepared, Slightly	Not enough, information & too popular powerpoint slide design Badly prepared, don't be

		Very well prepared, very confident, show a spirit of collaboration	Well prepared, confident, show a spirit of collaboration	confident, show a spirit of collaboration	confident, dont show a spirit of collaboration
	100				