

CASE STUDY 11.1.11: Evaluate an itinerary

US 335794 SO1 AC2 SO3 AC3

Instructions to the facilitator/assessor:

🕒 The learner has to use the Electronic Itinerary Planning sheet (**Day2 11.1.10**), as well as **Annexure 11.1 Tourist Profile** and do the evaluation below.

Selected venues / activities	Yes	No	Motivate your answer	
1. Do the selected sites address the specific interest, needs and expectations of the clients (group and individuals)?	✓		Compare with what was requested on the Tourist Profile (Annexure 11.1)	
2. Do the selected routes offer some scenic driving?	✓		Which routes? R61, R62	
Is there sufficient provision made for the following?			Where? Venue?	Is the time sufficient?
3. Toilet opportunities (at intervals of 2-3 hours)	✓		Blue Crane Bird Park Fantasia Nature Reserve Fantasia Spur	Every 3 hours. Time sufficient
4. Opportunities to buy refreshments or enjoy tea/coffee (morning/afternoon)	✓		Blue Crane Bird Park Fantasia Spur	Picnic brunch – yes Late lunch
5. Meals (breakfast, lunch & dinner) – and if not included in tour price, was suitable venues identified?	✓		Blue Crane Bird Park Fantasia Spur	Sufficient
6. Shopping opportunities (specific shops, malls, markets, etc.)	✓		Crafts Calore	Not much time but still opportunity for shoppers
7. Leisure time / free time (clients can do their own thing)		✓	Apart from time traveling it is a full programme.	

The following is questions about the route	Yes	No	Motivate your answer by giving examples
8. Are all the sections of the route included?	✓		
9. Is there time sufficient to cover the distance for all routes?	✓		According to calculations 'yes' – no additional provision made for unexpected situations like flat tyre for instance.
10. Is there perhaps a shorter route to get to the airport?		✓	There is a direct route on the highway N4 but it will be boring..with Caltex and Sasol on route for pit stops.
11. Is there any place on route that traffic might be hectic due to peak periods /rush hour?	✓		On the N1 towards the Airport (Fantasia city)
12. Is it necessary to take into consideration the time it would take this group to board and disembark from a vehicle /coach?		✓	It is a small group
Overall evaluation of tour	Explain your answer		
13. What do you think about the duration of the tour for the day? In other words, do you think most people will cope with such a long day and then having to take an overnight flight that evening? 690 minutes = 11 hours 20 minutes	<p>First day: It is a lot of activity but there is some leisure time in the afternoon. The clients only have two days in the region and they might want to experience as much as possible.</p> <p>Second day: Also a long day but tourists will experience quite a bit.</p>		
14. What can you do to address the above (mentioned in 13)?	Could arrange for a dinner closer to the accommodation – depending on the clients.		