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| ***LGS2050- Law & the Traveller Course Organization Ideas.png*** |  LGS2050: Law & The Traveller*Section 4: Conversation as a Travel Agent*\_\_\_\_ / 48 = \_\_\_\_ % |

In this section you will be having an email conversation as a travel agent with a prospective client. Spend time researching and answering their questions appropriately. Each reply will be assessed using the rubric below then totaled for the section mark.

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| **Criteria****Total** = \_\_\_ / 12 | **Meeting Standard****(3)** | **Approaching Standard****(2)** | **Incomplete****(1)** |
| **Appropriateness** ( \_\_\_ x 1 = \_\_\_ ) | *Reply to email exchange is appropriate and interesting and clearly within the context of the task.* | *Reply to email exchange is somewhat basic but within the context of the task.* | *Reply to email exchange is minimally appropriate or inappropriate may not be within the context of the task.* |
| **Content**( \_\_\_ x 2 = \_\_\_ ) | *Provides required information (eg. response to questions, request for details) with elaboration* | *Provided required information.* | *Provides little required information.* |
| **Reference and Sources**( \_\_\_ x 1 = \_\_\_ ) | *Information is presented in own words.* *Additional sources of information (provided as links) are useful and directly related to the context of the email conversation.* | *Most information is paraphrased, rather than copied.**Additional sources of information are provided but are either too general or not directly related to the context of the email conversation.* | *Large amount of information is copied.**Additional sources of information are inappropriate or not provided.* |

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| **Email 1:***HI! My name is Gretchen Rae and I received your email from my friend Stella Rose (you remember her don’t you? Short with medium length dark hair, classes, often talks of her love of numbers… she’s a worrier) Anyways, she said that you helped her travel to China that one time, and that you were very helpful. So that’s why I am contacting you! I want to travel, and I need your help!**First, before I tell you anything else, I want to know that you know what you are doing. What exactly are your credentials? Can travel agents even get credentials? I want to make sure you know what your talking about.**I look forward to your reply.**Yours,*Gretchen Rae*~ Be a RAE of sunshine for someone today ~* |

**(Reply #1 = /12)**

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| **Your reply to email 1:** |

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| **Email 2:***Dear Agent**Great, thank you for the information. Your credentials seem to check out, so I would like to use your services for my next trip!**I would like to focus on 3 places right now. India, Costa Rica, and Turkey. As a women who will be travelling alone (or maybe with Stella… if I can convince her she will be safe!), will I be safe in these countries? Are there any travel warnings for Canadians travelling to these places right now? Do you have any recommendations on staying safe in these countries, like, are there certain customs or cultural differences that I should know about?**I look forward to your reply.*Yours,Gretchen Rae*~ Be a RAE of sunshine for someone today ~* |

**(Reply #2 = /12)**

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| **Your reply to email 2:** |

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| **Email 3:***Dear Agent**WOW! …That information really makes me think...my brain hurts.**And after talking with Stella (She’s going to come, so we know we really need to have every detail worked out… her OCD and all…) we have decided that we want to travel to….. drumroll please….Costa Rica!**I really want to rent a scooter a something when we are there. Do they have those? My regular license is ok to rent those, right? Also, do we need visas or anything to visit?**Gosh, I feel like I am asking a thousand questions. Thank you so much for being so helpful! Do you make any money from helping me?*Talk to you later! (How do I say goodbye in Costa Rican?)Lemme know!Gretchen Rae*~ Be a RAE of sunshine for someone today ~**P.S. I really feel like Stella will come on this trip if we can get her to stop worrying! She told me her passport expires in like 2 weeks… but I told her that I heard that you have like a ‘grace-period’ with your passport when travelling out of Canada - like you can use an expired passport for 3 months before you have to get a new one. That’s true right?* |

**(Reply #3 = /12)**

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| **Your reply to email 3:**cont…. |

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| **Email 4:***Dear Agent**I’m ready to book 2 return tickets to Costa Rica though you but I’d like to fly with West Jet Airlines or Air Canada. Stella isn’t super reliable right now and I would like to know what happens if I need to cancel or change the dates of my flights? Does one airline have a better policy than the other? Do you think I should get some travel insurance - I’ve never gotten any before and am not sure if it’s just a scam - does the Canadian government recomend it? If I do decide to get travel insurance and have to cancel my flight, who do I contact? The airline or the insurance company?**Thank you again for answering my never ending questions!*Yours,Gretchen Rae*~ Stay strong. There is always a RAEnbow after every storm ~* |

**(Reply #4 = /12)**

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| **Your reply to email 4:** |