

Travel & Tourism

Reading List - L2 BTEC Travel & Tourism

Textbooks

- 'BTEC First Travel and Tourism' (2013)
- BTEC First Travel Atlas (2006)
- Tourism: Principles and Practice – by John Fletcher
- The Business of Tourism – by J. Christopher Holloway, Claire Humphreys

Fiction

- Eat, Pray, Love: One Woman's Search for Everything by Elizabeth Gilbert
- The Travels by Marco Polo and Nigel Cliff
- Beyond Possible: The man and the mindset that summited K2 in winter by Nimsdai Purja

Non-fiction

- Down Under: Travels in a Sunburned Country by Bill Bryson
- Lonely Planet Travel guides (choose your destination) by various authors
- The Rough Guide to By various authors
- The Responsible Tourist by Anna Spenceley, Andrew Rylance

Internet research websites;

www.visitbritain.co.uk;

www.visitengland.com;

www.visitwales.com;

www.visitscotland.com;

www.discovernorthernireland.com

www.nationalrail.co.uk;

www.nationalexpress.com ;

www.avis.co.uk;

www.hotels.com;

www.ttgmedia.com TTG Media is the site for Travel Trade Gazette, the UK's leading publication for the travel and tourism industry

<https://www.travelweekly.com/Strategic-Content/Customer-Service> Travel Weekly;

How to rock customer service

<https://professionals.wisestamp.com/travel-agents/resources/5-essential-customer-service-tactics-all-travel-agents-need-to-apply/> Wise Stamp; 5 Essential Customer

Service Tactics All Travel Agents Need to Apply

<https://www.vivocha.com/customer-service-tourism-industry/> Vivocha;