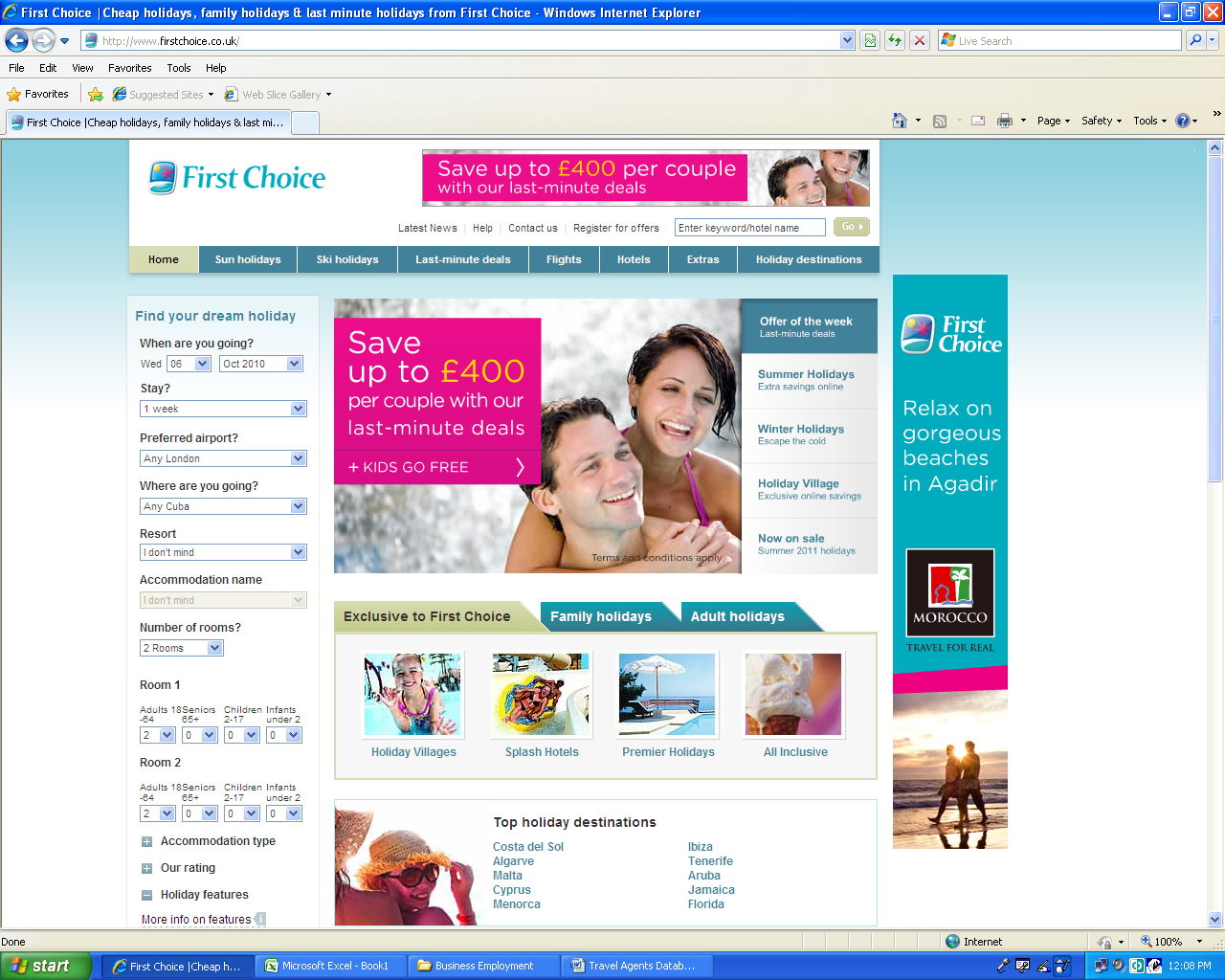
**Travel Agents Database.**

1: Print screen a travel agent search engine and explain how it works? (3)

1. Airline companies and hotels booking information are submitted to the travel agencies regularly and a database is created with available hotel and airline options.
2. User enters details about their holiday such as date, location, arrival and departure airports.
3. The website then connects with the travel agencies main database and creates a query from the users input data.
4. It will then display a list of available hotels and airlines available.
5. The user can then choose to sort the information that is displayed (e.g. which option is the cheapest, highest rated hotel – Low to High)

2: Write the advantages and disadvantages of this system? (8)

Advantages-

Increased efficiency for the user as they can compare several different prices for holidays in a matter of minutes compared to having to travel to different agencies to compare prices.

Despite a high startup cost for their website, it will save the company money in the long run as they won’t have to hire as many employees.

Companies hire less desk jobs such as employees working in the agencies shops as an increasing amount of their commerce is being done online.

Disadvantages-

There is a high start up cost for businesses to start a website, this may be due to the fact that the business may have to hire a website designer to design their website.

4: Test out the airlines database for return flights for each option below: Find 4 of each (one from each website).

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Website Name | Departure Airport | Connections | Arrival Airport | Airline | Journey Time | Price |
| Expedia (Local) | HKT (Phuket) | Non-Stop | BKK (Bangkok) | Bangkok Airways | 10:20am-11:45am (1h 25m) | $129 |
| Expedia (Popular) | PER (Perth) | Kuala Lumpur (KUL) | BKK (Bangkok) | Malaysia Airlines | 1:25am-10:15am (9h 50m) | $478 |
| Expedia (Rare) | CDG (Paris) | Cairo (CAI) | BKK (Bangkok) | Egyptair | 3:45pm-12:20pm (15h 35m) | $536 |
| Travelocity (Local) | HKT (Phuket) | Non-Stop | BKK (Bangkok) |  | 4:10pm-5:45pm (1h 25m) | $251 |
| Travelocity (Popular) | PER (Perth) | Kuala Lumpur (KUL) | BKK (Bangkok) | Malaysia Airlines | 1:25am-10:15am (9h 50m) | $547 |
| Travelocity (Rare) | CDG (Paris) | Helsinki, Finland | BKK (Bangkok) | Finnair | 7:00pm-1:45pm (13h 45m) | $569 |
| Cheaptickets (Local) | HKT (Phuket) | Non-Stop | BKK (Bangkok) | Bangkok Airways | 10:20am-11:45am (1h 25m) | $140 |
| Cheaptickets (popular) | PER (Perth) | Kuala Lumpur (KUL) | BKK (Bangkok) | Malaysia Airlines | 1:25am-10:15am (9h 50m) | $478 |
| Cheaptickets (Rare) | CDG (Paris) | Cairo (CAI) | BKK (Bangkok) | Egyptair | 3:45pm-12:20pm (15h 35m) | $536 |
| Flightmall (Local) | HKT (Phuket) | Non-Stop | BKK (Bangkok) | Bangkok Airways | 11:30pm-12:55pm (1h 25m) | $267.40 |
| Flightmall (Popular) | PER (Perth) | Singapore (PVG) | BKK (Bangkok) | Qantas | 11:35am-8:35pm (9h) | $1,320 |
| Flightmall (Rare) | CDG (Paris) | Non-Stop | BKK (Bangkok) | Thai Airways | 8:30pm-12:45pm (16h 15m) | $4,021 |

5: Which website was the easiest to use, explain your answer? (4)

I think that [www.Expedia.com](http://www.Expedia.com) was the easiest to use out of the 4 travel agency sites. First of all the website was very user friendly due to the organized and easily readable layout. Secondly Expedia’s results page is quite easily readable, it also allows the user to change his/her flight details without having to navigate back to the start page through the use of a dropdown menu.

6: Identify 3 social issues that impact society due to these systems? (6)

There are several social impacts on society such as on employment, due to the introduction of the agencies website the travel agencies will hire less desk employees as they are becoming redundant due to the increasing popularity of online transactions/commerce.