

**LO2: UNDERSTANDING FACTORS  
THAT INFLUENCE THE  
ARRANGEMENTS OF BUSINESS  
MEETINGS**



<p>2. Understand factors that influence the arrangement of business meetings</p>	<p>2.1 the factors that influence meeting arrangements</p> <ul style="list-style-type: none"> <li>• meeting criteria (e.g. internal/external, urgency, priority, purpose, required personnel)</li> <li>• personnel availability (e.g. diary, electronic diary systems, calendars, meeting scheduling software)</li> <li>• venue/room (e.g. availability, location, required resources, refreshments, catering service, shared office space)</li> <li>• resource packs (e.g. documentation, visitor badges if required)</li> <li>• business costs (e.g. most cost effective or most timely method, face-to-face meeting or virtual meeting; who and how many are attending)</li> </ul> <p>2.2 the factors that influence business travel arrangements, i.e.</p> <ul style="list-style-type: none"> <li>• travel criteria, i.e. <ul style="list-style-type: none"> <li>○ destination</li> <li>○ dates/times</li> <li>○ personnel</li> <li>○ special requirements</li> </ul> </li> </ul>	<p>2.1 To include selection of suitable date/time for a meeting from diary/calendar entries. Costs should be a consideration. Different methods of meeting could be considered e.g. telephone conference, video conference, web conference, meeting at serviced offices.</p> <p>2.2 Learners need to be able to interpret timetables and schedules to determine if a mode of transport (e.g. train/plane/bus) is available/suitable.</p>
	<ul style="list-style-type: none"> <li>• mode of transport timetables and schedules</li> <li>• calculation and comparison of costs</li> </ul> <p>2.3 the factors that influence business accommodation arrangements, i.e.</p> <ul style="list-style-type: none"> <li>• accommodation criteria (e.g. location, grade, cost, meal arrangements)</li> <li>• personnel requirements (e.g. type of rooms, access, dietary requirements)</li> <li>• calculation and comparison of costs</li> </ul>	<p>2.3 To include practical considerations such as payment arrangements, car parking, and transport links.</p>

# SAMPLE QUESTION

## Text 1

*Medico plc* manufactures a wide range of medicines and vaccines. The company is based in Manchester, in the north west of England. It sells its products to hospitals and chemist shops worldwide. The company specialises in pain management and is constantly trying to develop new painkilling products. *Medico plc* is currently conducting ground-breaking research into innovative ways to manage pain.

Vaso Singh is the Sales Manager for *Medico plc*. His job requires him to prioritise which meetings with buyers he needs to attend. Vaso has decided to attend an urgent meeting with a prospective new buyer, Pharmacol Inc, based in Boston, USA. He has asked the Assistant Sales Manager, Ian, to attend three other meetings with regular clients in the UK while he is away.

In preparation for his meeting with Pharmacol Inc, Vaso has booked a flight from London's Heathrow Airport to Boston. He has also booked a one night stay at a 4-star hotel located in the heart of Boston's city centre. He intends to drive to Heathrow Airport after completing his day's work. He needs to check in at the airport no later than 8.40pm.

# QUESTION 1 (2 MARKS)

VASO'S SATNAV STATES THAT IT SHOULD TAKE 3 HOURS 30 MINUTES TO MAKE THE 200 MILE JOURNEY FROM MANCHESTER TO HEATHROW AIRPORT. OUTLINE ONE REASON WHY THE JOURNEY MIGHT TAKE LONGER THAN THIS.

- TRAFFIC CONGESTION/RUSH HOUR
  - TIME AVAILABLE/CONTINGENCIES
  - ACCIDENT/BREAKDOWN
  - MAY NEED TO TAKE A BREAK – TIREDNESS, REFRESHMENTS, COMFORT BREAK
  - ROADWORKS/ROAD CLOSURE/DIVERSION IN PLACE
  - SATNAV MAY NOT ALWAYS BE ACCURATE
  - MAY NOT DRIVE AS FAST AS SATNAV PREDICTS
  - MAY GET LOST/MISS A TURNING.
- EXEMPLAR RESPONSE: E.G. VASO MAY NEED TO TAKE A BREAK DURING HIS JOURNEY (1) BECAUSE OF TIREDNESS DUE TO HAVING BEEN AT WORK ALL DAY (1).

# QUESTION 2: 12 MARKS

VASO IS CONSIDERING WHETHER TO DRIVE HIS OWN CAR TO THE AIRPORT OR HIRE A RENTAL CAR FOR THE JOURNEY.

RECOMMEND WHETHER VASO SHOULD DRIVE HIS OWN CAR TO THE AIRPORT OR HIRE A RENTAL CAR FOR THE JOURNEY. GIVE REASONS FOR YOUR CHOICE.

<p>Use level of response criteria.</p> <p>Indicative content:</p> <ul style="list-style-type: none"><li>• length of journey</li><li>• familiarity with vehicle</li><li>• safety issues</li><li>• vehicle specification e.g. luxury, fuel, engine size</li><li>• larger/smaller vehicle</li><li>• vehicle reliability</li><li>• breakdown cover</li><li>• insurance for work use on own car</li><li>• company travel policy</li><li>• mileage claim on own car – covers depreciation, wear and tear</li><li>• expense claim policy for hired car</li><li>• servicing issues</li><li>• condition of own car e.g. age, cleanliness</li><li>• availability of own car if shared</li><li>• reluctance to add substantial mileage to own car</li><li>• reluctance to park own car at airport</li><li>• hired car fully serviced</li><li>• hired car valeted</li><li>• collection and return of hired car e.g. opening times, location</li><li>• documents required to book e.g. driving licence, proof of address, credit card</li><li>• hire a more environmentally friendly vehicle</li><li>• cost.</li></ul>	<p>12</p>	<p>Levels of response</p> <p><b>Level 4 (10 - 12 marks)</b> 11-12 marks - Candidate makes a recommendation with detailed and specific justification. NB. Justification must be relevant to the scenario. 10 marks – Candidate makes a recommendation with brief justification.</p> <p><b>Level 3 (7 - 9 marks)</b> 8-9 marks – Candidate analyses at least one benefit <u>and</u> drawback to Vaso. 7 marks – Candidate analyses one benefit <u>or</u> drawback to Vaso. NB. Analysis is the consequence of the explanation given at level 2.</p> <p><b>Level 2 (4 – 6 marks)</b> 5-6 marks - Candidate explains at least one benefit <u>and</u> drawback to Vaso. 4 marks - Candidate explains one benefit <u>or</u> drawback to Vaso.</p> <p><b>Level 1 (1 – 3 marks)</b> 2-3 marks - candidate identifies at least one benefit <u>and</u> drawback. 1 mark – candidate identifies one benefit <u>or</u> drawback.</p>
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# EXAMPLE ANSWER

- IF VASO DECIDED TO HIRE A CAR HE WOULD HAVE A CHOICE OF MODEL **(L1)**.
- HE COULD HIRE A MORE STYLISH CAR THAN THE ONE HE CURRENTLY DRIVES **(L2)**.
- THIS MIGHT GIVE VASO AN IMAGE MORE BEFITTING OF AN EXECUTIVE WORKING IN A MANAGERIAL POSITION **(L3)**. ON THE OTHER HAND, BOOKING AND COLLECTING A HIRED CAR TAKES TIME **(L1)**.
- VASO IS SHORT OF TIME, AND HAVING TO BOOK AND COLLECT A HIRED CAR WOULD MAKE HIM EVEN BUSIER **(L2)**. SINCE VASO CANNOT SET OFF FOR THE AIRPORT UNTIL HE HAS FINISHED HIS DAY'S WORK, THE ADDITIONAL TIME NEEDED TO COLLECT THE HIRED CAR WOULD MAKE IT MORE DIFFICULT FOR HIM TO GET TO THE AIRPORT FOR HIS 8.40 PM CHECK-IN TIME **(L3)**.
- GIVEN THE TIGHTNESS OF TIME FOR THIS JOURNEY I RECOMMEND THAT VASO TAKES HIS OWN CAR TO THE AIRPORT. THIS WILL MEAN THAT HE WILL NOT NEED TO SPEND TIME COLLECTING THE HIRED CAR, ALLOWING HIM TO SET OFF ON HIS JOURNEY TO THE AIRPORT AT THE EARLIEST OPPORTUNITY **(L4)**. THIS IS ESPECIALLY IMPORTANT BECAUSE VASO WILL BE TRAVELLING, FOR AT LEAST SOME OF THE JOURNEY, IN RUSH HOUR TRAFFIC **(L4)**.

# TASK: ARRANGE A MEETING AND ACCOMMODATION

- GET INTO PAIRS
- READ THROUGH BOTH SCENARIOS.
- PRODUCE A PP THAT ANSWERS THE QUESTIONS UNDER EACH SCENARIO.

## PAIRS ACTIVITY

(30 minutes)

Two employees from a business in Stockport must attend a meeting in Amsterdam that starts at 11 am local time on 2 August. The meeting is due to finish by 4.30 pm. The information in Figure 2.2 summarises three travel options:

### Flights – Manchester Airport – Amsterdam

Outbound 1 August	15.25	17.40	Cost £133 each + £30 each for luggage
Inbound 3 August	14.25	14.40	

Outbound 1 August	17.40	19.55	Cost £133 each + £30 each for luggage
Inbound 3 August	13.40	16.00	

**Additional costs** – Car from the office in Stockport to the airport 9.6 miles (approx. 22 mins)  
Airport parking – £29.99.  
Taxi from the office to the airport (return) – £48.00

### North Sea Ferries – Hull to Rotterdam

Outbound 1 August	20.30	9.00
Inbound 2 August	21.00	11.30

Two adults, two cabins, one car and breakfast = £677.00

**Additional costs** – 109 miles from the office to Hull ferry terminal (approx. 1 hr 55 mins)  
68.1 miles from Rotterdam ferry port to Amsterdam (approx. 1 hr 21 mins)

### Stena line Ferries – Harwich to Hook of Holland

Outbound 1 August	23.00	8.00
Inbound 2 August	22.00	6.30

Two adults, two cabins, one car = £406.00

**Additional costs** – 255 miles from the office to Harwich (approx. 4 hrs 29 mins)  
52.3 miles from Hook of Holland ferry port to Amsterdam (approx. 1 hr 10 mins)

▲ **Figure 2.2** A summary of travel options to a meeting in Amsterdam

- 1 Discuss the advantages and disadvantages of each option.
- 2 Recommend which option should be chosen. Justify your answer.

## ? THINK ABOUT IT

### Case study: Proctor & Son

Proctor & Son plc is an automotive components manufacturer. Its head office is in York, where it also has a factory. It has two additional factory sites, in Lancaster and Reading.

You have been asked to arrange travel and accommodation for three colleagues who are due to attend a meeting in York on 12 March. They need to arrive the evening before as the meeting starts at 8.30 am. Two of the colleagues live in London and one in Lancaster.

In pairs:

- recommend travel and accommodation arrangements
- calculate the total cost, including any additional costs such as taxi fares, car parking or petrol costs (assume 45p is paid per mile as expenses)
- justify why you have recommended your chosen accommodation and form of travel rather than the alternative options.

# SCENARIO 1 – MEETING IN AMSTERDAM

- 2 EMPLOYEES
- MEETING STARTS AT 11AM (LOCAL TIME) – 1 HOUR AHEAD
- MEETING FINISHES AT 4:30PM
- **OPTION 1: FLY FROM MANCHESTER (2 OPTIONS – 1<sup>ST</sup> TO 3<sup>RD</sup> AUGUST)**
  - TOTAL COST FOR TRAVEL = £326.60 OUTBOUND AND £326.60 INBOUND = £653.20
  - TAXI = £48.00
  - AIRPORT PARKING = £29.99
  - HOTEL? = £230 (3 STAR, WIFI, 2 ROOMS, BREAKFAST ETC)
  - SUSTENANCE COSTS = £50 PER DAY X 3 DAYS INCLUDING TRAVEL = £300
  - TOTAL COST = £1261.19

**THINGS TO CONSIDER** – TIMES OF THE FLIGHTS/OPPORTUNITIES TO COMPLETE TASKS IN HOTELS/JOURNEY ETC (MAYBE A PROBLEM HOWEVER AS THE WORKERS MAY NEED TO BE IN THE OFFICE).

# SCENARIO 1 - AMSTERDAM

- FERRY – HULL TO ROTTERDAM
- COST - **£677.00**
- FUEL COSTS FOR DRIVING – EMPLOYEES CAN CLAIM AROUND 45P PER MILE (DEPENDING ON BUSINESS):
  - $109+68.1= 177.1$
  - $177.1 \times 2 = 354.2$
  - $354.2 \times 0.45 = \text{£}159.39$
- SUSTENANCE = £100

**TOTAL - £936.39**

- ARRIVE AT 09:00 – 1HR 21 TO AMSTERDAM (ONLY LEAVES A 40 MINUTE WINDOW FOR TRAFFIC AND TO FIND THE MEETING AREA AND TO FRESHEN UP AND PREPARE).
- LONG JOURNEY TIME (TIREDNESS)
- LACK OF OPPORTUNITY TO COMPLETE WORK IN A CAR
- LOST TIME AS OVER NIGHT
- WILL THEY MAKE THE FERRY BACK AFTER THE MEETING? – SHOULD DO

# SCENARIO 1 - AMSTERDAM

- FERRY OPTION 2 – COST = £406.00
- TRAVEL COST (614.6 MILES)
  - $614.6 \times 0.45 = £276.57$
- SUSTENANCE = £120
- TOTAL = **£802.57**
- ARRIVE AT 08:00 – 1HR 10 TO AMSTERDAM ((LEAVES 1HR 50 MINS BEFORE METTING)
- LONG JOURNEY TIME TO HARWICH (TIREDNESS)
- LACK OF OPPORTUNITY TO COMPLETE WORK IN A CAR
- LOST TIME AS OVER NIGHT
- WILL THEY MAKE THE FERRY BACK AFTER THE MEETING? – SHOULD DO

# SCENARIO 2

- **3 COLLEAGUES TRAVELLING TO TO YORK (2 FROM LONDON AND 1 FROM LANCASTER)**
- **NEED HOTELS – NIGHT BEFORE**
- **MEETING STARTS AT 08:30 (EARLY, SO HOTEL NEEDS TO BE CLOSE TO THE VENUE – BUSY CITY CENTRE)**

**HOTEL: 3 ADULTS FOR 1 NIGHT (BOOKING.COM - £80 FOR 3 ROOMS) – CITY CENTRE LOCATION/FACILITIES/CLEAN ETC**

## **TRAVEL:**

**- LANCASTER TO YORK = 118 MILES X 0.45 = £53.1**

**- LONDON TO YORK = 208.7 X 0.45 = £93.9 (CAN CAR SHARE – LEAVE FROM OFFICE TOGETHER)**

***NB – TRAIN FARE APPROX. £224 RETURN (ADD ONS NOT INCLUDED)***

**PARKING: 24 HOUR £20.50 EACH CAR = £61.50**

**SUSTENANCE: £120 (ALL 3) – DINNER, LUNCH – BREAKFAST INCLUDED**

**TOTAL = £408.50**

# SUMMARY QUESTIONS

- WHAT 5 FACTORS INFLUENCE MEETING ARRANGEMENTS – BRIEFLY EXPLAIN EACH INCLUDING EXAMPLES
- WHAT 3 FACTORS INFLUENCE TRAVEL ARRANGEMENTS – BRIEFLY EXPLAIN EACH INCLUDING EXAMPLES
- WHAT 3 FACTORS INFLUENCE BUSINESS ACCOMMODATION ARRANGEMENTS - BRIEFLY EXPLAIN EACH INCLUDING EXAMPLES
- IS COST ALWAYS THE MAIN FACTOR WHEN BOOKING TRAVEL?
- HOW MANY SPECIFIC REQUIREMENTS EFFECT CHOICE OF ACCOMMODATION?

# RESOURCES

- [HTTP://WWW.SEEDSFORCHANGE.ORG.UK/MEETING](http://www.seedsforchange.org.uk/meeting)
- [HTTP://LIVINGSTA.HUBPAGES.COM/HUB/PLAN-AND-ORGANISE-MEETINGS-NVQ-LEVEL-3-DIPLOMA-IN-BUSINESS-AND-ADMINISTRATION](http://livingsta.hubpages.com/hub/plan-and-organise-meetings-nvq-level-3-diploma-in-business-and-administration)
- [HTTP://WWW.BUSINESSBALLS.COM/MEETINGS.HTM](http://www.businessballs.com/meetings.htm)
- [HTTP://LIVINGSTA.HUBPAGES.COM/HUB/PLAN-AND-ORGANISE-MEETINGS-NVQ-LEVEL-3-DIPLOMA-IN-BUSINESS-AND-ADMINISTRATION](http://livingsta.hubpages.com/hub/plan-and-organise-meetings-nvq-level-3-diploma-in-business-and-administration)
- [HTTP://WWW.WIKIHOW.COM/TAKE-MINUTES](http://www.wikihow.com/take-minutes)
- [HTTP://WWW.BIZMOVE.COM/SKILLS/M8L.HTM](http://www.bizmove.com/skills/m8l.htm)