

**Focus Group Discussion Guide
Bon Voyage...But
Traveler Group #1**

Introduction

As you are aware from our communication with you, the Phase 5 Consulting Group is conducting group discussions on behalf of the Department of Foreign Affairs and International Trade (formerly External Affairs and International Trade) to assess your need for information when you are traveling abroad, including information on consular services (i.e. services available through Canadian embassies in foreign countries).

Before we start, I wanted to emphasize a number of points:

- **I am not a government employee** and may not be aware of all the services which are available through foreign embassies. I've been hired as an objective moderator to hear your views and understand your needs. If you have any specific requests for information on consular services, I'd be happy to put you in touch with someone from the Department following the session.
- **The session is being audio taped** to assist with reporting.
- **People are viewing the session (state only if viewers are present).** This is standard practice in public opinion research. While our clients are interested in what you have to say, we keep them in another room so that we hear your views and not theirs.
- **Results will only be reported in aggregate and no comments will be attributed to individuals.**
- **If your neighbour makes a comment and you want to build on it, please feel free to do so. I want this to be an open discussion.**