

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Tourism product development

Title	Manage travel service providers
Code	110610L4
Range	This unit of competency involves the ability to select and procure from different service providers, to analyse the advantages and disadvantages of different service providers, and to use different channels to analyse the performance of service providers and see whether they are up to standard.
Level	4
Credit	4 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Master the knowledge of selecting and procuring from different service providers</p> <ul style="list-style-type: none"> • Procure and compare from more than one service provider of the same tourism product • Understand the qualifications of service providers and whether they meet the requirements and specifications of the company (with price not the only consideration) • Regularly check and ensure that the service provider holds a valid licence and appropriate insurance • Contact appropriate service providers and sign procurement contracts <p>2. Analyse the performance of service providers through different channels and determine whether they satisfy the requirements</p> <ul style="list-style-type: none"> • Regularly review the service standards of service providers, including: <ul style="list-style-type: none"> ○ The report of the tour escort/ tourist guide ○ The feedback reflected in the suggestion form filled out by the customers ○ Check and verify whether the contents and services of tourism products meet the legal requirements of the travel destination and company guidelines, such as the experience of the driver and whether adequate insurance was purchased, etc. • Hold regular meetings with service providers, tour escorts, tourist guides, etc. to understand customers' requirements • Regularly review contracts with service providers <p>3. Demonstrate professional skills and attitude</p> <ul style="list-style-type: none"> • Proactively communicate with service providers on a regular basis to ensure that the service quality meets all standards, report any service deficiencies to the service providers, and request improvements
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Compare the performance of different service providers with regard to tourism products to choose the appropriate service providers; and • Provide suggestions to service providers to improve services and follow up in a timely manner
Remark	