

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Tour Operations

Title	Make preliminary preparations prior to tour departure
Code	110643L2
Range	This unit of competency involves the ability to execute the work process proficiently. Practitioners should be able to apply solid work process management experience to implement a complete work process management plan.
Level	2
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge of how to make preliminary travel preparations <ul style="list-style-type: none"> • Understand the nature of the participation of customers in the tour group and the main purpose of the trip • Understand the special requests of customers and how to satisfy them 2. Apply tour operation process management skills to ensure proper arrangements <ul style="list-style-type: none"> • Verify the customer's travel document types, validity periods and visa arrangements, etc. • Verify the transportation reservations of the tour group, such as the air, express rail or ferry tickets, etc. • Verify the class of the hotels as well as the number and types of rooms, etc. • Verify the contents of the itineraries and arrangements for each activity • Comply with the sanitation requirements of the tour as well as prepare hygiene and disinfecting supplies • Confirm any customer special requests, including special meal arrangements, wheelchairs for tourists with disabilities, etc. • Arrange for qualified tourist guides and tour escorts • Verify the number of tables and menus in the restaurant, etc. • Verify any customer special arrangements, such as honeymoon couples, requests for single rooms, and birthday or wedding anniversary celebrations, etc. • Divide customers into groups, such as placing family members or relatives and friends in the same group, etc. • Arrange a tourist group coach with a suitable passenger capacity and a driver for pick up and drop off for the tour • Arrange a pre-departure briefing, such as a tea session (if applicable) and/or an online video • Hold a tourism product review meeting • Have a good understanding of the tour group's itineraries, destinations, transportation, accommodation and all other arrangements • Have a good understanding of the potential risks and problems, and solutions thereof, associated with the journey • Master the knowledge and information that will be needed for the journey 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Carefully verify each part of the work process to ensure the arrangements are correct
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Understand the customer needs so as to provide the necessary services; and • Formulate a workflow table and carefully verify the details of each item in the work flow to ensure that the arrangements are correct

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Tour Operations

Remark	
--------	--