

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Tour Operations

Title	Contact travel service providers to ensure a smooth journey
Code	110645L3
Range	This unit of competency involves the ability to maintain a stable supply of tourism products, and to use a broad network of business operations to ensure a smooth customer journey for customers.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Obtain and store the contact information of destination suppliers and service providers <ul style="list-style-type: none"> • Prepare and keep the information about the destination suppliers and service providers, such as the addresses, contact numbers, manager, tour guides and tour escorts, etc. 2. Use the operating system and technology of the organisation to search and store the contact information of the suppliers or service providers. <ul style="list-style-type: none"> • Verify the qualifications of service providers, such as licenses for tour guides, good driving records for drivers, compliant tour coaches, etc. • Use GPS or the most up-to-date destination maps to ascertain the locations of relevant hotels, restaurants, tourist attractions and the surrounding environment • Understand the content of self-paid activities, the performance and experience of the service provider of each activity, and the risks involved • Prepare a list of designated shops • Review the past performance records of service providers, including their strengths and weaknesses, and identify items that require special attention 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Maintain close contact with destination suppliers and service providers to ensure a smooth journey
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Through the established collaborative relationship with service providers to ensure that the service quality meets the required standards; and • Maintain and regularly update a database of service providers in various destinations to ensure a smooth journey
Remark	