

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Tour Operations

Title	Provide frontline staff with up-to-date information of travel destination
Code	110646L3
Range	This unit of competency involves the ability to conduct data research and communicate information, and to operate a system capable of data research and information updates
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge of how to research up-to-date information of travel destination <ul style="list-style-type: none"> • Maintain up-to-date information of travel destination • Accurately and effectively communicate this information to frontline staff 2. Provide frontline staff with up-to-date information of travel destination <ul style="list-style-type: none"> • Report any emergencies at the destination, such as changes in customs and immigration clearance procedures • Provide up-to-date environmental information about the destination, such as law and order situation and epidemic situations, etc. • Provide up-to-date information on any changes in destination transportation, such as flights, railways, etc. • Provide up-to-date information on any changes in destination hotels • Provide up-to-date information on any destination weather changes and remind customers to bring proper clothing 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Keep abreast of travel destination information and ensure that frontline staff are informed so they can relay this information to customers
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Provide frontline staff with up-to-date information of travel destination for use; and • Update information of travel destination in a timely manner to ensure that frontline staff get accurate information to provide to customers
Remark	