

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Tour Operations

Title	Make preliminary preparations prior to the departure of the outbound tour groups
Code	110647L3
Range	This unit of competency involves the ability to make and preliminary preparations prior to the departure of an outbound tour, and execute them accurately based on the established workflow
Level	3
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge of the established workflow before outbound tour groups' departure <ul style="list-style-type: none"> • Review the pre-departure preparation checklist to ensure that the work is correct 2. Review the workflow by verifying against the pre-departure preparation checklist <ul style="list-style-type: none"> • Ensure that the services provided by the service providers are consistent with the itinerary activities • Confirm the details of customer's special needs, etc. • Verify all tour member information, such as their names on the air tickets • Confirm the catering and accommodation arrangements at all destinations • Collect and provide customers with useful daily travel information, including weather, traffic conditions and society's safety at the travel destinations, etc. • Ensure that the departure time is consistent with the information on assembling provided by the company • Use appropriate methods of communication and reception • Prepare and keep the information about the destination service suppliers, such as the addresses, contact numbers, manager, tourist guides and tour escorts information, etc. • Prepare a contingency plan for managing potential risks and issues related to the journey • Comply with the sanitation requirements of the tour as well as prepare hygiene and disinfecting supplies 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Carefully manage every detail of the workflow • Comply with the principles of professional ethics and employee codes of conduct to establish a professional image
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Review the workflow by verifying against the pre-departure preparation checklist; and • Comply with the principles of professional ethics and employee codes of conduct, and carefully manage every detail of the workflow
Remark	