

**Specification of Competency Standards**  
**for the Travel Industry**  
**Unit of Competency**

Functional Area - Tour Operations

Title	Provide customer service to outbound tour group during a tour
Code	110648L3
Range	This unit of competency involves the ability of the tour escort to provide quality services to customers during an outbound tour trip, and to master the roles of the tour escort and perform detailed duties of escorting the tour group
Level	3
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Master the knowledge of how tour escorts provide services to customers when escorting a tour group <ul style="list-style-type: none"> <li>• Understand the roles of the tour escort and its detailed duties when escorting a tour group</li> <li>• Obtain and follow destination immigration procedures, customs declarations and tax exemption information</li> <li>• Be familiar with items which are prohibited in the checked and carry-on luggage of customers</li> <li>• Be familiar with the history, culture, economy, society, leisure, entertainment, dining, sightseeing and shopping, etc. of the travel destination being visited</li> </ul> </li> <li>2. Apply tour escort knowledge and experience to provide quality services to customers <ul style="list-style-type: none"> <li>• Assist customers in handling various departure and entry procedures at airports, railways, cruise ships and cross-border tour coaches, etc.</li> <li>• Provide services during the trip, such as flight and restaurant seat allocation, arrangements for special meals, etc.</li> <li>• Assist, monitor and support the work of destination tour guides</li> <li>• Monitor the quality of destination service providers</li> <li>• Provide foreign currency exchange information</li> <li>• Provide time to assemble for gathering at tourist attractions, hotels, restaurants and tourist coaches, etc.</li> <li>• Handle emergencies during the journey, including flight delays, illness of the customer, loss of property or accidental injury, etc. If a flight transfer is needed, assess whether there is sufficient time, using different airlines' past records as a reference</li> <li>• Confirm the number of customers and luggage on the tourist coach before leaving</li> <li>• Remind customers to bring along their travel documents and valuables when changing hotels</li> <li>• Explain to customers the importance of travel insurance and assist them in obtaining the information and documents required for insurance claims when necessary</li> </ul> </li> <li>3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> <li>• Comply with the principles of professional ethics and employee codes of conduct to establish a professional image</li> <li>• Manage every detail of the work carefully</li> <li>• When performing duties, respect personal privacy as well as maintain a fair and just professional attitude</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> <li>• Apply tour escort's knowledge and experience to provide customers with quality service;</li> </ul>

**Specification of Competency Standards**  
**for the Travel Industry**  
**Unit of Competency**

Functional Area - Tour Operations

	<ul style="list-style-type: none"><li>• Comply with the principles of professional ethics and employee codes of conduct, and manage every detail of the work carefully; and</li><li>• Master the knowledge of providing services to customers when escorting a tour group</li></ul>
Remark	