

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

Functional Area - Tour Operations

Title	Provide hotel information and check-in service to outbound tour groups
Code	110649L3
Range	This unit of competency involves the ability to provide outbound tour customers with hotel information, to properly check-in for them, and to cooperate with the check-in requirements of different hotels.
Level	3
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Master the knowledge of various hotel check-in procedures <ul style="list-style-type: none"> <li>• Understand the different check-in procedures for different hotels</li> <li>• Record all specific information and check-in methods for the featured hotels in advance</li> </ul> </li> <li>2. Apply tour escort knowledge and experience to provide customers with accurate information about the check-in procedures at different types of hotels <ul style="list-style-type: none"> <li>• Appropriately allocate destination hotel rooms</li> <li>• Provide customers with hotel information, such as breakfast location, mealtime, and facilities, etc.</li> <li>• Explain the activities, charges for services of the hotel, as well as its surrounding environment and community facilities, etc.</li> <li>• Explain the hotel room items that will incur a charge, including pay TV, beverages, non-disposable items (such as bath towels), pyjamas, etc.</li> <li>• Assist customers with hotel check-out and settlement of charges</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>• Carefully explain the details of each hotel service</li> <li>• Maintain good communication and coordination with hotel staff</li> <li>• When performing duties, respect personal privacy and 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 knowledge and experience to provide customers with accurate information on the check-in procedures at different hotels;</li> <li>• Understand customers' requirements and coordinate with the hotel to provide the services they require; and</li> <li>• Comply with the principles of professional ethics and employee codes of conduct when performing duties</li> </ul>
Remark	