

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

Functional Area - Tour Operations

Title	Manage outbound tour return arrangements and conclude the tour itinerary
Code	110651L3
Range	This unit of competency involves the ability to manage an outbound tour's return arrangements and to conclude the tour itinerary
Level	3
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Master the knowledge of how to make an outbound tour's return arrangements and the workflow for concluding the tour itinerary</p> <ul style="list-style-type: none"> <li>• Understand that the end of the journey is the most critical moment of the tour</li> </ul> <p>2. Apply the established return workflow guidelines of the company to implement the tour's return arrangements and submit a report upon the tour's conclusion</p> <ul style="list-style-type: none"> <li>• Assist customers with departure and boarding procedures</li> <li>• Record any emergencies during the journey</li> <li>• Arrange and allocate seats for customers</li> <li>• Assist customers with luggage retrieval and ensure that it is to successfully retrieve all luggage</li> <li>• Collect customer survey forms or encourage customers to submit online customer survey forms</li> <li>• Assist customers in handling lost or damaged luggage claims procedure</li> <li>• Assist customers in handling tax refund procedures at the airport (if applicable)</li> <li>• Introduce other popular tour routes to customers</li> <li>• Compile and submit a report upon the tour's conclusion</li> <li>• Follow up on customer complaints (if applicable)</li> <li>• Follow up on travel insurance and refund matters (if applicable)</li> <li>• Identify any matters and circumstances that may affect the return journey, and take corresponding measures</li> </ul> <p>3. Demonstrate professional skills and attitude</p> <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>• Ensure smooth return arrangements and create good memories for customers</li> <li>• Create a memorable end to a successful journey for customers</li> </ul>
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> <li>• Apply the knowledge of return trip arrangements and tour conclusion workflow; and</li> <li>• Comply with the principles of professional ethics and employee codes of conduct, and use the company's established return trip workflow guidelines to implement return trip arrangements</li> </ul>
Remark	