Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Tour Operations

Title	Make preliminary preparations prior to receiving inbound tours groups
Code	110653L3
Range	This unit of competency involves the ability to make preliminary preparations before receiving inbound tours groups
Level	3
Credit	2 （For Reference Only）
Competency	Performance Requirements 1. Master the knowledge of the established workflow before inbound tours' arrival • Review the pre-arrival preparation checklist to ensure that the work is correct 2. Review the workflow by verifying against the pre-arrival preparation checklist • Confirm the itinerary and activity arrangements with the overseas travel agencies • Confirm the arrival time and the number of passengers of the transport used by the customers • Confirm the details of any customer special requests, etc. • Choose a suitable tour guide for reception, such as foreign language requirements • Confirm the dining locations, reservation times, menus, accommodation and sightseeing arrangements • Confirm the passenger capacity of the booked tourist coach, and the time and place of the vehicle's arrival • Collect and provide customers with daily travel information, such as the local weather, traffic conditions and society's safety, etc. • Have a good understanding of the itinerary activities, destinations, places to visit, transportation, accommodation and all related arrangements • Understand the potential risks and problems associated with the journey, and prepare solutions • Master the information needed for the journey 3. Demonstrate professional skills and attitude • 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	The integrated outcome requirement(s) of this unit of competency is/are: • Master the knowledge of the workflow before the arrival of inbound tour passengers; • Review the workflow by verifying against the pre-arrival preparation checklist to ensure that no mistakes are made; and • Comply with the principles of professional ethics and employee codes of conduct to provide preliminary arrangements for customers of inbound tours.
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