

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

Functional Area - Tour Operations

Title	Provide hotel information and check-in service to inbound tour groups
Code	110655L3
Range	This unit of competency involves the ability to provide inbound tour groups with hotel information and check-in service
Level	3
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Master the knowledge of different hotel check-in procedures <ul style="list-style-type: none"> <li>• Understand the different check-in procedures for different hotels</li> <li>• Record information and check-in methods of featured hotels in advance</li> </ul> </li> <li>2. Apply tourist guide knowledge and experience to provide customers with accurate information on the hotel check-in procedures <ul style="list-style-type: none"> <li>• Give the hotel a rooming list that states the number of rooms and their requirements (such as a double bed or triple room / smoking or non-smoking room, etc.)</li> <li>• Communicate the itinerary activities to the tour escort and ask for the opinions about the tour from the tour leader</li> <li>• Wait in the lobby for half an hour to confirm that all luggage has been delivered to the rooms of the customers</li> <li>• Arrange the rooms appropriately, such as assigning the elderly and disabled rooms close to the elevator; in addition, arrange the floors and categories of rooms appropriately according to customer mix, age, rank, seniority, etc. and other information</li> <li>• Assist customers with hotel check-out and charge settlement</li> <li>• Inform customers of the location and use of in-room facilities, including the safe, telephone (domestic/overseas calls, room-to-room calls), keys, drinking water, and electrical appliances (such as hair dryers and air conditioners)</li> <li>• Remind customers to bring along extra clothes, shoes for change and other items for use, depending on the activity</li> <li>• Inform customers of charges for any in-room facilities, including long-distance phone calls, refrigerator and TV</li> <li>• Remind customers to comply with all hygiene requirements</li> <li>• Hand out room keys to customers, and repeat the time of the morning call and breakfast arrangement (mealtime and location), time and location to assemble, luggage collection time and departure time of the next day</li> <li>• Inform customers about general practices for staying at a hotel, such as not wearing pyjamas for activities in public areas of the hotel, etc.</li> <li>• Instruct customers on how to use the lift (such as pressing “L” for Lobby and “G” for ground floor)</li> <li>• Provide instruction to customers on how to get to their rooms</li> <li>• Give the baggage service centre a list of the customers with their complete and correct room numbers for baggage delivery, and pay the standard tips</li> <li>• Confirm with the hotel the morning call time, time and location to assemble, and luggage collection time</li> </ul> </li> <li>3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> <li>• Carefully explain every detail of each hotel service</li> <li>• Comply with the principles of professional ethics and employee codes of conduct to establish a professional image</li> </ul> </li> </ol>

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	<ul style="list-style-type: none"><li>• Maintain good communication and coordination with the hotel</li><li>• When performing duties, respect personal privacy and maintain a fair and just professional attitude</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 tour guide knowledge of hotel check-in procedures for different types of hotels;</li><li>• Provide customers with accurate information on the check-in procedures for different types of hotels; and</li><li>• Comply with the principles of professional ethics and employee codes of conduct, and carefully explain to customers every key point relating to their stay at a hotel</li></ul>
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