

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Tour Operations

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| Title | Manage inbound tour return arrangements and conclude the tour |
| Code | 110657L3 |
| Range | This unit of competency involves the tour guide's ability to manage inbound tour group return arrangements and to conclude the tour, as well as to understand how the closing arrangements will affect the customers' perception of the entire journey. |
| Level | 3 |
| Credit | 2 (For Reference Only) |
| Competency | <p>Performance Requirements</p> <p>1. Master the knowledge of how to make the tour's return arrangements and the workflow for concluding the tour</p> <ul style="list-style-type: none"> • Understand that the end of the journey is the most critical moment of the tour <p>2. Apply the company's established return workflow guidelines to implement the return arrangements and submit a report upon the tour's conclusion</p> <ul style="list-style-type: none"> • Important notes to customers the night before departure <ul style="list-style-type: none"> ○ Remind customers to pack their luggage properly and avoid putting travel documents, air tickets, or chargers, etc. in their checked luggage ○ Compile and submit a report upon the tour's conclusion ○ Inform customers of the location and time to assemble the next day, so that the hotel can make suitable arrangements ○ Assist customers with departure procedures ○ Remind customers about the next-day baggage collection time, and notify the hotel to facilitate collection ○ Remind customers to pay for their personal consumption (such as in-room beverages and phone call bills) ○ Remind customers to comply with all hygiene requirements ○ Make reservations and fix the time of departure for tourist coaches baggage trucks at the time of departure ○ Collect the customer survey forms ○ Introduce other popular tour routes to customers ○ Arrange and allocate seats for customers ○ Inform the hotel about the departure time, so that the hotel can make appropriate arrangements (luggage collection, settlement of expenses, service checkout) • Manage all arrangements on the tour's closing day <ul style="list-style-type: none"> ○ Record any emergencies during the trip ○ Assist customers to successfully retrieve all luggage ○ Follow up on customer complaints (if applicable) ○ Collect tips with a positive attitude <p>3. Demonstrate professional skills and attitude</p> <ul style="list-style-type: none"> • Ensure smooth return arrangements and create good memories for customers • Comply with the principles of professional ethics and employee codes of conduct to establish a professional image • Create a memorable end to a successful journey for customers |
| Assessment Criteria | <p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Apply the knowledge of the company's established return trip workflow guidelines to implement the tour's return arrangements, and submit a tour completion report; and |

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| | <ul style="list-style-type: none">• Comply with the principles of professional ethics and employee codes of conduct to create a memorable end to the journey |
| Remark | |