

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Tour Operations

Title	Understand the historical background, tourist attractions and social situation of Hong Kong
Code	110658L3
Range	This unit of competency involves the understanding of Hong Kong
Level	3
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge of the general situation of Hong Kong <ul style="list-style-type: none"> • Fully understand all aspects of the information and data of Hong Kong 2. Tourist guides make use of essential information and data for visitors to Hong Kong <ul style="list-style-type: none"> • Explain the basic information about Hong Kong, including its geography, population, and climate, etc. • Explain the historical development of Hong Kong, from prehistory to the present • Describe the general situation of Hong Kong's travel industry • Introduce the tourist attractions in Hong Kong • Introduce the relationship and development between Hong Kong and Mainland China 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Ensure that tour guides have professional knowledge • Tourist guides can give tourists a deeper understanding of Hong Kong through talks and explanation
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Master the knowledge of all aspects of the information and data of Hong Kong; and • Use and explain this information and data to give customers a deeper understanding of Hong Kong
Remark	