

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Tour Operations

Title	Understand the culture and habits of international tourists
Code	110659L3
Range	This unit of competency involves the tour guides' understanding of the culture and habits of international tourists
Level	3
Credit	1 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge of cultural information of international tourists <ul style="list-style-type: none"> • Understand the cultural differences among international tourists 2. Apply the general information on dealing with international tourists <ul style="list-style-type: none"> • Understand the dining cultures, customs, religions and taboos, etc. of international tourists • Harmonise so that international tourists can get along • Respect the habits of international tourists 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Ensure that international tourists are provided with professional international tour guide service • Make international tourists feel respected
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Understand the essential information about the culture and habits of international tourists; and • Manage cultural differences among international tourists
Remark	