

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Tour Operations

Title	Provide pre-departure services for business travel clients
Code	110662L3
Range	This unit of competency involves the ability to provide services before departure for business travel clients
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge of pre-departure check-list services needed by business travel clients <ul style="list-style-type: none"> • Understand the travel policies formulated by different companies • Understand the special requirements of clients' business travellers each time 2. Apply professional knowledge to provide business travel customers with safe and reliable services <ul style="list-style-type: none"> • Assist clients in identifying suitable service providers • Provide travel arrangements for tourism products that clients have ordered • Provide clients with the latest information of travel destination • Arrange pre-departure field inspection services according to clients' requirements 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Carefully arrange for services that business travel clients need • Manage important information provided by different stakeholders based on the company's principles of confidentiality • Comply with the principles of professional ethics, employee codes of conduct and related laws and regulations (such as the "Prevention of Bribery Ordinance" and "Personal Data (Privacy) Ordinance") to establish a professional image
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Use the knowledge of pre-departure services required by business travel customers to assist customers in identifying suitable service providers; • Apply professional knowledge to provide clients with safe and reliable business travel services; and • Comply with the principles of professional ethics, employee codes of conduct and related laws and regulations to establish a professional image
Remark	