

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Tour Operations

Title	Provide itinerary booking services to business travel clients
Code	110663L3
Range	This unit of competency involves the ability to provide business travel clients with itinerary booking services.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge needed to book itineraries for business travel clients <ul style="list-style-type: none"> • Understand how to implement the travel policies formulated by the company 2. Apply professional knowledge to handle itinerary bookings for business travel clients <ul style="list-style-type: none"> • Understand the immigration policies at different travel destinations, such as visas (including transit visas), health declarations and customs regulations, etc. • Order air tickets, hotels, transportation and restaurants, etc. through designated service providers • Implement travel management based on corporate policies, such as arrange specific airlines and class of hotels according to ranks, etc. • Reserve airline seats and hotel rooms in response to customers' requirements • Explain the related air ticket and mileage points arrangements • Understand customer-related frequent-flyer memberships and make good use of the rights and interests for customers • Provide services for itinerary changes 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Pay attention to the details of each reservation to ensure faultless arrangements • Treat customers with discretion, and manage their changes and requests politely and patiently • 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"> • Master the knowledge necessary to book itineraries for business travel clients • Become familiar with the execution of the travel policies formulated by the company • Apply professional knowledge to handle itinerary bookings for business travel clients • Pay attention to the details of each reservation to ensure faultless arrangements; and • Comply with the principles of professional ethics, employee codes of conduct and related laws and regulations to establish a professional image
Remark	