

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Tour Operations

Title	Provide services for business travel clients during their journey
Code	110664L3
Range	This unit of competency involves the ability to provide services for business travel clients during their journey.
Level	3
Credit	4 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge of the services needed for business travel clients during their journey <ul style="list-style-type: none"> • Understand the client needs to make frequent itinerary changes during their trip, and to make instant adjustments when such needs arise 2. Apply professional knowledge to deal with emergencies during the journey <ul style="list-style-type: none"> • Handle arrangements for sudden changes in itinerary activities during the trip • Provide a 24-hour enquiry hotline and emergency support services • Provide clients with value-added services, such as aircraft and hotel room upgrades, Wi-Fi rental, and birthday party arrangements, etc. 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Leverage professional knowledge to assist business travel clients with emergencies during the journey • 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 of the services required by business travel clients during the trip, and be prepared to make instant adjustments when there are sudden changes in itinerary activities for business travel clients during the trip; • Apply professional knowledge and experience to help deal with emergencies during the journey as well as provide 24-hour support services; and • Comply with the principles of professional ethics, employee codes of conduct and related laws and regulations to establish a professional image
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