

**Specification of Competency Standards**  
**for the Travel Industry**  
**Unit of Competency**

Functional Area - Tour Operations

Title	Provide post-journey services to business travel clients
Code	110665L3
Range	This unit of competency involves the ability to provide post-journey services to business travel clients
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Master the knowledge of services required by business travel clients after completing their journey <ul style="list-style-type: none"> <li>• Understand clients' service needs after completing their journey</li> </ul> </li> <li>2. Apply professional knowledge to provide services for business travel clients after completing their journey <ul style="list-style-type: none"> <li>• Submit business expenditure reports regularly</li> <li>• Manage the travel expenditure accounts of client companies</li> <li>• Collect client feedback, such as from business travellers and corporate business assistants, etc.</li> <li>• Follow up with client complaints</li> </ul> </li> <li>3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> <li>• Accurately prepare expenditure reports for business travel customers</li> <li>• Manage important information provided by different stakeholders based on the company's principles of confidentiality</li> <li>• 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</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> <li>• Master the knowledge of the services needed after completion of a business travel trip;</li> <li>• Apply professional knowledge to provide services for business travel customers after completing their journey</li> <li>• Follow up on complaints from business travel customers, and address service issues to make improvements; and</li> <li>• Comply with the principles of professional ethics, employee codes of conduct and related laws and regulations to establish a professional image</li> </ul>
Remark	