

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Tour Operations

Title	Perform the workflow of MICE tour
Code	110671L3
Range	This unit of competency involves the ability to perform MICE tour operations
Level	3
Credit	5 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge of performing MICE tour operations <ul style="list-style-type: none"> • Understand the important principles of performing the operational process and teamwork division of MICE tour. 2. Apply the knowledge of and experience of performing MICE tour operations to complete the work process <ul style="list-style-type: none"> • Arrange pre-event briefings • Review the event-day venue setup • Conduct an on-site rehearsal • Notify related destination organisations, such as large-scale traffic and the flow of people arrangements, etc. • Comply with destination laws, such as the use of drone photography and food hygiene, etc. • Check if the necessary equipment for, such as stage, sound, lighting and meeting equipment, etc. is functioning normally • Meet customers' detailed requirements for the event arrangements • Master the process of arranging banquets, such as preparing scripts for speeches and presentations, arranging emcees, presenting souvenirs, etc. • Perform on-site operation, coordination and support services, such as arranging signage, an enquiry counter and reception counter, etc. • Arrange security for venues and events • Purchase appropriate public safety insurance • Monitor the safety of the venue and participants • Assist in handling emergencies according to established guidelines • Provide suitable outdoor facilities according to the venue's requirements, such as setting up mobile toilets and arranging smoking areas, etc. 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Ensure that the activities are conducted smoothly in accordance with the work process and under safe conditions • 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"> • Understand the important principles of performing the operational process and teamwork division of MICE tour; • Apply the knowledge and experience of performing MICE tour operations to complete the work process;

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Remark	