

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

Functional Area - Tour Operations

Title	Perform the post MICE tour work
Code	110672L3
Range	This unit of competency involves the ability to perform the post MICE tour work
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Master the knowledge of performing the post MICE tour work <ul style="list-style-type: none"> <li>• Understand the importance of post MICE tour work</li> <li>• Understand how reviewing the post-journey work can improve future operations and enhance service standards</li> </ul> </li> <li>2. Use different channels to collect and consolidate feedback from clients and participants regarding the arrangements for the entire event <ul style="list-style-type: none"> <li>• Collect feedback regarding the event arrangements from different stakeholders, including service providers, frontline staff, clients and participants, etc.</li> <li>• Review the conditions of flights, hotels, transports and event venues</li> <li>• Record the performance of service providers and staff in a timely manner</li> <li>• Follow up on customer complaints</li> <li>• Draft activities and financial reports</li> <li>• Seek endorsement from the event organiser and request a proof of the event from the organisation</li> </ul> </li> <li>3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> <li>• Manage important information provided by different stakeholders based on the company's principles of confidentiality</li> <li>• Sincere efforts to identify the shortcomings and propose ways to improve on them.</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>• Understand that the post MICE tour work is key to improving future operations and elevating service standards;</li> <li>• Use different channels to collect and consolidate feedback from clients and participants regarding the arrangements of the entire event and propose optimisation plans; 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	