

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

Functional Area - Risk and crisis management

Title	Process the service agreements of tourism resource providers
Code	110693L4
Range	This unit of competency involves word processing and communication skills. Practitioners should be able to master and implement the details of the service agreements of the tourism resource providers, and regularly review their service quality.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Master the content of the service agreements of the tourism resource providers <ul style="list-style-type: none"> <li>• Understand the terms and conditions of the service agreements</li> <li>• Understand the quality requirements and safety standards of the services</li> </ul> </li> <li>2. Implement the details of the service agreements of the tourism resource providers, and regularly review their service quality <ul style="list-style-type: none"> <li>• Sign a confirmation of tourism arrangements with the providers</li> <li>• Record signed contracts and exemptions</li> <li>• Record itinerary activity change notices from the providers</li> <li>• Record all the meetings, communications and tourism arrangements related to the providers</li> <li>• Record the special requirements and arrangements of customers</li> <li>• Record violations and enforce penalties</li> </ul> </li> <li>3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> <li>• Handle important information provided by various stakeholders in accordance with the company's principles of confidentiality</li> <li>• Handle irregularity in a conscientious manner</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 content of the service agreements of the tourism resource providers; and</li> <li>• Implement the details of the service agreements of the tourism resource providers, and regularly review their service quality</li> </ul>
Remark	Record the content of communications and meetings with service providers, including name of contact person, contact date and time, and brief remarks