

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Risk and crisis management

Title	Perform risk management for hotels and restaurants
Code	110699L3
Range	This unit of competency involves judgement and information integration skills. Practitioners should be able to choose compliant hotels and restaurants, and implement relevant risk management measures to minimise travel risks.
Level	3
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge of choosing hotels and restaurants <ul style="list-style-type: none"> • Understand the conditions and requirements for choosing hotels • Understand the conditions and requirements for choosing restaurants 2. Implement risk management measures for hotels and restaurants to minimise travel risks <ul style="list-style-type: none"> • Evaluate and select compliant hotels <ul style="list-style-type: none"> ○ Equipped with safety facilities, including firefighting equipment, fire alarm devices, automatic sprinkler systems, emergency exits, and CCTV monitoring systems, etc. ○ Have the fire escape route map, emergency exit map and emergency procedures displayed in a conspicuous location ○ Confirm that guest room doors are able to open, close and lock properly ○ Ensure that there are sufficient security guards, as well as lifeguards when the swimming pool is open ○ Confirm that the hotel has not recently violated safety or hygiene regulations, and has not been warned or prosecuted locally • Evaluate and select compliant restaurants <ul style="list-style-type: none"> ○ Possesses a valid food and beverage license ○ Meets the environmental sanitation standards of the travel destinations ○ Must be equipped with safety facilities, including firefighting equipment and emergency exits ○ Have not recently violated safety or hygiene regulations, or have been warned or prosecuted locally 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Always pay attention to the environment of hotels and restaurants, and remind tourists to be vigilant • Provide tour group members with emergency exit locations for hotels and restaurants, for use in emergency situations
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 choosing hotels and restaurants; and • Implement risk management measures for hotels and restaurants to minimise travel risks
Remark	