

## TOUR OFFICE OPERATIONS

**UNIT CODE: TO/CU/TM/CR/07/5/A**

### Relationship to Occupational Standards

This unit addresses the unit of competency: Supervise tour office operations

**Duration of Unit:** 70 hours

### Unit Description

This unit describes the competencies required to supervise tour office operations. It involves establishing a tour office, planning tour office operations, coordinating tour office operations, controlling tour office operations, supervising tour office personnel, coordinating tour office communication and preparing and implementing office operations report recommendations

### Summary of Learning Outcomes

1. Establish tour office
2. Plan tour office operations
3. Coordinate tour office operations
4. Control tour office operations
5. Supervise tour office personnel
6. Coordinate tour office communication
7. Prepare office operations report and implement

### Learning Outcomes, Content and Methods of assessment

Learning Outcome	Content	Methods of assessment
1. Establish tour office	Theory: <ul style="list-style-type: none"><li>• Meaning of an office</li><li>• Types of office layouts</li><li>• Factors to consider when establishing tour office location</li><li>• Types of office equipment</li></ul>	Observation Written Oral Third party report

	<ul style="list-style-type: none"> <li>• Factors considered when choosing office equipment</li> <li>• Financial requirements for establishing a tour office</li> <li>• Legal requirements for establishing a tour office</li> <li>• Human resource requirements for establishing a tour office</li> <li>• Technical resources for establishing a tour office</li> <li>• Accreditation bodies for tour operation</li> </ul> <p>Practice:</p> <ul style="list-style-type: none"> <li>• Make application for licenses and permits (case studies)</li> <li>• Carry out a tour company name search</li> </ul>	
2. Plan tour office operations	<p>Theory:</p> <ul style="list-style-type: none"> <li>• Analysis of a strategic plan</li> <li>• Types of tour office tasks</li> <li>• Procedure for the development of tour office tasks</li> <li>• Procedure for the development of tour office SOPs</li> <li>• Classification of required organisation resources</li> </ul> <p>Practice:</p> <ul style="list-style-type: none"> <li>• Develop strategic plan implementation schedules</li> <li>• Develop tour office SOPs</li> </ul>	<p>Observation</p> <p>Written</p> <p>Oral</p> <p>Third party report</p>
3. Organize tour office operations	<p>Theory:</p> <ul style="list-style-type: none"> <li>• Meaning of tour office operations</li> <li>• Types of tour office operations</li> <li>• Procedure for the development of a tour office organisational structure</li> <li>• Factors to consider when allocating duties/tasks in a tour office</li> <li>• Factors to consider when allocating</li> </ul>	<p>Observation</p> <p>Written</p> <p>Oral</p> <p>Third party report</p> <p>Case study</p>

	<p>resources for tour office operations</p> <ul style="list-style-type: none"> <li>• Preparation and dissemination of organisations performance reports</li> </ul> <p>Practice:</p> <ul style="list-style-type: none"> <li>• Develop an organizational structure for a given tour company (case study)</li> </ul>	
4. Control tour office operations	<p>Theory:</p> <ul style="list-style-type: none"> <li>• Tour office control mechanisms</li> <li>• Performance management <ul style="list-style-type: none"> <li>○ Performance indicators</li> <li>○ Analysis of performance indicators</li> </ul> </li> <li>• Supervision of tour office operations</li> <li>• Course correction activities</li> <li>• Monitoring and evaluation of resource utilisation</li> <li>• Meaning of organisations performance reports</li> <li>• Types of organisations performance reports</li> <li>• Preparation and dissemination of organisations performance reports</li> </ul> <p>Practice:</p> <ul style="list-style-type: none"> <li>• Develop corrective measures for a given case.</li> </ul>	<p>Oral</p> <p>Observation</p> <p>Written</p> <p>Third party report</p> <p>Case study</p>
5. Supervise tour office personnel	<p>Theory:</p> <ul style="list-style-type: none"> <li>• Types of tour office personnel and their roles</li> <li>• Attributes of tour office personnel</li> <li>• Principles of human resource management</li> <li>• Significance of human resource policy</li> <li>• Components of a human resource policy</li> <li>• Staff recruitment and induction</li> <li>• Supervision of staff</li> </ul>	<p>Oral</p> <p>Observation</p> <p>Written</p> <p>Third party report</p>

	<ul style="list-style-type: none"> <li>• Staff training and development</li> <li>• Staff motivation and compensation</li> </ul> <p>Practice:</p> <ul style="list-style-type: none"> <li>• Develop staff reward and recognition systems</li> <li>• Develop human resource policy guidelines for a given organization</li> </ul>	
6. Coordinate tour office communication	<p>Theory:</p> <ul style="list-style-type: none"> <li>• Meaning of tour office communication</li> <li>• Types of tour office communication</li> <li>• Significance of a communication policy</li> <li>• Components of a communication policy</li> <li>• Methods of internal and external communication</li> <li>• Legal and statutory requirements in communication</li> <li>• Types of stakeholder networks, linkages and partnerships</li> <li>• Establishment and maintenance of stakeholder networks, linkages and partnerships</li> </ul> <p>Practice:</p> <ul style="list-style-type: none"> <li>• Develop communication policy guidelines for a given organization</li> </ul>	<p>Oral</p> <p>Observation</p> <p>Written</p> <p>Third party report</p>
7. Prepare office operations report and implement recommendation	<p>Theory:</p> <ul style="list-style-type: none"> <li>• Meaning of office operations report</li> <li>• Types of office operations reports</li> <li>• Contents of a good office operations report</li> <li>• Preparation of tour office operation reports</li> <li>• Assessment and dissemination of tour office operation reports</li> <li>• Implementation of report recommendations</li> </ul>	<p>Oral</p> <p>Observation</p> <p>Written</p> <p>Third party report</p>

	<b>Practice:</b> <ul style="list-style-type: none"> <li>• Develop tour office reports for a specified period of time</li> </ul>	
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**Suggested Methods of Instruction:**

- Instructor lead facilitation of theory
- Practical demonstration of tasks
- Practice by trainee
- Simulation/Role play
- Group Discussion

**List of Recommended Resources**

<ul style="list-style-type: none"> <li>• Computers</li> <li>• Reservation systems</li> <li>• Telephones</li> <li>• Office stationery</li> <li>• Standard operating procedures</li> <li>• Sample strategic plan</li> <li>• Sample organisational chart</li> <li>• Sample key performance indicators</li> <li>• Human resource policy</li> <li>• Communication policy</li> <li>• Law Of Contract Act Chapter 23 Revised Edition 2012 [2002]</li> <li>• Employment act 2007</li> <li>• Labor relations act</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Legal and statutory requirements</li> <li>• Sample accounting documents</li> <li>• Risk register</li> <li>• Sample communication documents</li> <li>• Sample tour office operation reports</li> <li>• Emergency contact list</li> <li>• Lists of tour product quality standards</li> <li>• National Museums And Heritage Act No. 6 Of 2006 Revised Edition 2012 [2006]Lists of tour product quality standards</li> </ul>	<ul style="list-style-type: none"> <li>• Tourism Act No. 28 Of 2011 Revised Edition 2012 [2011]</li> <li>• The Occupational Safety and Health Act, 2007</li> <li>• Cosumer protection Act 2012</li> <li>• EMPLOYMENT ACT 2007</li> <li>• EMCA 1999</li> <li>• Wildlife (Conservation And Management) Act Chapter 376 Revised Edition 2012 [1985]</li> <li>• CITES</li> <li>• KATO Regulations and guidelines</li> </ul>
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