

## PARTICIPATE IN TOUR DELIVERY

**UNIT CODE:** TO/OS/TM/CR/03/5/A

### Unit description:

This unit describes the competencies required to supervise tour delivery. It involves selling tour packages, supervising customers' reservations, organize tour files, implementing tour itinerary and conducting post tour activities. It applies in the Tourism industry.

### ELEMENTS AND PERFORMANCE CRITERIA

<b>ELEMENT</b> These describe the key outcomes which make the workplace function	<b>PERFORMANCE CRITERIA</b> These are assessable statements which specify the required level of performance for each of the elements.  <i>(Bold and italicised terms are elaborated in the Range)</i>
1. Sell tour package	1.1 Clients' enquiries are responded to as per SOP 1.2 Contract is entered as per SOP 1.3 Tour file is opened as per SOP
1. Supervise customers' reservations	2.1 <b>Suppliers</b> are contacted for availability of services based on the contract as per SOPs. 2.2 <b>Reservation documents</b> are prepared and submitted to suppliers as per SOPs. 2.3 Confirmed bookings and reservations are received, recorded and communicated to customers as per SOPs.
3. Organize tour file	3.1 Customers' payments for services are received and processed in line with the organisation's policy. 3.2 Suppliers are paid as per SOPs. 3.3 Tour <b>accounting documentation</b> is maintained as per SOPs. 3.4 All requested services are reserved as per SOPs. 3.5 All reservations are confirmed with the suppliers and clients as per SOPs.
4. Implement tour itinerary	4.1 <b>Tour itinerary information</b> is assembled as per SOPs. 4.2 <b>Tour operation staff</b> are briefed as per SOP. 4.3 Customer's arrival and departure procedures are conducted as per the clients itinerary 4.4 Tour is commissioned as per SOP. 4.5 The tour is implemented as per SOPs

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
These describe the key outcomes which make the workplace function	These are assessable statements which specify the required level of performance for each of the elements.  <i>(Bold and italicised terms are elaborated in the Range)</i>
	4.6 <i>Contingency measures</i> are put in place to deal with unexpected occurrences as per SOPs.
5 Perform post tour activities	5.1 Clients are debriefed as per the SOP. 5.2 Feedback from client and tour operation staff is received and documented as per SOP 5.3 Tour reports are prepared as per SOPs. 5.4 Tour report recommendations are implemented as per SOPs.

### **RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

<b>Variable</b>	<b>Range</b> <i>May include but is not limited to:</i>
1. Suppliers	<ul style="list-style-type: none"> <li>• Accommodation facilities</li> <li>• Entertainment</li> <li>• Financial institutions</li> <li>• Airlines</li> <li>• Ground handlers</li> <li>• Attraction providers</li> <li>• Restaurants</li> <li>• Transport companies</li> </ul>
2. Reservation documents	<ul style="list-style-type: none"> <li>• Vouchers</li> <li>• Email</li> <li>• Letters</li> <li>• Receipts</li> <li>• Tickets</li> <li>• Miscellaneous Charge Orders (MCOs)</li> </ul>
3. Tour accounting documentation	<ul style="list-style-type: none"> <li>• Invoices,</li> <li>• Vouchers,</li> <li>• Receipts,</li> </ul>

Variable	Range <i>May include but is not limited to:</i>
	<ul style="list-style-type: none"> <li>• LPO,</li> <li>• LSO</li> <li>• Imprests</li> </ul>
4. Tour package information	<ul style="list-style-type: none"> <li>• Itinerary,</li> <li>• Confirmation vouchers,</li> <li>• Tickets,</li> <li>• Welcome envelop ,</li> <li>• Brochures,</li> <li>• Maps,</li> <li>• Letters</li> <li>• Accommodation sheets</li> </ul>
5. Tour operation staff	<ul style="list-style-type: none"> <li>• Driver guides,</li> <li>• Reservationists</li> <li>• Front office operators</li> <li>• Tour guides,</li> <li>• Airport representatives</li> <li>• Balloon safari pilots</li> <li>• Travel agents</li> <li>• Tour escorts/ tour leaders</li> <li>• Entrepreneurs</li> <li>• Tour consultants</li> </ul>
6. Contingency measures	<ul style="list-style-type: none"> <li>• First aid kits</li> <li>• Satellite communication system,</li> <li>• Emergency contact list</li> <li>• Customer briefing on dos and don'ts</li> <li>• Insurance</li> </ul>

## REQUIRED SKILLS AND KNOWLEDGE

### Required Skills:

- Communication
- Interpersonal relationship
- Risk assessment
- Analytical
- Decision making

- Problem solving
- ICT skills
- Negotiation
- Report writing
- Organizational
- Leadership
- Teamwork
- Persuasion
- Numeracy

**Required knowledge:**

- Planning
- Control
- Tour destination knowledge
- Principles management
- Fundamentals of tour operations
- Legal aspects of tours
- Tourism products diversification and innovation
- Customer care knowledge
- Service quality standards
- Sustainable tourism
- Feedback mechanisms
- Tourism source markets

**EVIDENCE GUIDE**

1. Critical Aspects of Competency	<p><i>Assessment requires evidence that the candidate:</i></p> <ul style="list-style-type: none"> <li>1. 1 Responded to clients’ enquiries appropriately</li> <li>1. 2 Facilitated contract signing.</li> <li>1. 3 Correctly opened a tour file</li> <li>1. 4 Appropriately contacted suppliers for availability of services.</li> <li>1. 5 Prepared and submitted Reservation documents appropriately</li> <li>1. 6 Received, recorded and communicated Confirmed bookings to customers promptly.</li> <li>1. 7 Received and processed Customers’ payments for services appropriately</li> <li>1. 8 Appropriately paid Suppliers.</li> <li>1. 9 Correctly maintained Tour accounting documentation.</li> </ul>
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	<p>1. 10 Correctly reserved all requested services</p> <p>1. 11 Correctly confirmed all reservations are with the suppliers and clients.</p> <p>1. 12 Appropriately assembled tour package information</p> <p>1. 13 Correctly briefed tour operation staff</p> <p>1. 14 Demonstrated understanding of customers arrival procedures</p> <p>1. 15 promptly commissioned and implemented the tour</p> <p>1. 16 Implemented contingency measures to handle unexpected occurrences</p> <p>1. 17 Appropriately received and documented feedback from client and tour operation staff</p> <p>1. 18 Prepared tour reports.</p> <p>1. 19 Appropriately implemented tour report recommendations</p>
2. Resource Implications	<p>2.1 A functional tour operations office</p> <p>2.2 Simulated tour operations training office</p> <p>2.3 Field tours and excursions</p>
3. Methods of Assessment	<p><b>Competency may be assessed through:</b></p> <p>3.1 Verbal questioning</p> <p>3.2 Project</p> <p>3.3 Observation</p> <p>3.4 Third party report</p> <p>3.5 Interview</p> <p>3.6 Written test</p>
4. Context of Assessment	<p>Competency may be assessed individually</p> <ul style="list-style-type: none"> <li>• On-the-job</li> <li>• Off-the-job</li> <li>• Workplace experience</li> </ul>
5. Guidance information for assessment	<p>This unit may be assessed on an integrated basis with others within this occupational sector</p>