

TRAVEL SERVICE DELIVERY MANAGEMENT

UNIT CODE: TO/CU/TM/CR/04/5/A

Relationship to Occupational Standards

This unit addresses the unit of competency: Supervise travel service delivery

Duration of Unit: 100 hours

Unit Description

This unit describes the competencies required to supervise travel service delivery. It involves selling travel packages, supervising customers' reservations, organizing travel files, implementing travel itinerary, supervising customers travel experience and carrying out post travel activities. It applies in the Tourism industry.

Summary of Learning Outcomes

1. Sell travel package
2. Supervising customer's reservations
3. organize travel files
4. Implement travel itinerary
5. Supervise customers travel experience
6. Carry out post travel activities

Learning Outcomes, Content and Methods of assessment

Learning Outcome	Content	Methods of assessment
1. Sell travel package	<p>Theory:</p> <ul style="list-style-type: none">• Travel Product knowledge• Meaning of a travel package• Type of travel packages• Components of a travel package• Principles of Selling• Sales sequence• Attributes of the sales personnel• Handling client's enquiries, conflicts and complaints• Types of customers' feedback• Procedure for receiving and recording	Observation Written Oral Third party report

	<p>customers' feedback</p> <ul style="list-style-type: none"> • Customer feedback mechanisms <p>Practice:</p> <ul style="list-style-type: none"> • Prepare contracts • Implement travel contracts • Open a client file 	
2. Supervise customer's reservations	<p>Theory:</p> <ul style="list-style-type: none"> • Meaning reservation • Types of reservations • Components of a good reservation system • ICT and reservations • Reservation process and reservation systems • Contacting suppliers • Destination management organizations • Preparation and submission of reservation documents • Content of reservations documents • Procedures for receiving, recording and filing of confirmed reservation documents • Communication of confirmed reservation documents <p>Practice</p> <ul style="list-style-type: none"> • Communicate feedback to customers • Use reservation systems • Make reservations for customers 	<p>Observation</p> <p>Written</p> <p>Oral</p> <p>Third party report</p>
3. Organize travel file	<p>Theory:</p> <ul style="list-style-type: none"> • Meaning of a travel file • Types of travel file • Contents of a travel file • Guidelines for organizing a travel file • ICT and travel filing • Receiving and processing customer's payments • Types of travel accounting documents and their preparation • Maintenance of travel accounting 	<p>Observation</p> <p>Written</p> <p>Oral</p> <p>Third party report</p>

	<p>documentation</p> <ul style="list-style-type: none"> • Travel contingency measures • Assembling travel documents • Confirmation of all travel documents <p>Practice:</p> <ul style="list-style-type: none"> • Facilitate customer's payments • Facilitate suppliers Payment • Open and organize travel file 	
4. Supervise customers travel experience	<p>Theory:</p> <ul style="list-style-type: none"> • Meaning of travel experience • Indicators of a travel experience • Types of travel experience • Travel experience description • Types of travel documents • Briefing and debriefing of customers • Monitoring of customer travel experience • Identification of travel contingency situations • Implementation of travel contingency measures <p>Practice</p> <ul style="list-style-type: none"> • Brief and debrief customers • Address customer concerns 	<p>Written</p> <p>Oral</p> <p>Observation</p> <p>Third party report</p>
5. Carry out post travel activities	<p>Theory:</p> <ul style="list-style-type: none"> • Meaning of post travel activities • Types of post travel activities • Post travel activities description • Customer feedback mechanisms • Types of travel reports • Procedure and techniques of post travel activities <ul style="list-style-type: none"> ○ Collection of travel feedback ○ Analysis of travel feedback ○ Implementation of travel report recommendations • Preparation of travel reports <p>Practice</p> <ul style="list-style-type: none"> • Prepare travel feedback collection tools 	<p>Oral</p> <p>Observation</p> <p>Written</p> <p>Third party report</p>

	<ul style="list-style-type: none">• Prepare travel reports	
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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

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List of Recommended Resources

<ul style="list-style-type: none"> • Computers • Reservation systems • Telephones • Maps • Sample travel files • Office stationery • List of tariffs • List of suppliers • Sample products • Sample contracts • Sample travel reports • Sample travel documents 	<ul style="list-style-type: none"> • Standard operating procedures • Tour vehicles • Sample accounting documents • Customer feedback systems • Emergency contact list • IATA regulations • ICAO regulations • KCAA regulations • KAA regulations • KATA regulations • National Museums And Heritage Act No. 6 Of 2006 Revised Edition 2012 [2006] Lists of tour product quality standards • Law Of Contract Act Chapter 23 Revised Edition 2012 [2002] 	<ul style="list-style-type: none"> • Tourism Act No. 28 Of 2011 Revised Edition 2012 [2011] • The Occupational Safety and Health Act, 2007 • Consumer protection Act 2012 • EMPLOYMENT ACT 2007 • EMCA 1999 • Wildlife (Conservation And Management) Act Chapter 376 Revised Edition 2012 [1985] • CITES
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