

## PARTICIPATE IN TRAVEL SERVICE DELIVERY

**UNIT CODE:** TO/OS/TM/CR/04/5/A

### Unit description:

This unit describes the competencies required to supervise a travel service delivery. It involves, selling travel package, supervising customers' reservations, organizing travel file, supervise customers travel experience and conducting post travel activities. It applies in the Travel 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 travel package	1.1 Customers travel acceptance feedback is received and recorded as per SOPs. 1.2 Travel requirements are communicated to customers as per SOPs. 1.3 Contract is entered as per SOP 1.4 Traveller file is opened as per SOP
2. 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 are received, recorded and communicated to customers as per SOPs.
3. Organize travel file	3.1 Clients information is collected and recorded as per the SOPs 3.2 All requested travel services are reserved as per SOPs. 3.3 Customers' payments for services are processed in line with the organisation's policies and procedures. 3.4 Suppliers are paid as per SOPs. 3.5 <b>Travel accounting documentation</b> is maintained as per SOPs. 3.6 <b>Travel file information</b> is assembled as per SOPs.
4. Supervise customers travel	4.1 <b>Travel documents</b> are issued to customers as per

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experience	SOPs. 4.2 Customers briefing is conducted as per SOP and workplace procedures. 4.3 Customers travel experience is monitored as per SOPs. 4.4 <b><i>Contingency situations</i></b> are identified as per SOPs. 4.5 <b><i>Contingency measures</i></b> are put in place to handle unexpected occurrences as per SOPs.
5. Perform post travel activities	5.1 Clients are debriefed as per the SOPs 5.2 Feedback on customer's travel experience is collected as per SOPs. 5.3 Travel reports are prepared as per SOPs. 5.4 Travel report recommendations are implemented as per SOPs. 5.5 <b><i>Ancillary services</i></b> are provided as per the 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. <b><i>Suppliers</i></b>	<ul style="list-style-type: none"> <li>• Tour operators,</li> <li>• GDS providers</li> <li>• Accommodation providers</li> <li>• Airlines,</li> <li>• Ground handlers,</li> <li>• Attraction providers,</li> <li>• Restaurants</li> <li>• Insurance providers</li> <li>• Visa management companies</li> <li>• Cruises</li> <li>• Railway</li> </ul>

Variable	Range <i>May include but is not limited to:</i>
	<ul style="list-style-type: none"> <li>• Car rentals and hire</li> </ul>
2. Reservation documents	<ul style="list-style-type: none"> <li>• Receipts</li> <li>• Emails</li> <li>• Vouchers</li> <li>• Tickets</li> <li>• Miscellaneous Charges Order</li> </ul>
6. Travel accounting documentation	<ul style="list-style-type: none"> <li>• Billing Settlement Plan,</li> <li>• Reports</li> <li>• Vouchers</li> <li>• Invoices</li> <li>• LPOs</li> <li>• Receipts</li> <li>• LSO</li> <li>• Contracts</li> <li>• Tickets</li> <li>• Imprests</li> </ul>
7. Ancillary services	<ul style="list-style-type: none"> <li>• Insurance</li> <li>• Banking</li> <li>• Foreign currency exchange</li> <li>• Courier services</li> <li>• Internet providers</li> <li>• Tourism information service</li> <li>• Entertainment</li> <li>• Medical services</li> </ul>
8. Travel file information	<ul style="list-style-type: none"> <li>• Age</li> <li>• Gender</li> <li>• Nationality</li> <li>• Literacy</li> <li>• Date and time</li> <li>• Marital status</li> <li>• Category of traveller</li> </ul>
9. Travel documents	<ul style="list-style-type: none"> <li>• Passport</li> <li>• Visa</li> <li>• Tickets</li> <li>• Vouchers</li> </ul>

Variable	Range <i>May include but is not limited to:</i>
	<ul style="list-style-type: none"> <li>• Coupons</li> <li>• Travellers cheque</li> <li>• Health certificate</li> <li>• Travel insurance</li> </ul>
10. Contingency situations	<ul style="list-style-type: none"> <li>• Curtailment</li> <li>• Flight cancellation</li> <li>• Lost baggage</li> <li>• Flight delays</li> <li>• Over booking</li> <li>• Accidents</li> <li>• Ailments</li> <li>• Terrorism</li> <li>• Natural calamities</li> </ul>
11. Contingency measures	<ul style="list-style-type: none"> <li>• Re-routing</li> <li>• Customer updating</li> <li>• Customer briefing</li> <li>• Competent staff</li> <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>• Evacuation</li> <li>• Insurance</li> <li>• Travel guidelines manual</li> </ul>

## REQUIRED KNOWLEDGE AND SKILLS

### Required Skills:

- Communication
- Interpersonal relationship
- Risk assessment
- Analytical
- Decision making
- Problem solving
- ICT skills
- Negotiation
- Report writing

- Organizational
- Leadership
- Teamwork
- Persuasion
- Numeracy

**Required knowledge:**

- Travel destination knowledge
- Principles of management
- Legal aspects of travel
- Travel products diversification and innovation
- Range of travel suppliers
- Customer care knowledge
- Service quality standards
- Sustainable travel
- Feedback mechanisms
- Travel source markets

**EVIDENCE GUIDE**

<p>1. Critical Aspects of Competency</p>	<p><b><i>Assessment requires evidence that the candidate:</i></b></p> <p>1.1 Correctly advised clients on required travel documents</p> <p>1.2 Responded to clients’ enquiries appropriately</p> <p>1.3 Facilitated contract signing.</p> <p>1.4 Correctly opened a travel file</p> <p>1.5 Appropriately contacted suppliers for availability of services.</p> <p>1.6 Prepared and submitted reservation documents promptly</p> <p>1.7 Received, recorded and communicated confirmed bookings to customers promptly.</p> <p>1.8 Received and processed customers’ payments for services accurately</p> <p>1.9 Correctly paid Suppliers.</p> <p>1.10 Properly maintained travel accounting documentation.</p> <p>1.11 Suitably reserved all requested services</p> <p>1.12 Correctly confirmed all reservations are with the suppliers and clients.</p> <p>1.13 Appropriately assembled travel file information</p> <p>1.14 Correctly briefed travel operations staff</p> <p>1.15 Demonstrated understanding of customers arrival procedures</p> <p>1.16 Implemented contingency measures to handle unexpected</p>
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	<p>occurrences</p> <p>1.17 Correctly received and documented feedback from client and staff</p> <p>1.18 Prepared travel reports accurately.</p> <p>1.19 Appropriately implemented travel report recommendations</p>
2. Resource Implications	<p>2.1 A travel office</p> <p>2.2 Simulated travel office</p> <p>2.3 Field trips 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>3.4 Written test</p>
4. Context of Assessment	<p>Competency may be assessed individually</p> <p>4.1 On-the-job</p> <p>4.2 Off-the-job</p> <p>4.3 Workplace experience</p>
5. Guidance information for assessment	<p>This unit may be assessed on an integrated basis with others within this occupational sector</p>