

PROVIDE EXPERIENTIAL TOUR INTERPRETATION

UNIT CODE: TO/CU/TG/CC/05/05/A

RELATIONSHIP TO OCCUPATIONAL STANDARDS

This unit addresses the Unit of Competency: Provide Experiential Tour Interpretation

DURATION OF UNIT: 130 hours

UNIT DESCRIPTION

This unit describes the competencies required to provide experiential tour interpretation. It involves, interpreting faunal and floral tour experiences, interpreting heritage sites experiences, interpreting recreational centres experiences, interpreting scenic land/waterscapes (including marinescapes) experiences, interpreting niche tourist products experiences, identifying visitors/tourists souvenirs experiences, writing experiential tour reports and surrendering experiential tour imprests. It applies in the tourism industry.

SUMMARY OF LEARNING OUTCOMES

1. Planning menu
2. Purchasing experiential tour food ingredients and beverages
3. Storing experiential tour food ingredient and beverages
4. Producing experiential tour food and beverages
5. Preparing area for experiential tour meals service
6. Packing experiential tour food and beverages
7. Serving experiential tour food and beverages
8. Clearing experiential tour utensils
9. Washing up experiential tour utensils

LEARNING OUTCOMES, CONTENT AND METHODS OF ASSESSMENT

Learning Outcome	Content	Methods of assessment
1. Planning menu	Theory <ul style="list-style-type: none">• Types of menus• Factors to consider when choosing a menu• Menu format• Menu structure• Menu costing	<ul style="list-style-type: none">• Observation• Written• Oral• Third party report

	<ul style="list-style-type: none"> • Menu card Practice Plan menu of a specific meal Cost a menu of a specific meal Fill a menu costing form Design a menu card	
2. Purchasing experiential tour food ingredients and beverages	Theory: <ul style="list-style-type: none"> • Ingredients purchasing process • Purchasing methods • Principles of purchasing • Selection of the suppliers • Paying suppliers Practice: <ul style="list-style-type: none"> • Creating purchase order • Filling of the local purchase order • Selecting suppliers • Window shopping ingredients and beverages • Paying suppliers 	<ul style="list-style-type: none"> • Observation • Written • Oral • Third party report
3. Storing experiential tour food ingredient and beverages	Theory: <ul style="list-style-type: none"> • Food ingredients supplies • Food and beverage supplies • Supplies specifications and records • Ingredients and beverage storage standards • Types of storage standard specifications • Storage equipment • Food store maintenance and cleanliness • Food store Fumigation Practice: <ul style="list-style-type: none"> • Receiving supplies • Checking supplies against standards 	<ul style="list-style-type: none"> • Observation • Written • Oral questioning

	<ul style="list-style-type: none"> • Recording received supplies • Confirming supplies specifications and records • Cleaning food store and beverage cellar • Fumigating food store beverage cellar 	
4. Producing experiential tour food and beverages	<p>Theory:</p> <ul style="list-style-type: none"> • Preparation of ingredients • Preparation of recipes • Development of a beverage list • Factors to consider cooking methods • Food preparation methods • Food and beverages production methods • Temporary storage of ready food <p>Practice:</p> <ul style="list-style-type: none"> • Preparing a specific meal ingredient • Preparation a specific meal recipe • Developing a specific beverage list • Preparing an accompaniment • Garnishing food 	<ul style="list-style-type: none"> • Observation • Written • Oral questioning
5. Preparing area for experiential tour meals service	<p>Theory:</p> <ul style="list-style-type: none"> • Factors to consider when selecting furniture and equipment • Types of camping meal service furniture and equipment 	<ul style="list-style-type: none"> • Observation • Written • Oral questioning

	<ul style="list-style-type: none"> • Setting up furniture and equipment • Different types of table linens • Laying of table linen • Setting up of covers • Adjusting food service area decor <p>Practice:</p> <ul style="list-style-type: none"> • Setting up meal service furniture and equipment • Laying of table linen • Setting up of covers • Adjusting food service area deco 	
6. Packing experiential tour food and beverages	<p>Theory;</p> <ul style="list-style-type: none"> • Factors to consider when packing lunches • Appropriate food for packed lunches • Methods of preparing packed food • Equipment required for packing food <p>Practice:</p> <p>Packing a lunch for a camping tour</p>	<ul style="list-style-type: none"> • Observation • Written • Oral questioning
7. Serving experiential tour food and beverages	<p>Theory:</p> <ul style="list-style-type: none"> • Food and beverage service methods • Interpersonal skills in food service • Order taking • Billing of guests • Handling payment • Guest handling during meal service 	<ul style="list-style-type: none"> • Observation • Written • Oral questioning • Third party report

	<p>Practice:</p> <ul style="list-style-type: none"> • Serving a specific meal using a particular service method • Taking a food and beverage order • Billing a guest • Presenting a bill • Collecting a payment • Appreciating a guest after a meal 	
8. Clearing experiential tour utensils	<p>Theory:</p> <ul style="list-style-type: none"> • Techniques of clearing <p>Practice:</p> <p>Clearing of utensils used after a meal</p>	<ul style="list-style-type: none"> • Observation • Written • Oral questioning
9. Washing up experiential tour utensils	<p>Theory:</p> <ul style="list-style-type: none"> • Methods of washing utensils • Drying of utensils • Storage of utensils • Handling utensils inventory <p>Practice:</p> <ul style="list-style-type: none"> • Creating a utensils inventory • Washing of utensils • Drying of utensils • Storing utensils • Check listing utensils 	<ul style="list-style-type: none"> • Observation • Written • Oral questioning

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"> • Computers • Internet • Cookers • Fridges • Deep freezers • Bain marie • Hot cabinets • Ovens • Salamanders • Coolers • Free friers • Utensils • Tables • 	<ul style="list-style-type: none"> • Glassware • Throw aways • Seats • Sideboards • Linen • Storage cabinets • Storage drawers • Storage bins • Dust bins • 	<ul style="list-style-type: none"> • Table cloths • Slipclothes • Guest napkins • Buffet cloth • Service clothe • Menu card • Sand wichers • Blenders • Baking tins • Baking sheets • Small tools • Riolling pins • Motars •
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