HANDLE TOURIST ARRIVALS AND DEPARTURES

UNIT CODE: TO/CU/TG/CC/04/05/A

RELATIONSHIP TO OCCUPATIONAL STANDARDS
This unit addresses the Unit of Competency: Handle tourist arrivals and departures

DURATION OF UNIT: 130 hours

UNIT DESCRIPTION
This unit describes the competencies required to handle tourist arrivals and departures. It involves welcoming experiential tour participants on arrival, handling hotel/attraction sites transfers, briefing experiential tour participants, assisting experiential tour participants with check-in/check-out formalities, debriefing experiential tour participants, making and breaking experiential tour camps and assisting departing experiential tour participants. It applies in the tourism industry.

SUMMARY OF LEARNING OUTCOMES

1. Welcome experiential tour participants on arrival
2. Handle hotel/attraction sites transfers
3. Brief experiential tour participants
4. Assist experiential tour participants with check-in/check-out formalities
5. Debrief experiential tour participants
6. Make and break experiential tour camp
7. Assist departing experiential tour participants

LEARNING OUTCOMES, CONTENT AND METHODS OF ASSESSMENT

Learning Outcome	Content	Methods of assessment
1. Welcome experiential tour participants on arrival	Theory: • Airport/Port/Terminus arrival operations • Reading arrivals schedule displays • Meet and greet services- Receiving arriving tourists • Tourist gateways (Airports, ports, bus terminus, Railway terminus)	• Observation • Written • Oral • Third party report

	• Airport representation operations • Cruise port disembarkation operations Practice: • Welcoming tourists at an international airport • Assisting international tourists with check-out formalities		
2. Handle hotel/attraction sites transfers	Theory: • Passenger manifests • Airport/port transfer operations • Portage of tourist baggage on arrival to the hotel • Contents of a briefing exercise • Benefits of a briefing exercise Practice • Checking passenger transfer manifest • Handling arriving tourists' baggage • Carrying out airport/port transfer exercise • Undertaking a tourist briefing exercise		• Observation • Written • Oral • Third party report
3. Assist experiential tour participants with hotel check-in/check-out formalities	Theory: • Hotel guest registration procedures • Guests requirements during hotel check-in/check-out process • Hotel reservation systems operations • Hotel guests' operations Practice • Undertake a hotel guest registration exercise		• Written • Oral • Observation • Third party report

	Theory:	
	• Filling in guest registration form at a hotel front desk • Presentation of hotel vouchers during a tour • Using a hotel reservation system • Issuing of rooms to tour participants at a hotel • Address hotel guests concerns during check-in/check-out	
4. Debrief experiential tour participants	Theory: • Recapping a tour experience • Documenting tour experience • Creating memoirs of an experiential tour • Customer feedback mechanisms • Preparation of tour reports Practice: • Undertaking a tourist debrief • Identify customer feedback mechanism • Prepare tour reports	• Oral • Observation • Written • Third party report
5. Make and break experiential tour camp	Theory: • Campsite operations • Choosing a campsite • Wilderness survival operations Practice: • Making camp during tours • Breaking camp during tours • Pitching tents during camping tours • Lighting fires in the wilderness	

	• Preparing food and beverages in the wilderness • Spending night in the wilderness • Undertaking recreational activities in the wilderness	
6. Assist departing experiential tour participants	Theory: • Airport representation operations • Bidding farewell to departing tourists • Handling of tourist baggage during departure • Dealing with airport health, customs and immigration issues • Portage of tourist baggage • Airport check-in procedures • Port/cruise ship embankment procedures Practice • Facilitating check-in process of departing passengers • Facilitating acquisition of travel documents for a departing international passenger	

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

• Computers • Reservation systems • Telephones • Maps • Sample travel files • Office stationery • List of tarrifs • List of suppliers • Sample products • Sample contracts • Sample travel reports • Sample travel documents	• 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]	• Tourism Act No. 28 Of 2011 Revised Edition 2012 [2011] • The Occupational Safety and Health Act, 2007 • Cosumer protection Act 2012 • EMPLOYMENT ACT 2007 • EMCA 1999 • Wildlife (Conservation And Management) Act Chapter 376 Revised Edition 2012 [1985] • CITES