

CONDUCT EXPERIENTIAL TOUR BOOKINGS & RESERVATIONS

UNIT CODE: TO/OS/TG/CR/02/05/A

UNIT DESCRIPTION

This unit describes the competencies required to conduct experiential tour bookings and reservations. It involves presenting a customized experiential tour itinerary, reserving and book experiential tour components, generating tour reservations documents, handling experiential tour payments, creating experiential tour files, briefing tour facilitators and conducting post-tour follow-up. It applies in the travel industry.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
<p>These describe the key outcomes which make the workplace function</p>	<p>These are assessable statements which specify the required level of performance for each of the elements.</p> <p><i>(Bold and italicised terms are elaborated in the Range)</i></p>
<p>1. Present customized experiential tour itinerary</p>	<p>1. 1 The <i>tour files</i> are opened in accordance to the SOPs</p> <p>1. 2 Customized itinerary are filed in accordance with the SOPs</p> <p>1. 3 <i>Tour participants</i> are identified as per the implementation requirements in the SOPs</p> <p>1. 4 Customized itineraries are provided to customers for consideration as per SOPs.</p> <p>1. 5 Customized itinerary is presented to the <i>tour implementers'</i> in accordance with the SOPs</p> <p>1. 6 The tour participants are briefed in accordance with the SOPs</p>
<p>2. Book and reserve experiential tour components</p>	<p>2.1 The <i>experiential tour component suppliers</i> are contacted as per the SOPs</p> <p>2.2 The tour component suppliers are briefed on the customized tour requirements</p> <p>2.3 The tour components suppliers confirm availability of <i>experiential tour resources</i> in accordance with the customized itinerary requirements</p>

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	<p>2.4 The tour components payments are done in accordance with the SOPs 2.5 The tour component <i>payment documents</i> are generated in accordance with the Sops 2.6 The tour components payment documents are filed in accordance with the SOPs 2.7 The tour components bookings are reconfirmed in accordance with the SOP</p>
<p>3. Generate tour reservations and bookings documents</p>	<p>3.1 <i>Reservation request forms</i> are marked based on experiential tour components and in accordance with SOP 3.2 Tour invoices are generated in accordance with SOP 3.3 <i>Tour tickets</i> are obtained in accordance with the SOP 3.4 <i>Tour payment vouchers</i> are obtained in accordance with the SOP 3.5 <i>Tour receipts</i> are filled in accordance with the SOP</p>
<p>4. Handle experiential tour payments</p>	<p>4.1 <i>Tour components suppliers</i> are contacted in accordance with the SOP 4.2 Tour components payments are remitted in accordance with the SOP 4.3 Tour component payment documents are requested in accordance with the SOP 4.4 Tour components payment receipts are filled in accordance with SOP</p>
<p>5. Create experiential files</p>	<p>5.1 Courier/tour leader file are created in accordance with the SOP 5.2 Tour guide file are created in accordance with the SOP</p>

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	5.3 Tour driver file are created in accordance with the SOP
6. Brief tour facilitators	6.1 Tour guide is briefed in accordance with the experiential tour design 6.2 Tour leader are briefed based on the experiential tour implementation requirements 6.3 Tour driver is briefed in accordance with the transport requirements of the experiential tour 6.4 <i>Docent guides</i> briefing is predetermined in accordance with the tour requirements’
7. Conduct post-tour follow-up.	7.1 External feedback mechanisms are developed as per the SOPs 7.2 Post tour feedback is evaluated as per the SOPs 7.3 Post tour feedback is disseminated to implementers 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.

Variables	Range <i>May include but is not limited to:</i>
1. Experiential tour component suppliers	<ul style="list-style-type: none"> • Accommodation service providers • Car rental/ hire firms • Tourist site management firms • Ancillary service providers • Airlines
2. Experiential tour resources	<ul style="list-style-type: none"> • Tools • Equipment • Workforce

Variables	Range <i>May include but is not limited to:</i>
3. Payment documents	<ul style="list-style-type: none"> • Hotel vouchers • Tickets • Receipts
4. Tour implementers'	<ul style="list-style-type: none"> • Tour leaders • Tour drivers • Tour escorts • Couriers
5. Tour participants	<ul style="list-style-type: none"> • Tourists • Tour implementers • Tour facilitators
6. Tour files	<ul style="list-style-type: none"> • Tour leader file • Tour driver file • Courier file
7. Tour component payment documents	<ul style="list-style-type: none"> • Hotel vouchers • Tickets • Receipts
8. Tour tickets	<ul style="list-style-type: none"> • Air tickets • Theatre tickets • Prepaid ticket advice • Park entry ticket
9. Tour payment vouchers	<ul style="list-style-type: none"> • Hotel voucher • Camp voucher • Tented camp voucher • Restaurant voucher
10. Tour components suppliers	<ul style="list-style-type: none"> • Accommodation service providers • Car rental/ hire firms • Tourist site management firms • Ancillary service providers • Airlines
11. Reservation request forms	<ul style="list-style-type: none"> • Hotel reservation form • Theatre reservation form • Car rental reservation form • Car hire agreement form
12. Docent guides	<ul style="list-style-type: none"> • Museum guides • Community guides

Variables	Range <i>May include but is not limited to:</i>
	<ul style="list-style-type: none"> • Park guides • Recreational centre guides

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

- Communication
- Numeracy
- Interpersonal
- Problem solving
- Critical thinking
- Organisation
- Technological
- Negotiation
- ICT
- Interpretation
- Costing
- Time management
- Customer service
- Map reading

Required Knowledge:

- Attractions
- Reservations
- Tour Costing
- Customer analysis
- Law of contract
- Passenger Transport
- Local destinations
- Travel knowledge
- Experiential tours
- Tour components
- Inclusive tour package
- Destinations
- Product knowledge
- Travel geography

- Tour costing and pricing principles
- Tour component suppliers
- Channels of tourist product distribution
- Tourist needs and motivations
- Tourist buying process
- Tour reservations
- Tour bookings and reservation
- Legislation, policies and procedures in tours administration
- Passenger transport
- Oral presentation
- Telephone skills
- ICT use in travel and tourism
- Environmental principles (Carrying capacity)
- Kenyan experiential tourism products
- Customer Care
- Tour office operations and administration
- Basic Food and Beverage Service
- Reservations/Guest cycle principles
- Tour package and components bookings reservation software/systems
- Basic vehicle maintenance
- Tour equipment handling
- Camping operations
- Time management principles
- Public speaking principles
- Presentation principles
- Upselling strategies
- Occupational safety and health practices
- On-line reputation management

EVIDENCE GUIDE

<ul style="list-style-type: none"> • Critical Aspects of Competency 	<p><i>Assessment requires evidence that the candidate:</i></p> <p>1.1 Presents customized experiential tour itinerary appropriately</p> <p>1.2 Handle component suppliers professionally</p> <p>1.3 Books and reserves experiential tour components correctly</p> <p>1.4 Communicates to component suppliers appropriately</p>
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	<p>1.5 Generates tour bookings and reservation documents appropriately</p> <p>1.6 Handles experiential tour payments accurately</p> <p>1.7 Creates experiential files appropriately</p> <p>1.8 Handles files appropriately</p> <p>1.9 Briefs tour facilitators adequately</p> <p>1.10 Conducts post-tour follow-up appropriately</p> <p>1.11 Collects tour feedback appropriately</p>
<ul style="list-style-type: none"> • Resource Implications 	<p>The following resources should be provided for assessment:</p> <p>2.1 Operational tour office</p> <p>2.2 Learning resource centre</p> <p>2.3 Computer laboratory</p> <p>2.4 Booking and reservation software</p> <p>2.5 Internet service</p>
<ul style="list-style-type: none"> • Methods of Assessment 	<p>Competence in this unit MAY be assessed through:</p> <p>3.1 Observation</p> <p>3.2 Written tests</p> <p>3.3 Projects</p> <p>3.4 Oral tests</p> <p>3.5 Portfolio</p> <p>3.6 Case study</p> <p>3.7 Third party report /Witness testimony</p>
<ul style="list-style-type: none"> • Context of Assessment 	<p>Competence may be assessed:</p> <ul style="list-style-type: none"> • In an established tour office; • In a simulated workplace setting • During workplace attachment/experience
<ul style="list-style-type: none"> • Guidance information for assessment 	<p>Holistic assessment with other units relevant to the industry, workplace and job role is recommended.</p>