

TOURISM AND HOSPITALITY MARKETING EXPERIENCES

UNIT CODE: HOS/OS/PC/CC/02/5/A

UNIT DESCRIPTION

This unit describes the competencies required to develop and market tourism and Hospitality experiences. It involves conducting feasibility studies, developing marketing strategies and marketing plans, promoting products and services, performing post experience marketing activities. It also entails implementing recommendations of the tour and travel marketing report. It applies in the Tourism and travel Industry.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make the workplace function	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. Conduct feasibility study for a tourism or hospitality experience	1.1 Target markets are identified and selected as per their growth potential and the organisation`s strategic plan. 1.2 Customer profiles are created and maintained as per available data on customer preferences. 1.3 Market is segmented based on customer profiles and organization objectives. 1.4 Products are developed to match the market segments based on organisation`s objectives.
2. Develop marketing strategies	2.1 Marketing objectives, consistent with the organisation`s business plan, are identified and prioritised 2.2 Marketing strategies are identified and developed in-line with the organisation`s business plan and financial potential 2.3 Marketing strategy is adopted and documented based on organization objectives.
3. Develop a marketing plan	1.1 Marketing schedules are developed for the identified market segments in-line with the marketing strategy. 1.2 Resources for implementation of marketing plans are identified from historical data and business projections. 1.3 Marketing schedules are implemented in line with the marketing strategy. 1.4 Implementation and performance of the marketing plan is monitored and evaluated against milestones and budgets.

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA 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>
	1.5 Significant variances in performance against the developed marketing plan are addressed in line with organisational policies.
4. Develop new products and services for promotion	4.1 <i>Features of experiences</i> to be promoted are identified based on their unique selling points. 4.2 Resources for promotional activities are identified from the budget and their availability secured. 4.3 <i>Methods of promotion</i> are identified based on resources available. 4.4 <i>Promotional materials</i> are developed based on products identified unique selling points. 4.5 Logistics for promotional activities are identified as per the type of promotional activity. 4.6 Promotional activities are organised and implemented based on budget and target market preferences. 4.7 Promotional activities are evaluated and revised based on their performance. 4.8 Promotional activities are conducted in due regard to sustainable tourism. 4.9 Tour products are sold based on customers' needs as per SOPs.
5. Monitor the marketing channels	1.1 Measure how effective each distribution channel has been. 1.2 Performance indicators are identified 1.3 Recommendations in marketing reports are acted upon based marketing strategy.
2. Apply promotional strategy	2.1 Internal <i>feedback mechanisms</i> are developed 2.2 Measure the effectiveness of the promotional strategy 2.3 Demonstrate skills required for managing a promotional campaign

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.

Variable	Range <i>May include but not limited to:</i>
1. Customer profiles	<ul style="list-style-type: none"> • Demographic: <ul style="list-style-type: none"> ○ name, ○ address, ○ occupation, ○ age ○ nationality • Psychographic: <ul style="list-style-type: none"> ○ introverts, ○ extroverts
2. Tour and travel products	<ul style="list-style-type: none"> • special interest tours, • group tours, • individual tours, • group inclusive tour, • ground transport, • car hire, conferences, • business travel, • tour packages • airline seats (economy, business, first class), • hotel rooms (standard, deluxe, suites, economy)
3. Promotional Activities	<ul style="list-style-type: none"> • One-off, • Series,
4. Promotional materials	<ul style="list-style-type: none"> • Brochures, • Posters, • Cards, • Labels, • Leaflets, • Multi-media • Web-based
5. Resources for implementation of marketing plans	<ul style="list-style-type: none"> • Financial, • Logistical, • Human,
6. Features of tour and travel products	<ul style="list-style-type: none"> • Comfort Levels, • Ambience,

	<ul style="list-style-type: none"> • Experience
7. Methods of promotion	<ul style="list-style-type: none"> • Web based methods, • Branding, • Personal selling, • Direct marketing, • Special offers, • Electronic media, • Word of mouth, • Trade shows and exhibitions
8. Promotional materials	<ul style="list-style-type: none"> • Brochures, • Flyers, • Corporate ware • Banners

REQUIRED SKILLS AND KNOWLEDGE

Required Skills:

- Communication
- Marketing
- Selling
- Interpersonal relationship
- Risk assessment
- Analytical
- Decision making
- Problem solving
- ICT skills
- Negotiation
- Report writing
- Organizational
- Leadership
- Teamwork
- Persuasion
- Planning
- Control
- Numeracy

Required Knowledge:

- Tourism destination knowledge
- Principles and methods of marketing

- Legal aspects of tourism
- Components of tourism products
- Range of tourism suppliers
- Customer knowledge
- Service standards
- Principles of sustainable tourism
- Feedback mechanisms
- Promotion of the tour products
- Tourism source markets

EVIDENCE GUIDE

<p>1. Critical Aspects of Competency</p>	<p><i>Assessment requires evidence that the candidate:</i></p> <ol style="list-style-type: none"> 1. 1 Identified and selected Target markets appropriately 1. 2 Created and maintained Customer profiles correctly. 1. 3 Segmented Market appropriately. 1. 4 Developed products effectively. 1. 5 Identified and prioritised Marketing objectives appropriately. 1. 6 Identified and developed Marketing strategies appropriately 1. 7 Facilitated the adoption and documentation of the Marketing strategy 1. 8 Appropriately developed Marketing schedules. 1. 9 Effectively Identified Resources for implementation of marketing plans 1. 10 Facilitated implementation of Marketing schedules 1. 11 Appropriately monitored and evaluated the implementation and performance of the marketing plan 1. 12 Appropriately addressed Significant variances in marketing plan performance 1. 13 Identified Features of tour products to be promoted correctly 1. 14 Identified and secured availability Resources for promotional activities from the budget 1. 15 Appropriately identified Methods of promotion are based on resources available. 1. 16 Effectively developed Promotional materials 1. 17 Appropriately identified Logistics for promotional activities
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	<p>1. 18 Appropriately organised and implemented Promotional Activities</p> <p>1. 19 Effectively evaluated and reviewed Promotional Activities</p> <p>1. 20 Demonstrated understanding of sustainable tourism.</p> <p>1. 21 Sold tour products effectively.</p> <p>1. 22 Prepared marketing reports.</p> <p>1. 23 Implemented marketing report recommendations</p>
2. Resource implications	<p>2.1 A functional tour operations office</p> <p>2.2 An institution with fully equipped simulated training tour operations office</p>
3. Methods of Assessment	<p><i>Competency may be assessed through:</i></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>3.6 Written test</p>
4. Context of Assessment	<p>Competency may be assessed individually</p> <ul style="list-style-type: none"> • On-the-job • Off-the-job • Workplace experience • Industrial attachment
5. Guidance information for assessment	<p>This unit may be assessed on an integrated basis with others within this occupational sector</p>