

HANDLE TOURIST ARRIVALS AND DEPARTURES

UNIT CODE: TO/OS/TG/CR/04/05/A

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.

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. Welcome experiential tour participants on arrival</p>	<p>1.1 Arrivals schedule displays are read and checked in accordance with the itinerary</p> <p>1.2 <i>Meet and greet services</i> are carried out in accordance with SOP</p> <p>1.3 <i>Tourist gateways</i> (Airports, ports, bus terminus, railway terminus) information is documented in accordance with the SOPs</p> <p>1.4 Airport representatives are briefed in accordance with SOPs</p> <p>1.5 <i>Cruise port disembarkation staff</i> are briefed in accordance with the SOP</p> <p>1.6 Arriving tourists are received in accordance with SOP</p> <p>1.7 <i>Lost/delayed baggage</i> are handled in accordance with the SOP</p> <p>1.8 <i>Airport health, customs and immigration issues</i> are dealt with in accordance with SOPs</p> <p>1.9 <i>Tourist baggage</i> portage services are provided in accordance with SOP</p> <p>1.10 Lost/delayed baggage claim forms are filled in accordance with the SOPs</p>

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>
2. Handle hotel/attraction sites transfers	3.6 Passenger manifests are checked against the expected tour participants 3.7 Airport/port transfer operations are handled in accordance with the SOPs 3.8 Tourist baggage portage at the hotel/tourist site is carried out in accordance with the SOP 3.9 Briefing exercise is carried out in accordance with the SOP 3.10 Benefits of a briefing exercise are mentioned in accordance with the customized itinerary
3. Assist experiential tour participants with hotel check-in/check-out formalities	3.1 Hotel guest registration procedures are carried out in accordance with the SOPs 3.2 Guests requirements during hotel check-in/check-out process are checked in accordance with the SOPs 3.3 Hotel reservation systems operations are carried out in accordance with the SOP 3.4 Hotel guests' operations are carried out in accordance with the SOPs 3.5 Hotel guest registration exercise is undertaken in accordance with the SOPs 3.6 Guest registration forms at the hotel front desk are filled in accordance with the SOPs 3.7 Hotel vouchers are presented in accordance with customized itinerary terms and conditions 3.8 Hotel reservation systems are used in accordance with the SOPs 3.9 Hotels rooms are issued to tour participants as per the booking 3.10 Hotel guests concerns during check-in/check-out are addressed in accordance with the SOPs
4. Debrief experiential tour participants	4.1 Tour experience is recapped in accordance with the SOP 4.2 Tour experience brief is documented in accordance with the SOPs

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>
	4.3 Memoirs of the tour are created as per the experience and in accordance with SOPs 4.4 Customer feedback mechanisms are used in accordance with the SOP 4.5 Tour reports are prepared in accordance with the SOP 4.6 Tour debrief exercise is carried out in accordance with the SOP 4.7 Feedback mechanism are identified in accordance with SOP
5. Make and break experiential tour camp	5.1 Campsite operations are undertaken in accordance with the SOPs 5.2 Campsite is chosen in accordance with the customized itinerary 5.3 Wilderness survival operations are undertaken in accordance with the SOPs 5.4 Camp is set in accordance with the SOPs 5.5 Camp is broken in accordance with the SOPs 5.6 Tents during camping are pitched in accordance with the SOPs 5.7 Fires in the wilderness are lit in accordance with the SOP 5.8 Food and beverages in the wilderness are prepared in accordance with the SOPs 5.9 Overnight in the wilderness are spent in accordance with the SOPs 5.10 Recreational activities in the wilderness are undertaken in accordance with the SOPs
6. Assist departing experiential tour participants	1.1 Airport representation operations are carried out in accordance with the SOPs 1.2 Farewell to departing tourists is bid in accordance with the SOP 1.3 Tourist baggage during departure is handled in accordance with the SOPs 1.4 Airport health, customs and immigration issues are dealt with in accordance with SOPs

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 Tourist baggage is potted in accordance with the SOP 1.6 Airport check-in procedures are facilitated in accordance with SOPs 1.7 <i>Cruise ship embankment procedures</i> are facilitated in accordance with the SOPs 1.8 Exit forms are filled in accordance with 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.

1. Variable	Range <i>May include but is not limited to:</i>
2. Meet and greet services	<ul style="list-style-type: none"> • Welcome • Greet • Meet • Receive
3. Tourist gateways	<ul style="list-style-type: none"> • Airport • Port • Terminus
4. Cruise port disembarkation staff	<ul style="list-style-type: none"> • Front desk staff • Port staff • Tour leaders • Tour guides
5. Lost/delayed baggage	<ul style="list-style-type: none"> • Hand luggage • Checked baggage • Cabin baggage
6. Airport health, customs and immigration issues	<ul style="list-style-type: none"> • Vaccination issues • Immunization issues • Export duty issues • Import duty issues • Passport issues • Visa issues

7. Tourist baggage	<ul style="list-style-type: none"> • Hand luggage • Checked baggage • Cabin baggage
8. Airport/port transfer operations	<ul style="list-style-type: none"> • Meet and greet • Transfer • Briefing • Baggage portage • Check in • Check out
9. Guest registration procedures	<ul style="list-style-type: none"> • Check in • Check out • Billing • Payment
10. Guests requirements	<ul style="list-style-type: none"> • Passport • Identity card • Payment • Vouchers
11. Reservation systems operations	<ul style="list-style-type: none"> • Reservation • Booking • Payment • Billing
12. Hotel reservation systems	<ul style="list-style-type: none"> • Fidelio • Opera • GDSS • CRSS • PMSS
13. Hotels rooms	<ul style="list-style-type: none"> • Suites • Double • Triple • Single
14. Tour reports	<ul style="list-style-type: none"> • Tour leader report • Tour manager report • Tour guide report • Courier report
15. Campsite operations	<ul style="list-style-type: none"> • Clearing camp are • Setting camp • Camping • Breaking camp

16. Wilderness survival operations	<ul style="list-style-type: none"> • Camping • Building fires • First aid
17. Food and beverages	<ul style="list-style-type: none"> • Meals • Alcoholic beverages • Non-alcoholic beverages • Water
18. Recreational activities	<ul style="list-style-type: none"> • Picnicking • Nature walking • White water rafting • Swimming • Beach walking
19. Airport representation operations	<ul style="list-style-type: none"> • Baggage portage • Transfer • Check in facilitation • Check out facilitation
20. Cruise ship embankment procedures	<ul style="list-style-type: none"> • Arrival • Boarding • Check in

REQUIRED KNOWLEDGE AND UNDERSTANDING

Required Skills:

- Communication
- Numeracy
- Interpersonal
- Problem solving
- Critical thinking
- Organization
- ICT
- Interpretation
- Time management
- Basic vehicle maintenance
- Customer service
- Interpersonal relationship
- Risk assessment
- Decision making
- Leadership

- Teamwork
- Persuasion
- Planning
- Control

Required Knowledge:

- Experiential tours
- Tour components
- Product knowledge
- Travel geography
- Charting/scheduling
- Channels of tourist product distribution
- Tour bookings and reservation
- Customer analysis
- Legislation, policies and procedures in tours administration
- Passenger transport
- Local destinations
- Travel knowledge
- Oral presentation
- Telephone skills
- ICT use in travel and tourism
- Experiential tourism principles
- Environmental principles (Carrying capacity)
- Kenyan experiential tourism products
- Tour office operations and administration
- Reservations/Guest cycle principles
- Tour package and components bookings reservation software/systems
- Vehicle maintenance
- Camping operations
- Time management principles
- Occupational safety and health practices
- On-line reputation management
- Travel destination knowledge
- Principles travel management
- Legal aspects of travel
- Components of travel products
- Range of travel suppliers
- Service standards
- Principles of sustainable tourism and travel

- Feedback mechanisms

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Welcomes experiential tour participants on arrival appropriately 1.2 Handle experiential tour participants professionally 1.3 Handles hotel/attraction sites transfers correctly 1.4 Briefs experiential tour participants adequately 1.5 Assists experiential tour participants with check-in/check-out formalities correctly 1.6 Debriefs experiential tour participants adequately 1.7 Makes and breaks experiential tour camp appropriately 1.8 Assists departing experiential tour participants appropriately
2. Resource Implications	<ul style="list-style-type: none"> 2.1 A functional travel agency office 2.2 Tour van 2.3 Booking/reservation bookings technology and documentation 2.4 Linkage with airport operations 2.5 Linkage with accommodation facility
3. Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Verbal questioning 3.2 Project 1.1 Observation 1.2 Third party report 1.3 Interview 1.4 Written test 1.5 Field trip
2. Context of Assessment	<ul style="list-style-type: none"> 2.1 Competency may be assessed individually 2.2 on-the-job 2.3 off-the-job 2.4 workplace experience
3. Guidance information for assessment	<p>This unit may be assessed on an integrated basis with others within this occupational sector</p>