

TRAVEL OFFICE OPERATIONS

UNIT CODE: TO/CU/TM/CR/08/5/A

Relationship to Occupational Standards

This unit addresses the unit of competency: Supervise travel office operations

Duration of Unit: 70 hours

Unit Description

This unit describes the competencies required to supervise travel office operations. It involves establishing a travel office, planning, coordinating and controlling travel office operations. It also entails supervise travel office personnel, coordinating travel office communication and document office operations report and implement recommendations.

Summary of Learning Outcomes

1. Establish travel office
2. Plan travel office operations
3. Coordinate travel office operations
4. Control travel office operations
5. Supervise travel office personnel
6. Coordinate travel office communication
7. Document travel office operations report and implement recommendations

Learning Outcomes, Content and Methods of assessment

Learning Outcome	Content	Methods of assessment
1. Establish travel office	<p>Theory</p> <ul style="list-style-type: none">• Meaning of a travel office• Types of travel office layouts• Components of a travel office• Factors to consider in establishing travel office location• Types of office equipment• Factors considered when choosing office equipment• Financial requirements for establishing a travel office• Legal requirements for establishing a	<p>Observation Written Oral Third party report</p>

	<p>tour office</p> <ul style="list-style-type: none"> • Human resource requirements for establishing a travel office • Technical resources for establishing a tour office • Accreditation bodies for travel operation • IATA requirements in travel office establishment <p>Practice:</p> <ul style="list-style-type: none"> • Make application for licenses and permits (case studies) • Carry out a travel company name search 	
2. Plan travel office operations	<p>Theory:</p> <ul style="list-style-type: none"> • Analysis of a strategic plan • Types of travel office tasks • Procedure for the development of travel office tasks • Procedure for the development of travel office SOPs • Classification of required organisation resources <p>Practice:</p> <ul style="list-style-type: none"> • Develop a strategic plan implementation schedules • Develop travel office SOPs 	<p>Observation Written Oral Third party report</p>
3. Coordinate travel office operations	<p>Theory:</p> <ul style="list-style-type: none"> • Meaning of travel office operations • Types of travel office operations • Procedure for the development of a travel office organisational structure • Factors to consider when allocating duties/tasks in a travel office • Factors to consider when allocating resources for travel office operations • Preparation and dissemination of organisations performance reports 	<p>Observation Written Oral Third party report Case study Practice:</p>

	<p>Practice:</p> <ul style="list-style-type: none"> • Develop an organizational structure for a given travel company (case study) 	
4. Control travel office operations	<p>Theory:</p> <ul style="list-style-type: none"> • Travel office control mechanisms • Performance management <ul style="list-style-type: none"> ○ Performance indicators ○ Analysis of performance indicators ○ Supervision of travel office operations • Course correction activities • Monitoring of resource utilisation • Meaning of organisations performance reports • Types of organisations performance reports • Preparation and dissemination of organisations performance reports <p>Practice:</p> <ul style="list-style-type: none"> • Develop corrective measures for a given case. 	<p>Oral Observation Written Third party report Case study</p>
5. Supervise travel office personnel	<p>Theory:</p> <ul style="list-style-type: none"> • Types of travel office personnel and their roles • Attributes of travel office personnel • Principles of human resource management • Significance of human resource policy • Components of a human resource policy • Staff recruitment and induction • Supervision of staff • Staff training and development • Staff motivation and compensation <p>Practice:</p>	<p>Oral Observation Written Third party report</p>

	<ul style="list-style-type: none"> • Develop a staff motivation program • Develop human resource policy guidelines for a given organization 	
6. Coordinate travel office communication	<p>Theory:</p> <ul style="list-style-type: none"> • Meaning of travel office communication • Types of travel office communication • Significance of a communication policy • Components of a communication policy • Methods of internal and external communication • Legal and statutory requirements in communication • Types of stakeholder networks, linkages and partnerships • Establishment and maintenance of stakeholder networks, linkages and partnerships <p>Practice:</p> <ul style="list-style-type: none"> • Develop communication policy guidelines for a given organization 	<p>Oral</p> <p>Observation</p> <p>Written</p> <p>Third party report</p>
7. Prepare travel office operations report and implement recommendations	<p>Theory:</p> <ul style="list-style-type: none"> • Meaning of office operations report • Types of office operations reports • Contents of a good office operations report • IATA requirements for BSP reporting • Preparation of travel office operation reports • Assessment and dissemination of travel office operation reports • Implementation of report recommendations <p>Practice:</p>	<p>Oral</p> <p>Observation</p> <p>Written</p> <p>Third party report</p>

	<ul style="list-style-type: none"> • Develop travel office reports for a specified period of time 	
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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 • Reservation systems • Telephones • Office stationery • Standard operating procedures • Sample strategic plan • Sample organisational chart • Sample key performance indicators • Human resource policy • Communication policy • IATA regulations • ICAO regulations • KCAA regulations • KAA regulations • KATA regulations 	<ul style="list-style-type: none"> • Legal and statutory requirements • Emergency contact list • Lists of travel product quality standards • Risk register • Sample communication documents • Sample accounting documents • Sample travel office operation reports • List of accreditation bodies • Sample legal documents • Sample trade licences 	<ul style="list-style-type: none"> • 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 • 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]
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