PARTICIPATE IN TRAVEL OFFICE OPERATIONS

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

Unit description:

This unit describes the competencies required to supervise travel office operations. It involves, Planning travel office operations, coordinating organizations' operations, controlling organizations operations, supervising travel office personnel, coordinating travel office communication and documenting travel office operations activities. It applies in the 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. *(Bold and italicised terms are elaborated in the Range)*
1. Plan travel office operations	1.1 Organizations' strategic plan is analysed based on its strategic objectives. 1.2 *Tasks* are developed as per goals and objectives of the organization. 1.3 Organizations' standard operating procedures are developed based on tasks to be performed. 1.4 Required *organization resources* are determined based on tasks to be performed. 1.5 Implementation schedules are developed based on tasks, objectives and resources availability. 1.6 *Methods of monitoring progress* are determined based on implementation schedules. 1.7 Organization plan is shared with *implementers* as per SOPs.
2. Coordinate organizations' operations	2.1 Organization structure is developed based on the requirements of the organization. 2.2 Resources are allocated based on organizations' operational plan. 2.3 Organizations' performance reports are prepared and disseminated to relevant stakeholders.
3. Control organizations operations	3.1 Follow-up is done to track progress of operations as per organizations' plan. 3.2 Actual performance is measured and analysed

	against expected performance.
	3.3 SWOT analysis is performed based on organizations strategic plan.
	3.4 *Course correction* activities are conducted as per progress report.
	3.5 Resources utilization is examined based on SOPs.
4. Supervise travel office personnel	4.1 Human resource policy is developed based on overall objective of the organization and industry best practices.
	4.2 Staff is recruited based on organizational structure and human resources policy.
	4.3 Staff is inducted and deployed based on human resource policy.
	4.4 Staff is supervised based on human resource policy.
	4.5 Staff performance assessment and appraisal is carried out based on human resource policy.
	4.6 Staff performance feedback is given based on performance assessment results.
	4.7 Staff *capacity is built* based on training needs assessment report.
	4.8 Staff is compensated, motivated and welfare programmes developed and maintained based on human resource policy.
	4.9 Staff disciplinary and *separation issues* are handled as per human resource policy.
5. Coordinated travel office communication	5.1 Communication policy is established based on organization vision and best practices.
	5.2 Organizations' *internal and external communications* are handled as per communication policy.
	5.3 *Legal and statutory requirements* are adhered to as per expectations.
	5.4 *Stakeholder networks, linkages and partnerships* are established and maintained as per SOPs.
6. Document travel office operation activities	6.1 *Travel office operation reports* are prepared, evaluated and disseminated as per organizations' policy.
	6.2 Recommendations of the travel office operation reports are implemented as per 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.

Variable	Range
	May include but is not limited to:
1. Tasks	- Reservations - Bookings - Customer care - Cashiering - Costing - Accounting - Selling and marketing
2. Organization resources	- Human resources - Financial resources - Logistical resources - Physical resources - Technological resources
3. Monitoring progress	- Checklist based on SOPs - Reports - Appraisals - Evaluation based on set targets
4. Implementers	- Trustees - Directors - Employees - Suppliers - Clients - Government agencies - Trade partners
5. Course corrections	- Restructuring - Enter new contracts - Relocation - Resourcing

6. Capacity building	- Training - Mentorship - Coaching - Attachment - Field trips
7. Separation issues	- Retirement - Dismissal - Retrenchment - Transfers - Death
8. Internal and external communications	- Memos - Letter - Newsletters - Documentaries - Local area network (LAN)
9. Legal and statutory requirements	- Tourism Act 2011 - TRA Act 2014 - NEMA, Public health Cap 242 - OSH Act 2007 - EMCA 1999 - Wildlife conservation and management Act 2013 (No. 47 of 2013) - Employment Act 2007 - The Children and Social Work Act 2017 - IATA regulations - KATA regulations - KATO regulations - International tourism organizations (UNWTTC , UNWTO, UFTAA, IATA, ICAO regulations) - IATA manuals
10. Stakeholder networks, linkages and partnerships	- Competitors - Trade associations - Ministry of tourism - Government agencies - Communities - County governments

	• Suppliers • Trainers
11. Travel office operation reports	• Billing and settlement plan (BSP) • Sales report • Client feedback •

REQUIRED SKILLS AND KNOWLEDGE

Required Skills:

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

Required knowledge:

- Travel agency operations
- IATA Travel agent requirements
- Tourism destination knowledge
- Principles of management
- Human resource management
- Legal aspects of tourism
- Components of tourism products
- Range of tourism suppliers
- Customer service

- Customer care knowledge
- Service quality standards
- Sustainable tourism
- Feedback mechanisms
- Tourism source markets

EVIDENCE GUIDE

1. Critical aspects of competency	*Assessment requires evidence that the candidate:*
	1.1 Demonstrated understanding of IATA travel agents requirements
	1.2 Developed an organizations' strategic plan effectively
	1.3 Appropriately analysed tasks
	1.4 Appropriately developed organizations' standard operating procedures for tasks to be performed.
	1.5 Appropriately established required organization resources
	1.6 Efficiently developed implementation schedules
	1.7 Appropriately established methods of monitoring progress.
	1.8 Promptly shared organization plan with implementers
	1.9 Appropriately developed organization structure
	1.10 Correctly allocated resources for organizations' operations.
	1.11 Prepared and disseminated organizations' performance reports to relevant stakeholders
	1.12 Monitored and analysed progress of operations effectively.
	1.13 Appropriately conducted course correction activities
	1.14 Effectively monitored resources utilization
	1.15 Developed human resource policy appropriately.
	1.16 Appropriately recruited, inducted and deployed staff
	1.17 Carried out staff performance assessment and appraisal appropriately.
	1.18 Effectively conducted staff capacity building
	1.19 Compensated and motivated staff appropriately.
	1.20 Developed and maintained welfare programmes effectively.
	1.21 Appropriately handled staff disciplinary and separation issues
	1.22 Appropriately developed communication policy
	1.23 Effectively handled organizations' internal and external communications.
	1.24 Adhered to legal and statutory requirements
	1.25 Established and maintained stakeholder networks, linkages and partnerships appropriately.
	1.26 Prepared, evaluated and disseminated tour office operation reports appropriately.
	1.27 Appropriately implemented recommendations of the

		travel office operation reports
2.	Resource implications	2.1 Travel office 2.2 Fully equipped simulated training office
3.	Methods of assessment	*Competency may be assessed through:* 3.1 Verbal questioning 3.2 Project 3.3 Observation 3.4 Third party report 3.5 Interview 3.6 Written test

4.	Context of assessment	Competency may be assessed individually
		       4.1 on-the-job
		       4.2 off-the-job
		       4.3 workplace experience

5.	Guidance information for assessment	This unit may be assessed on an integrated basis with others within this occupational sector