

## MANAGE TRAVEL SERVICE DELIVERY

**UNIT CODE:** TO/OS/TM/CR/04/6

### Unit Description

This unit describes the competencies required to manage a travel service delivery. It involves selling travel package, managing customers' reservations, managing travel file, managing customers travel experience and conducting post travel activities

It applies in the Travel Industry.

### Elements and Performance Criteria

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
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><b>Bold and italicized terms are elaborated in the Range</b></i>
1. Sell travel package	1.1. Customers' travel acceptance feedback is received and recorded as per SOPs 1.2. Travel requirements are communicated to customers as per SOPs 1.3. Contract is entered as per SOPs 1.4. Passenger file is opened as per SOPs

<p>2. Manage customers' reservations</p>	<p>2.1. <b>Suppliers</b> are contacted for availability of services based on the contract as per SOPs</p> <p>2.2. <b>Reservation documents</b> are prepared and submitted to suppliers as per SOPs</p> <p>2.3. Confirmed bookings are received, recorded and communicated to customers as per SOPs</p>
<p>3. Manage travel file</p>	<p>3.1. Clients' information is collected and recorded as per the SOPs</p> <p>3.2. All requested travel services are reserved as per SOPs</p> <p>3.3. Customers' payments for services are processed in line with the organisation's policies and procedures</p> <p>3.4. Suppliers are paid as per SOPs</p> <p>3.5. <b>Travel accounting documentation</b> is maintained as per SOPs</p> <p>3.6. <b>Travel package information</b> is assembled as per SOPs</p>
<p>4. Manage customers' travel experience</p>	<p>4.1. <b>Travel documents</b> are issued to customers as per SOPs</p> <p>4.2. Customers' briefing is conducted as per SOP and workplace procedures</p> <p>4.3. Customers' travel experience is monitored as per SOPs</p> <p>4.4. <b>Contingency situations</b> are identified as per SOPs</p>

	4.5. <b>Contingency measures</b> are put in place to manage unexpected occurrences as per SOPs
5. Carry out post travel activities	5.1. Feedback on customers' travel experience is collected as per SOPs 5.2. Travel reports are prepared as per SOPs 5.3. Travel report recommendations are implemented as per SOPs 5.4. <b>Ancillary services</b> are provided as per the SOPs

### Range

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

Variable	Range
	May include but is not limited to:
1. Suppliers	1.1. Tour operators 1.2. GDS 1.3. Hotels 1.4. Airlines 1.5. Ground transporters 1.6. Attraction providers 1.7. Restaurants 1.8. Insurance providers 1.9. Visa management companies 1.10. Cruises

	1.11. Railway
2. Reservation documents	2.1. Vouchers 2.2. Tickets 2.3. Miscellaneous charges order
3. Travel accounting documentation	3.1. Billing settlement plan 3.2. Reports 3.3. Vouchers 3.4. Invoices 3.5. LPOs 3.6. Receipts 3.7. LSO 3.8. Contracts 3.9. Tickets
4. Ancillary services	4.1. New products in a destination 4.2. Document renewals 4.3. Offers and service discounts
5. Travel package information	5.1. Visa 5.2. Health certificate 5.3. Travel insurance 5.4. Passport 5.5. Weather 5.6. Currency 5.7. Financial information
6. Travel documents	6.1. Tickets 6.2. Vouchers 6.3. Coupons 6.4. Travellers' cheque

7. Contingency situations	7.1. Flight cancellation 7.2. Lost baggage 7.3. Flight delays 7.4. Over booking 7.5. Accidents 7.6. Ailments 7.7. Terrorism 7.8. Natural calamities
8. Contingency measures	8.1. Re-routing 8.2. Customer updating 8.3. Customer briefing 8.4. Competent staff 8.5. First aid kits 8.6. Satellite communication system 8.7. Emergency contact list 8.8. Customer briefing on dos and don'ts 8.9. Evacuation

## Required Skills and Knowledge

### Required Skills

- Communication
- Inter-personal relationship
- Risk assessment
- Analytical
- Decision making
- Problem solving
- ICT skills

- Negotiation
- Report writing
- Organizational
- Leadership
- Teamwork
- Persuasion
- Planning
- Control
- Numeracy

### **Required Knowledge**

- Travel destination knowledge
- Principles travel management
- Legal aspects of travel
- Components of travel products
- Range of travel suppliers
- Customer knowledge
- Service standards
- Principles of sustainable tourism and travel
- Feedback mechanisms
- Travel source markets

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## Evidence Guide

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"><li>1.1. Correctly advised clients on required travel documents</li><li>1.2. Responded to clients' enquiries appropriately</li><li>1.3. Facilitated contract signing</li><li>1.4. Correctly opened a travel file</li><li>1.5. Appropriately contacted suppliers for availability of services</li><li>1.6. Prepared and submitted reservation documents appropriately</li><li>1.7. Received, recorded and communicated confirmed bookings to customers timely</li><li>1.8. Received and processed customers' payments for services appropriately</li><li>1.9. Appropriately paid suppliers</li><li>1.10. Correctly maintained travel accounting documentation</li><li>1.11. Correctly reserved all requested services</li><li>1.12. Correctly confirmed all reservations with the suppliers and clients</li><li>1.13. Appropriately assembled travel package information</li><li>1.14. Correctly briefed travel field staff</li></ol>
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	<ul style="list-style-type: none"> <li>1.15. Demonstrated understanding of customers' arrival procedures</li> <li>1.16. Implemented contingency measures to manage unexpected occurrences</li> <li>1.17. Appropriately received and documented feedback from client and staff</li> <li>1.18. Prepared travel reports</li> <li>1.19. Appropriately implemented travel report recommendations</li> </ul>
2. Resource Implications	<ul style="list-style-type: none"> <li>2.1. A travel office</li> <li>2.2. Booking/reservation bookings technology and documentation</li> </ul>
3. Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> <li>3.1. Verbal questioning</li> <li>3.2. Project</li> <li>3.3. Observation</li> <li>3.4. Third party report</li> <li>3.5. Interview</li> <li>3.6. Written test</li> </ul>
4. Context of Assessment	<p>Competency may be assessed individually:</p> <ul style="list-style-type: none"> <li>4.1. On-the-job</li> <li>4.2. Off-the-job</li> <li>4.3. Workplace experience</li> </ul>
5. Guidance information for Assessment	<p>This unit may be assessed on an integrated basis with others within this occupational sector.</p>



## MARKET TOUR AND TRAVEL PRODUCTS

**UNIT CODE:** TO/OS/TM/CR/05/6

### Unit Description

This unit describes the competencies required to market tour and travel products. It involves conducting tour and travel feasibility studies, developing tour and travel marketing strategies and marketing plans, promoting tour and travel products and performing post tour and travel 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

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
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><b>Bold and italicized terms are elaborated in the Range</b></i>
1. Conduct tour and travel feasibility study	1.1. Target markets are identified and selected as per their growth potential and the organisation`s strategic plan 1.2. <i><b>Customer profiles</b></i> are created and maintained as per available data on customer preferences