



Qualification Pack:
JOB PROFILE: Reservation Executive

QUALIFICATIONS PACK –TOURISM INFORMATION CENTRE ASSISTANT

OCCUPATIONAL STANDARDS FOR TRAVEL AND TOURISM

About Travel and Tourism Industry

Tourism is the largest industry of the world. It is the sum of the phenomenon and relationship arising from travel and stay of non-residents in so far as they do not lend to permanent residence

Tourism is probably the first largest foreign exchange earner and therefore has unprecedented multiplier effect on development and economic change. Tourism singly can solve our balance of payment problem as witnessed and recorded in the case of several countries of Asia-Pacific. It is a fast emerging and developing industry, which has probably no match in the Indian industrial scenario.

Tourism is the only subject which can provide complete knowledge of our great country i.e. our culture, traditions, our social history, hidden treasures of our country (natural beauty, monuments, places of pilgrimages etc.), development scenario and aspirations. Tourism is the pass out for international understanding, peace and prosperity

Tourism in India is a large industry. The World Travel and Tourism Council calculated that tourism generated \$121 billion or 6.4% of the nation's GDP in 2011. It was responsible for 39.3 million jobs, 7.9% of its total employment. The GDP of the tourism sector has expanded 229% between 1990 and 2011. The sector is predicted to grow at an average annual rate of 7.7% in the next decade. In a 2011 forecast the World Travel and Tourism Council predicted the annual growth to be 8.8% between 2011 and 2021. This gave India the fifth rank among countries with the fastest growing tourism industry. India has a large medical tourism sector which is expected to grow at an estimated rate of 30% annually to reach about 9,500 crore by 2015.

According to provisional statistics 6.29 million foreign tourists arrived in India in 2011, an increase of 8,9% from 5.78 million in 2010. This ranks India as the 38th country in the world in terms of foreign tourist arrivals. Domestic tourist visits to all states and Union Territories numbered 850.86 million. Domestic tourists visited the states Uttar Pradesh, Andhra Pradesh and Tamil Nadu most frequently. Chennai, Delhi, Mumbai and Agra have been the four most visited cities of India by foreign tourists during the year 2011. Worldwide,

Chennai is ranked 41 by the number of foreign tourists, while Delhi is ranked at 50, Mumbai at 57 and Agra at 65.

Tourism has the largest potential for employment as compare to other sectors directly and indirectly. A balanced vocational oriented education to students is the need of the hour to satisfy the ever increasing demand of the modern tourism because at present tourism potential is very high and fast. Nature has gifted India with natural beauty, hill stations and the unique culture. The richness of our past with great landmark monuments and breathtaking scenic beauty are more important than the legendary Indian Hospitality which a tourist is bound to get. CBSE has taken a much desired step to meet this challenge in right direction by framing a curriculum for tourism education at the +2 stage.

ABOUT OCCUPATIONAL STANDARDS:

What are Occupational Standards?

Essentially, the Occupational Standards (NOS) are benchmarks of good practice.

They specify the standard of performance an individual must achieve when carrying out a function in the workplace, together with the relevant underpinning knowledge and understanding.

How they are used?

Occupational Standards (OS) are often used to inform the content of qualifications and training programmes. However, they can also be used for all types of human resource management and development, for example:

- Workforce planning
- Performance appraisal and development systems
- Job descriptions
- Workplace coaching
- Reflective practice and continuing professional development.

SECTOR: Hospitality

SUB-SECTOR: Travel and Tourism

OCCUPATION: Reservation Executive

REFERENCE ID: TTS/004

Brief Job Description: The reservation executives are responsible for coordination with Corporate to ensure proper communication, maintain correspondence, make amendments in the bookings. The executive should have Knowledge of online travel operations will be preferred. To issue / re-issue the Cancellations of Air tickets and make arrangements for clients. To calculate Fares, Check availability of flights, provide competitive fares, issue tickets using software. To handle calls of Corporates and walkin clients, updating mails and registers. To give better options to the clients requirements, making itinerary issuing the tickets and follow up the payments. To ensure accurate processing of all travel documents & ensure proper billing. To handle queries related to international ticketing.

Qualifications Pack- Reservation Executive

NOS Code	TTS/004		
JOB ROLE	<i>Reservation Executive</i>		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	
Industry	Hospitality	Drafted on	
Industry Sub-sector	Travel and Tourism	Last reviewed	
Occupation	<i>Reservation Executive</i>	Next review date	
Job Role	Reservation Executive		
Role Description	<p>The reservation executives are responsible for coordination with Corporate to ensure proper communication, maintain correspondence, make amendments in the bookings. The executive should have Knowledge of online travel operations will be preferred. To issue / re-issue the Cancellations of Air tickets and make arrangements for clients. To calculate Fares, Check availability of flights, provide competitive fares, issue tickets using software. To handle calls of Corporates and walkin clients, updating mails and registers. To give better options to the clients requirements, making itinerary issuing the tickets and follow up the payments. To ensure accurate processing of all travel documents & ensure proper billing. To handle queries related to international ticketing.</p>		
NVEQF/NVQF level	4		
Minimum Educational Qualifications	Preferred Class XII, but Class X is also considered in certain situations		

Maximum Educational Qualifications	Not Applicable
Training	Not Applicable
Experience	Not Applicable
Occupational Standards (OS)	TTS: 4007 Process travel and tourism service payment TTS: 4008 Sell Tailor made/ customized services TTS: 4009 Process tourism bookings
Performance Criteria	As described in the relevant OS units

Unit Code	TTS: 4007
Unit Title (Task)	TTS: 4007 Process travel and tourism service payment
Description	<ul style="list-style-type: none"> • This unit describes the competence of handling a wide variety of methods of payment for travel and tourism services. • The unit covers receiving and storing payments, issuing related documentation and maintaining the security of payments received. • The unit is recommended for staff engaged in the receipt of different types of payment by a variety of means through direct contact with Tourist/Visitors.
Performance Criteria(PC)	
Element	Performance Criteria
	<p>Receive payments so that:</p> <ul style="list-style-type: none"> • P1 Tourists/Visitors are aware of the final total amount to be paid • P2 Tourists/Visitors are aware of the methods of payment that are acceptable, and any charges or restrictions that may be attached • P3 the organisation's policies and procedures are followed regarding payment discrepancies, non- cash payments, transaction values, and limits • P4 change given for cash payments is accurate • P5 the security of cash and other payments is maintained • P6 correct procedures are used to maintain confidentiality of

	<p>Tourist/Visitors' purchases and payment information</p> <p>Issue receipts and store payments so that:</p> <ul style="list-style-type: none"> • P7 all internal payment records are completed accurately and follow the organisation's procedures • P8 Tourists/Visitors receive legible and accurate receipts • P9 all payments are stored securely and protected
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Knowledge and Understanding (K)

<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p> <p>B. Technical Knowledge</p>	<p>General knowledge and understanding</p> <ul style="list-style-type: none"> • K1 legislative requirements relating to processing payments and recording Tourist/Visitors' information • K2 the difference between charge, credit and debit cards • K3 types of fraudulent card transactions • K4 the charge back process • K5 security features used by major card companies • K6 factors in sales transactions that could indicate potential fraud • K7 chip & pin procedures • K8 how to handle Tourists/Visitors when dealing with payment discrepancies • K9 how to calculate amounts due correctly • K10 how to confirm receipt of payments and giving change to your Tourist/Visitor • K11 relevant rules of regulations to control money laundering/ fraudulent transactions • K12 relevant rules of regulations to control money laundering/ fraudulent transactions • K12 the importance of following procedures when receiving and receipting payments from Tourist/Visitors • K13 potential consequences of incorrect calculations and payments
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	<ul style="list-style-type: none"> • K14 the risks associated with transactions when the cardholder is not present and how to reduce the risk <p>Industry-specific knowledge and understanding:</p> <ul style="list-style-type: none"> • K15 the changes that apply to different methods of payment and the • implications for both your organisation and Tourist/Visitor • K16 who to contact if you need information, advice or payment authorisation • K17 duties and responsibilities in current industry legislation and codes of practice • K18 your own authority levels for handling non-cash payments and dealing with payment discrepancies <p>Context-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K20 your organisation's procedures for <ul style="list-style-type: none"> K20.1 receiving, handling and receipting payments K20.2 storing payments K20.3 dealing with payment discrepancies • K21 how to complete payment related documentation required by your organisation • K22 procedures to follow in emergency situations relating to payments • K23 payment methods acceptable to your organisation
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Skills (S) [Additional]

A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA1. document call logs, reports, task lists, and schedules with co-workers SA2. prepare status and progress reports SA3. record Tourist/Visitors' discussions in the call logs SA4. write memos and e-mail to Tourist/Visitors, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors

	regarding grammar or sentence construct
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs
	SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
	SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal

	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA8. discuss task lists, schedules, and work-loads with co-workers
	SA9. question Tourists/Visitors appropriately in order to understand the nature of the problem and make a diagnosis
	SA10. give clear instructions to Tourists/Visitors
	SA11. keep Tourists/Visitors informed about progress
	SA12. avoid using jargon, slang or acronyms when communicating with a Tourist/Visitor, unless it is required
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions pertaining to the concerned area of work
	Plan and Organize
	The user/individual on the job needs to know and understand:

	<p>SB2. plan and organize service feedback files/documents</p>
	<p>Tourist/Visitor Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. manage relationships with Tourists/Visitors who may be stressed, frustrated, confused, or angry</p> <p>SB4. build Tourist/Visitor relationships and use Tourist/Visitor centric approach</p> <p>SB5. Be courteous to Tourists/Visitors at all times</p> <p>SB6. Take prompt action to rectify mistakes if necessary</p> <p>SB7. Give and explain any information required by Tourists/Visitors clearly and accurately</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB9. deal with clients lacking the technical background to solve the problem on their own</p> <p>SB10. identify immediate or temporary solutions to resolve delays</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. use the existing data to arrive at specific data points</p> <p>SB12. use the existing data points for improving the call resolution time</p> <p>SB13. use the existing data points to generate required reports for business</p>
	<p>Critical Thinking</p>

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>
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NOS CODE:	TTS: 4007		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	
Industry	Hospitality	Drafted on	
Industry Sub-sector	Travel and Tourism	Last reviewed	
		Next review date	

Unit Code	TTS: 4008
Unit Title	Sell Tailor made/ customized services
Description	<ul style="list-style-type: none"> • This unit describes the competence required to identify, research, formulate and agree tailor-made/customised travel arrangements with Tourist/Visitors. The ability to identify and suggest alternatives and options to enhance your Tourist/Visitors' travel experience is also included. • The unit is recommended for any staff who need to create bespoke travel services packages, through face- to-face, telephone or electronic contact with Tourist/Visitors.
Performance criteria <i>You must be able to:</i>	<p>Identify and research your Tourist/Visitor’s travel needs, so that:</p> <ul style="list-style-type: none"> • P1 Tourists/Visitors are presented with a range of travel options from different relevant suppliers • P2 Tourists/Visitors needs have been understood, summarised and confirmed through the use of appropriate questioning techniques and effective listening • P3 Tourists/Visitors have all possible options made available to them to best meet their expectations and enhance their travel experience • P4 Tourists/Visitors are made aware of all the possible options and their advantages • P5 suitable records of Tourist/Visitor enquiries and needs are made and correctly processed <p>Formulate and present tailor made/ customised services travel services and costings so that:</p> <ul style="list-style-type: none"> • P6 travel itineraries and costings likely to meet your Tourist/Visitors' expectations are put

	<p>together using the outcomes of research</p> <ul style="list-style-type: none"> • P7 Tourist/Visitor expectations and your organisation's sales objectives are met through proposals put to Tourist/Visitors • P8 specific features and benefits which match or exceed your Tourist/Visitors' requirements are highlighted • P9 Tourists/Visitors are presented with suitable alternatives where proposals do not specifically match their original requirements • P10 proposals meet legal and industry codes of practice requirements • P11 Tourist/Visitors' understanding of your proposals is confirmed and their queries and objections are answered accurately <p>Discuss and agree the transaction so that:</p> <ul style="list-style-type: none"> • P12 all parties are satisfied on the agreement of the supply of the travel • P13 you accurately summarise and record the agreement reached • P14 all agreements and records of agreements conform to requirements • P15 Tourists/Visitors are positively reassured following their buying choice • P16 the transaction is completed, meeting your organisation's procedures and legal requirements
<p>Knowledge and Understanding : Can be a. organizational context(Knowledge of company/ organization and its processes) b. Technical</p>	<p>General knowledge and understanding</p> <ul style="list-style-type: none"> • K1 types of travel insurance available including amounts of cover, conditions, exclusions and excesses • K2 the questions to ask to determine Tourist/Visitors' eligibility for insurance (e.g. regarding age, pregnancy, medical history, etc.) • K3 visa types and where to find information on visa and passport entry requirements • K4 the different entry requirements for

<p>Knowledge</p>	<p>passport holders to major destinations world wide</p> <ul style="list-style-type: none"> • K5 what information to give Tourists/Visitors to enable them to find out current mandatory and recommended health precautions • K6 sources of foreign exchange and how to obtain it • K7 import and export limits imposed by certain countries • K8 car rental basic terms and abbreviations • K9 why it is important to ensure that information provided to Tourists/Visitors is accurate and up to date • K10 the role of proposals in negotiating and finalising the transaction • K11 how to formulate and make both written and verbal proposals to Tourists/Visitors for tailor-made travel • K12 how to identify your Tourist/Visitors' main requirements and expectations • K14 how to avoid difficulties arising from the mismatch of proposals and Tourist/Visitors' requirements and present alternatives • K15 how to anticipate Tourist/Visitor queries linked to the proposals you have made • K16 how to conduct the presentation of proposals in a manner which is appropriate to your Tourist/Visitor • K17 how to explain relevant booking conditions and restrictions so that they are understood by your Tourist/Visitors • K18 how to modify proposals and the limits of your own authority for doing so • K19 how to identify unresolved aspects of proposals • K20 how to influence Tourist/Visitors' decisions by using your experience and knowledge to
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	<p>overcome objections</p> <ul style="list-style-type: none"> • K21 how to balance the needs of your organisation and the Tourist/Visitors • K22 how to listen and respond sensitively and develop points and ideas • K23 how to build rapport to encourage open dialogue and seek further information on Tourist/Visitors' needs • K24 how to match your language and style to suit the situation and needs of your Tourist/Visitors
Skills (S) Additional	
A. Core skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document the relevant accounts</p> <p>SA2. Document the relevant practices followed for account management</p> <p>SA3. Prepare status and progress reports</p> <p>SA4. Write work updates and to request appropriate information without English language errors regarding grammar or sentence</p>
	<p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Interpret types of measures available for quality assuring on-site travel and tourism operations, security and supplier performance</p> <p>SA6. Report quality related problems and issues</p> <p>SA7. Read comments, suggestions, and responses for contribute to travel management</p> <p>SA8. Read about new implementation policies</p>
	Oral Communication
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA10. Discuss task lists, schedules and workloads</p>

	<p>SA11. Communicate properly and clearly with colleague</p> <p>SA12 Avoid the use of colloquial/informal language, jargons, slangs, acronyms at work place</p> <p>SA13. Freely share and encourage the sharing of information to keep everyone up to date and well informed</p> <p>SA14. Keep the relevant people aware of any local information or events likely to adversely affect operation</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to the concerned area of work</p> <p>SB2. Make suitable suggestions for improvements to operational systems, clearly identifying the potential benefits</p> <p>SB3. Respond positively to any agreed changes to operational procedures and or standards of performance</p>
	Plan and organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4: Plan & organize service feedback files/ document</p> <p>SB5: To organize and develop system of catalogues and index systems, and managing small or large collections in a cultural heritage organization</p> <p>SB6: To organize the process of loan of items, insurances, movement, transport and conservation</p>
	Tourist/Visitor centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5: manage relationship with the Tourist/Visitor relationship</p> <p>SB 6 : Greet Tourists/Visitors in a prompt, friendly and confident way</p>

	<p>SB7: Find out your Tourist/Visitors' needs and expectations by using suitable questioning techniques and effective listening skills and recording the results</p> <p>SB8: Summarise your understanding of your Tourist/Visitors' needs and expectations Accurately</p> <p>SB9: Evaluate information about possible options to identify the potential advantages and disadvantages to both your Tourists/Visitors and your organization</p> <p>SB 10: Present your proposals in a way that helps Tourist/Visitors' understanding, creates goodwill and promotes a positive image of yourself and your organisation</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB. 1 think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB 2. deal with clients/ colleagues lacking the technical background to solve the problem on their own</p> <p>SB3. identify immediate or temporary solutions to resolve delays</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB. 1 use the existing data to arrive at specific data points</p> <p>SB.2 use the existing data points for improving the call resolution time</p> <p>SB.3 use the existing data points to generate required reports for business</p>

	Critical Thinking
	The user/individual on the job needs to know and understand how to: apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

NOS Code	TTS: 4008		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	
Industry	Hospitality	Drafted on	
Industry Sub-sector	Travel and Tourism	Last reviewed	
		Next review date	

Unit Code	TTS: 4009
Unit Title	Process Tourism Bookings
Description	This unit describes the competence required to carry out the administrative tasks needed to process tourism bookings and associated documentation.
Performance criteria <i>You must be able to:</i>	<p>Complete booking administration for tourism services so that:</p> <ul style="list-style-type: none"> • P1 bookings for tourism services accurately match the details agreed with your Tourist/Visitors • P2 all booking administration is processed promptly, correctly and following your organisation's procedures • P3 booking information and documentation is stored securely following your organisation's procedures and legal requirements <p>Process post-booking documentation so that:</p> <ul style="list-style-type: none"> • P4 all your bookings have a supplier confirmation that matches the services booked, where relevant • P5 the correct copies of booking documents are issued to the relevant person(s), where required • P6 booking documentation is updated promptly and accurately, when required • P7 all issues beyond your work responsibilities or experience are referred to the relevant person(s) <p>Issue tourism documentation so that:</p> <ul style="list-style-type: none"> • P8 all documentation issued matches the tourism services booked • P9 all documentation is issued within the required timescale and following your organisation's procedures • P10 prompt and suitable action is taken to resolve any documentation discrepancies before issue to Tourist/Visitors • P11 Tourist/Visitor records are completed fully and accurately and passed to the relevant person(s)

	promptly
<p>Knowledge and Understanding : Can be a. organizational context(Knowledge of company/ organization and its processes)</p> <p>b. Technical Knowledge</p>	<p>General knowledge and understanding</p> <ul style="list-style-type: none"> • K1 the need for confidentiality and the implications of data protection legislation • K2 the relevant parts of the disability discrimination legislation and its implications when giving advice and information to Tourist/Visitors • K3 your legal obligations for advising Tourist/Visitors, including retail-related legislation, booking conditions, insurance • K4 the importance of accurate and secure record keeping <p>Industry-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K5 the meaning of basic terms and abbreviations used on documentation • K6 the booking terms and conditions and any restrictions applying to the tourism services you are booking • K7 what insurance is attached to the products and services you sell and the cost of this insurance • K8 types of tickets available and conditions attached to their issue • K9 methods of making documents available to Tourist/Visitors • K10 how to complete insurance proposal forms and policies, if relevant • K11 how to complete suppliers' manual or electronic booking documentation • K12 how to complete tickets, vouchers and associated documentation • K13 how to ensure tickets, vouchers and associated documentation are accurate • K14 the consequences of making booking errors • K15 the consequences of incorrectly issuing and processing documents • K16 the consequences of misrepresentation (e.g. in the context of brochure amendments and or updates)

	<p>during discussions with Tourist/Visitors</p> <p>Context-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K17 your organisation's procedures for completing and processing manual and/or computer bookings, processing booking documentation, monitoring and logging bookings • K18 the limits of your responsibility for handling documentation discrepancies and to whom you should report any problems • K19 your organisation's procedures for the distribution and storage of booking documentation (including tickets, vouchers, policies, etc.) • K20 the types of documentation that can be issued and completed in your workplace
Skills (S) Additional	
A. Core skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document the relevant accounts</p> <p>SA2. Document the relevant practices followed for account management</p> <p>SA3. Prepare status and progress reports</p> <p>SA4. Write work updates and to request appropriate information without English language errors regarding grammar or sentence</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Interpret types of measures available for quality assuring on-site travel and tourism operations, security and supplier performance</p> <p>SA6. Report quality related problems and issues</p> <p>SA7. Read comments, suggestions, and responses for contribute to travel management</p> <p>SA8. Read about new implementation policies</p>
	Oral Communication

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA10. Discuss task lists, schedules and workloads</p> <p>SA11. Communicate properly and clearly with colleague</p> <p>SA12 Avoid the use of colloquial/informal language, jargons, slangs, acronyms at work place</p> <p>SA13. Freely share and encourage the sharing of information to keep everyone up to date and well informed</p> <p>SA14. Keep the relevant people aware of any local information or events likely to adversely affect operation</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to the concerned area of work</p> <p>SB2. Make suitable suggestions for improvements to operational systems, clearly identifying the potential benefits</p> <p>SB3. Respond positively to any agreed changes to operational procedures and or standards of performance</p>
	Plan and organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4: Plan & organize service feedback files/ document</p> <p>SB5: To organize and develop system of catalogues and index systems, and managing small or large collections in a cultural heritage organization</p> <p>SB6: To organize the process of loan of items, insurances, movement, transport and conservation</p>
	Tourist/Visitor centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5: manage relationship with the Tourist/Visitor</p>

	<p>relationship</p> <p>SB 6 : Greet Tourists/Visitors in a prompt, friendly and confident way</p> <p>SB7: Find out your Tourist/Visitors' needs and expectations by using suitable questioning techniques and effective listening skills and recording the results</p> <p>SB8: Summarise your understanding of your Tourist/Visitors' needs and expectations Accurately</p> <p>SB9: Evaluate information about possible options to identify the potential advantages and disadvantages to both your Tourists/Visitors and your organization</p> <p>SB 10: Present your proposals in a way that helps Tourist/Visitors' understanding, creates goodwill and promotes a positive image of yourself and your organisation</p>
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	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB. 1 use the existing data to arrive at specific data points</p> <p>SB.2 use the existing data points for improving the call resolution time</p> <p>SB.3 use the existing data points to generate required reports for business</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p>

	apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action
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Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	
Industry	Hospitality	Drafted on	
Industry Sub-sector	Travel and Tourism	Last reviewed	
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