

The page features a decorative graphic consisting of three overlapping circles in shades of blue, arranged in a diagonal line from the top right to the bottom right. Two thin, light blue lines intersect at the top left and extend towards the circles, creating a triangular shape that frames the text.

Qualification Pack:
**JOB PROFILE: Tourism Information
Centre Assistant**

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 NATIONAL 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: Tourism Information Centre Assistant

REFERENCE ID: TTS/003

Brief Job Description: *Tourist information centres (TICs) exist to provide information and advice on what to see and do in a particular city, town, area or country. Tasks also involve booking accommodation, making reservations and selling related gifts and souvenirs. Some TICs also run special events and generate marketing opportunities for tourism businesses. The role of a TIC assistant, therefore, involves multiple skills. They are involved in everything from staff coordination, networking, assisting in event planning and marketing. To be successful, TIC assistants must have the ability to forward plan and predict what are the current needs and requirements of travel sector and the tourist.*

Qualifications Pack- Tourism Information Centre Assistant

NOS Code	TTS/003		
JOB ROLE	<i>Tourism Information Centre Assistant</i>		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	
Industry	Hospitality	Drafted on	
Industry Sub-sector	Travel and Tourism	Last reviewed	
Occupation	Tourism Information Centre Assistant	Next review date	
Job Role	Tourism Information Centre Assistant		
Role Description	<p>Tourist information centres (TICs) exist to provide information and advice on what to see and do in a particular city, town, area or country. Tasks also involve booking accommodation, making reservations and selling related gifts and souvenirs. Some TICs also run special events and generate marketing opportunities for tourism businesses. The role of a TIC assistant, therefore, involves multiple skills. They are involved in everything from staff coordination, networking, assisting in event planning and marketing. To be successful, TIC assistants must have the ability to forward plan and predict what are the current needs and requirements of travel sector and the tourist.</p> <p><i>The tourist information centre assistant will assist in:</i></p> <ul style="list-style-type: none"> • identifying, implementing and monitoring commercial opportunities and additional services to raise revenue; • recruiting, training, managing, appraising and 		

motivating staff;

- preparing reports for senior management and attending meetings with a variety of people, including senior managers, and tourism businesses.
- controlling and monitoring the TIC budget to ensure the centre achieves its objectives in the most cost-effective way;
- publicising the centre's services and assisting with the marketing of other local amenities;
- gathering information about and working with local businesses and visitor attractions;
- event planning and organisation;
- producing guides and other marketing literature;
- researching and visiting attractions and accommodation;
- keeping up to date with changes in tourist activities and events;
- ICT work, including managing destination management systems, website development, e-commerce and online booking;
- providing support for the senior management team by supplying and interpreting TIC data, as well as working closely with the national tourism organisation;
- implementing health and safety regulations and monitoring work practices, ensuring that the centre is run in accordance with policies and guidelines;
- ensuring that the centre is well presented, efficiently organised, easy to use and accessible;
- communicating information to members of the public;
- dealing with enquiries in person and by post,

	<p>email and phone;</p> <ul style="list-style-type: none"> • Operating accommodation and other booking services and selling tickets for travel and local events.
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)	<p>TTS: 2003 Manage the receipt of visitor publicity & service material inventory</p> <p>TTS: 2004 Collect and maintain tourism, information and data</p> <p>TTS: 2006 Build and maintain Tourist/Visitor's profile</p> <p>TTS: 3002 Contribute to the production of promotional and interpretive media</p> <p>TTS:3003 Generate increased travel and tourism sales</p> <p>TTS: 3004 Analyse, Evaluate and Present Tourism Data</p> <p>TTS: 4005 Contribute to maintaining the quality of travel and tourism operations</p>
Performance Criteria	As described in the relevant OS units

Unit Code	TTS: 2003
Unit Title	Manage the receipt of visitor publicity & service material inventory
Description	<p>This unit is about two areas of responsibility concerning:</p> <ul style="list-style-type: none"> • the receipt and storage of stock items and monitoring their quality, whether they are information materials or goods for resale to visitors • appraisal of stock-handling procedures to ensure efficiency and minimise waste • The unit is recommended for people involved in any centre where they will be providing information and provision of merchandise to the public, whether as a free service or through sales.
Performance criteria <i>You must be able to:</i>	<p>Manage the receipt and storage of incoming stock deliveries, so that:</p> <ul style="list-style-type: none"> • P1 staff receiving deliveries are aware of handling, monitoring and storage needs • P2 storage facilities are suitable for the receipt of deliveries • P3 deliveries are monitored for compliance with the organisation's order specification and quality • P4 procedures for rejecting any deliveries are followed including notification to the supplier • P5 deliveries are unloaded and placed into storage safely and securely, and staff are trained in the procedures • P6 documentation for all deliveries is accurate, complete and promptly processed <p>Monitor procedures for receipt, handling and storage of stock, so that:</p> <ul style="list-style-type: none"> • P7 checks on delivery, handling and storage practices are carried out at suitable intervals • P8 records of stock movements are checked for

	<p>accuracy and completeness</p> <ul style="list-style-type: none"> • P9 out-of-date stock and stock at risk of deteriorating is identified promptly, and prompt remedial action is taken which meets both organisational and legal requirements • P10 any problems with current stock receipt, handling or storage processes are identified and remedial action taken or recommended
<p>Knowledge and Understanding : Can be a. organizational context(Knowledge of company/ organization and its processes) b. Technical Knowledge</p> <p>You need to know and understand:</p>	<p>General knowledge and understanding</p> <ul style="list-style-type: none"> • K1 procedures for receiving goods, including dealing with discrepancies and late deliveries • K2 recording and control systems including procedures for checking goods received • K3 safety and security procedures for receiving goods • K4 when and how to check stock and storage, including both routine and spot checks • K5 how to prepare for the receipt and handling of different types of goods • K6 how to assess the storage needs for goods on order • K7 how to protect goods from deterioration and damage in a variety of circumstances • K8 how to determine appropriate storage layout and solve storage problems efficiently, safely and securely • K9 how to run the stock recording and controlling systems efficiently and accurately • K10 how to evaluate the profitability of ideas for improving the procedures for moving and storing stock • K11 why it is important to check incoming goods against requirements promptly after unloading • K12 the causes of stock deterioration and damage and how these affect products <p>Context-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K15 the staff involved in or affected by a delivery

	<p>schedule and the information they need to be able to receive goods efficiently</p> <ul style="list-style-type: none"> • K16 your organisation's criteria for accepting goods • K17 your organisation's requirements and quality standards for storage • K18 the information colleagues require to be able to operate the storage system effectively • K19 organisational policy and procedures relating to goods susceptible to damage or deterioration • K20 your organisation's requirements for storing and moving stock, and how to monitor that these requirements are being met
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Skills (S) Optional

A. Core skills/ Generic Skills	Writing Skills
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	<p>The user/ individual on the job needs to know and understand</p> <p>SA1. Document the receipt procedures of stocks for visitors</p> <p>SA2. Document the number of sites and their individual procedure of assessment</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>
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Reading Skills

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read about stock entries</p> <p>SA6. Keep abreast with latest knowledge, procedures for</p>
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	procedures
	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>
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.About to develop appropriate system of catalogues and index systems, and managing small or large collections of the stock</p> <p>SB3. To be able to identify the requirements for the visitors</p> <p>SB4. To be able to carry out assessment and acquisition of visitors stock and categorise them accordingly</p>
	Plan and organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1: plan & organize service feedback files/ document</p> <p>SB2: Plan when to get stocks, intervals for stock acquisition and other processes</p> <p>SB3. Allocate and clearly explain roles and responsibilities in storing and moving goods</p> <p>SB4. Establish clear expectations of quality benchmarks for goods received</p> <p>SB5. Carry out checks in a way that builds goodwill with staff and Work well in a team</p>
	Tourist/Visitor centricity

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. manage relationship with the Tourist/Visitor who may be stressed, frustrated, confused or angry</p> <p>SB2. Build Tourist/Visitor relationship and use Tourist/Visitor centric approach</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 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> <p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>

NOS Code	TTS: 2003		
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: 2004
Unit Title	Collect and maintain tourism, information and data
Description	<ul style="list-style-type: none"> • This unit is about assisting with the collection of statistics and other tourism related information within the organization. • This information will be used for a variety of purposes e.g. marketing, to evaluate your centre's performance, update your centre's information systems and to assist various external agencies with their own research. • You are required to use a variety of methods of data and information collection. • You are also required to make updates for the organisation's information system. • The unit is recommended for staff engaged in provision of tourism information
Performance criteria <i>You must be able to:</i>	<p>Collect data and information so that:</p> <ul style="list-style-type: none"> • P1 suitable opportunities to collect useful data and information are recognized and used • P2 reliable sources of information that meet your given research objectives are identified and used • P3 data and information are collected using a variety of suitable methods to meet your organisation's requirements • P4 data and information are collected at the times and frequency to meet your research objectives • P5 all data and information collected is accurate and up to date • P6 data and information are recorded and presented accurately and in the format required <p>Contribute to the maintenance of information systems so that:</p> <ul style="list-style-type: none"> • P7 a suitable location is selected for data storage which is suitable for its purpose and meets your

	<p>organisation's guidelines</p> <ul style="list-style-type: none"> • P8 data and information are stored under a relevant topic heading for users • P9 accurate and prompt updates are made to your centre's information system(s) • P10 entries into the information system(s) are cross-referenced, accurate, up-to-date and easy to access • P11 out-of-date data and information is removed promptly from information system(s) • P12 out-of-date, damaged or unwanted information items are disposed of following your organisation's waste data disposal procedures
<p>Knowledge and Understanding : Can be a. organizational context(Knowledge of company/ organization and its processes) b. Technical Knowledge</p> <p>You need to know and understand:</p>	<p>General knowledge and understanding</p> <ul style="list-style-type: none"> • K1 how to use electronic inputting and recording systems • K2 how to gather information from telephone calls and face-to-face conversations • K3 how to use varied vocabulary and expressions to suit your purpose • K4 how to adapt what and how much you say to suit different situations • K5 how to show you are listening closely and respond appropriately (e.g. by using verbal and or visual signals) • K6 how to identify your Tourist/Visitors' intentions • K7 how to move a discussion forward • K8 how to adapt your language to suit your subject, purpose and the person you are speaking to • K9 how to structure what you say to help Tourists/Visitors follow a line of thought or number of points clearly • K10 how to use verbal or visual illustrations to help your Tourists/Visitors understand any points you are making • K11 the importance of collecting and recording data and information accurately

	<ul style="list-style-type: none"> • K12 the need for confidentiality and the implications of data protection legislation • K13 your main responsibilities for data collection and storage <p>Industry-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K14 where to find data and information, how to access them and when to use them • K15 methods of collecting data and information and their advantages and disadvantages • K16 how to use manual and electronic counting devices • K17 why data and information are needed and how they will be used <p>Context-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K18 your organisation’s requirements and procedures for • K18.1 recording data and information • K18.2 grouping data and information into different categories • K18.3 cross-referencing data and information • K18.4 disposing of out-of-date information • K18.5 locating tourist information within your centre • K18.6 the timing and frequency of updates • K19 the person to whom you must refer any data and information-handling problems • K20 how to use your organisation’s data and information systems
Skills (S) Optional	
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 catalogues and index systems</p> <p>SA2. Managing small or large inventories</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. Read about rules of data collection and management</p> <p>SA6. Keep abreast with latest knowledge, procedures for management and data collection and storage procedures</p> <p>SA7. Read comments, suggestions, and responses for procedures followed</p> <p>SA8. Keep abreast with latest technology by reading brochures about cultural heritage sites, information sheets, archaeological importance</p>
	<p>Oral Communication</p> <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. Develop appropriate questions for various culture heritage sites</p> <p>SA12. Communicate properly and clearly with colleague</p> <p>SA13 Avoid the use of colloquial/informal language, jargons, slangs, acronyms at work place</p>
B. Professional Skills	<p>Decision Making</p> <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.About to develop appropriate system of catalogues and index systems, and managing small or large data collections</p> <p>SB3. Implement systems to record, catalogue and manage collections including managing processes for the loan of items, insurances, movement, transport and conservation</p> <p>SB4. Seek advice promptly from an informed person when</p>

	<p>you are unsure of how to handle data and information</p>
	<p>Plan and organize</p>
	<p>The user/individual on the job needs to know and understand how to: SB1: plan & organize service feedback files/ document SB2: To organize and develop system of catalogues and index systems, and managing small or large collections in an organization SB3: To organize the process of loan of items, insurances, movement, transport and conservation</p>
	<p>Tourist/Visitor centricity</p>
	<p>The user/individual on the job needs to know and understand how to: SA1. Share relevant data with Tourist/Visitor/clients</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to: SB. 1 think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB 2. Deal with clients lacking the technical background to solve the problem on their own 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: SB. 1 use the existing data to arrive at specific data points SB.2 use the existing data points for improving the call resolution time 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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NOS Code	TTS: 2004		
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: 2006
Unit Title	Build and Maintain Tourist/Visitor Profile
Description	<ul style="list-style-type: none"> • This unit is about the competence required to develop and maintain Tourist/Visitor profiles for travelers. • Such profiles are used to guide and inform the recommendation and booking of travel arrangements for the individual concerned. • They are also very valuable in the marketing of travel and tourism products and services, enabling travel trends to be spotted and Tourist/Visitor needs and preferences to be promptly identified. • The unit is recommended for anyone involved with Tourist/Visitor contact roles and in a position to obtain Tourist/Visitor information.
Performance criteria <i>You must be able to:</i>	<p>Obtain personal travel details, so that:</p> <ul style="list-style-type: none"> • P1 personal contact details are accurate and up to date • P2 information on the traveller's personal travel preferences and travel document data are accurate and up to date • P3 it is confirmed that any information to be used is still accurate and current prior to compiling or updating the traveller's profile • P4 all information is kept secure and available only to organizational people following your organisation's procedures <p>Compile and maintain a personal travel profile, so that:</p> <ul style="list-style-type: none"> • P5 personal travel document data is accurately recorded and updated in response to changes • P6 the content of the profile is compatible with your organisation's travel offer and supplier availability • P7 the profile content accurately reflects

	<p>Tourist/Visitors’ requirements and preferences within the boundaries of any agreed travel policy</p> <ul style="list-style-type: none"> • P8 the profile is agreed with the relevant person(s) prior to inputting the information on your organisation’s system • P9 the profile is in the required format • P10 the completed and agreed profile is securely stored following your organisation’s procedures • P11 the profile is made available and accessible to all organizational people
<p>Knowledge and Understanding : Can be a. organizational context(Knowledge of company/ organization and its processes) b. Technical Knowledge</p> <p>You need to know and understand:</p>	<p>Industry-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K1 the benefits of travel profiling • K2 how and where to access detailed information on suppliers’ products and services • K3 the importance of keeping files up to date and what circumstances will necessitate an update • K4 the importance of recording data ‘right first time’ • K5 the importance of ensuring your profiles are compatible with travel offers and supplier availability • K6 why it is important to check profile details and the person with whom you should agree any amends • K7 the need for confidentiality and the implications of the data protection legislation <p>Context-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K8 the sources of personal information from within your Tourist/Visitors’ organizational • K9 the type, quantity and quality of personal information to collect • K10 the person with whom you should confirm the accuracy of data • K11 your Tourist/Visitors’ agreed and current travel policy • K12 the required format for personal profiles • K13 who has access to personal profiles • K14 your organisation’s security procedures for

	<p>keeping personal data safe and secure</p> <ul style="list-style-type: none"> • K15 how to access and use your organisation's Global Distribution System (GDS)
Skills (S) Optional	
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 personal and other relevant information of the Tourists/Visitors</p> <p>SA2. Managing small or large data base and information retrieval system of your organization</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. Read and interpret the organizational rules of organization</p> <p>SA6. Keep abreast with latest knowledge, procedures for management procedures</p> <p>SA7. Read comments, suggestions, and responses for management procedures , data retrieval and management of database</p> <p>SA8. Read about new implementation policies</p> <p>SA9. Keep abreast with latest technology by reading brochures about cultural heritage sites, information sheets, archaeological importance</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. Develop appropriate questions for various culture heritage sites</p>

	<p>SA12. Communicate properly and clearly with colleague</p> <p>SA13. Avoid the use of colloquial/informal language, jargons, slangs, acronyms at work place</p> <p>SA14. Brief colleagues and check their understanding</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. Check that Tourist/Visitors' profiles are fit for purpose and adjust collection and analysis processes as necessary</p> <p>SB3. Reflect regularly on your own and others' experiences and use these to inform future action</p>
	Plan and organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1: plan & organize service feedback files/ document</p> <p>SB2. Demonstrate a clear understanding of different Tourists/Visitors and their real and perceived need</p> <p>SB3. Use cost-effective, time-efficient and ethical means to gather, store and retrieve Tourist/Visitor information</p> <p>SB4. Comply with, and ensure that others comply with, legal requirements, industry regulations, 23rganizational policies and professional code</p> <p>SB5. Monitor the validity and reliability of Tourist/Visitor information</p>
	Tourist/Visitor centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Build Tourist/Visitor relationship and use Tourist/Visitor centric approach</p>

	Problem Solving		
	The user/individual on the job needs to know and understand how to: SB. 1 think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB 2. Deal with clients lacking the technical background to solve the problem on their own SB3. Identify immediate or temporary solutions to resolve delays		
	Analytical Thinking		
	The user/individual on the job needs to know and understand how to: SB. 1 use the existing data to arrive at specific data points SB.2 use the existing data points for improving the call resolution time SB.3 use the existing data points to generate required reports for business		
	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: 2006		
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: 3002
Unit Title	Contribute the production of promotional and interpretive media
Description	<ul style="list-style-type: none"> This unit describes the competence involved in assisting the preparation, development and evaluation of promotional and interpretative media such as leaflets, posters, displays, signs and web sites. Giving assistance to the overall management of the project/tour and authoring of materials is required. When you have completed this unit, you will have proved you can: <ul style="list-style-type: none"> assist with the planning, delivery and citing of interpretative media develop and evaluate interpretative media
Performance criteria <i>You must be able to:</i>	<p>Assist with the planning, delivery and sitting of interpretative media</p> <ul style="list-style-type: none"> P1 agreeing your role in the development process with the relevant person(s) P2 accurately identifying the purpose of the materials, their intended users and the resources available to produce and site it from the relevant person(s) P3 identifying any existing materials and assessing their suitability for the intended interpretation before suggesting the production of new media P4 making suitable suggestions for new materials that meet your organisation's, legal and the specified user requirements P5 suggesting sites and locations that are suitable environments for maximum user visibility and access P6 clearly identifying the resources needed for your suggested new materials and how they will achieve the purpose of

	<p>the interpretation</p> <ul style="list-style-type: none"> • P7 drafting your suggestions in a way that will gain the approval and financial support of the relevant person(s) • P8 ensuring media production contracted out to others is produced to specification, budget and is delivered to the agreed time scale • P9 ensuring completed materials are sited at the correct location in the specified manner • P10 reporting matters that could adversely affect the production and citing of materials to the relevant person(s) promptly <p>Develop and evaluate interpretative media</p> <ul style="list-style-type: none"> • P11 producing the materials for which you are responsible within given resource and time constraints • P12 ensuring the content of your materials are an accurate, valid, reliable and honest interpretation of the subject matter • P13 ensuring your materials meet the needs of their intended users • P14 ensuring your materials are suitable for purpose and are capable of attracting the interest and enthusiasm of users • P15 setting and agreeing clear and relevant success indicators and means of collecting feedback with the relevant person(s) • P16 producing an accurate analysis and evaluation of the success of your materials using only the agreed success indicators • P17 basing all your conclusions and subsequent recommendations on the results of your evaluation • P18 reporting the results of your evaluation in the format required to the relevant person(s) promptly • Contribute to the production of promotional and
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	interpretative
<p>Knowledge and Understanding : Can be</p> <p>a. organizational context(Knowledge of company/ organization and its processes)</p> <p>b. Technical Knowledge</p>	<p>Planning and preparation</p> <ul style="list-style-type: none"> • K1 the intended users of the interpretative material and their requirements • K2 the basic principles of good design and how this applies to the materials you are producing • K3 the learning, behavioral and design objectives set for the interpretative media • K4 the type and quantities of resources available for the production process • K5 factors likely to affect the time scale and who should be involved in agreeing the time scale for production • K6 the overall plan for the project on which you are working • K7 the types of existing interpretative media and evaluations of their success • K8 the type of location that best suits different groups of users and different activities • K9 location of suitable sites for the area in which you are working and any health and safety implications • K10 sources of assistance and information and how to access them <p>Assisting brief preparation</p> <ul style="list-style-type: none"> • K11 the purpose of a design brief, the format and level of detail required and the time scale for its submission • K12 how to draft persuasive and balanced suggestions <p>Monitoring production</p> <ul style="list-style-type: none"> • K13 the organisations involved in the production process and the nature of their involvement and responsibilities

	<ul style="list-style-type: none"> • K14 the factors that could affect production and how these should be handled • K15 how to monitor and track progress • K16 how to handle suppliers when production is progressing well and badly • Developing interpretative media • K17 what constitutes an honest interpretation of the subject matter • K18 the subject matter forming the content of the materials for which you are responsible • K19 how to present, write and sequence content for different types of users to achieve maximum impact, interest and visibility • Evaluating • K20 why evaluation is important • K21 how to ensure objectivity and impartiality when carrying out an evaluation • K22 how to generate, record and prioritise relevant feedback • K23 the types of success indicators relevant to the type of materials you are developing and why it is important to use only these as a basis of evaluation • K24 how to test the reliability and accuracy of information received and the importance of doing so • K25 how to analyse information and draw relevant conclusions and recommendations • Organisational requirements and procedures • K26 the person to whom you should report and liaise during the production process and the limits of your authority • K27 the policies of your organisation relating to the production of interpretative media • K28 any house style requirements relating to the design of interpretative media • K29 the required layout and presentation of
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	evaluation reports
Skills (S) Optional	
A. Core skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. organise and clearly present relevant information to suit your purpose, subject and audience</p> <p>SA 2. present your own interpretation in a way that brings together information in a coherent way</p> <p>SA3. select and use a variety of vocabulary and grammatical expressions to convey effects, enable fine distinctions to be made and achieve Emphasis</p> <p>SA4. assess the effectiveness of your materials, identifying factors that had an impact on its outcomes and ways of enhancing its presentation</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5 reading and synthesising information</p> <p>SA6. scan and read materials to find specific information</p> <p>SA7. compare information and accounts of events and recognise opinion, facts and biases</p> <p>SA8. synthesize information for a specific purpose</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. Develop appropriate response to feed back question for tourist sites</p> <p>SA12. Communicate properly and clearly with colleague</p> <p>SA13 Avoid the use of colloquial/informal language,</p>

	<p>jargons, slangs, acronyms at work place</p> <p>SA14. Record and pass on any feedback relevant to other people promptly</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>
	Plan and organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1: plan & organize service feedback files/ document</p> <p>SB2. Place yourself and the group in the best possible position</p> <p>SB3. Present and time the delivery of information in a way which alerts Tourists/Visitors to what lies ahead</p> <p>SB4. Spot and warn Tourists/Visitors of any potential hazards and risks</p> <p>SB5. Link different aspects of your Tourist/Visitors' previous and future situations and experiences as you progress through the tour</p> <p>SB6. Draw the attention of your group to the key features of your commentary</p>
	Tourist/Visitor centricity
	<p>The user/individual on the job needs to know and understand how to:</p>
	Problem Solving
	<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 lacking the technical background to solve the problem on their own</p>
	Analytical Thinking

	<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> <p>apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>

NOS	TTS: 3002		
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: 3003
Unit Title	Generate increased travel and tourism sales
Description	<ul style="list-style-type: none"> • This unit describes the competence involved in contacting existing and potential Tourists/Visitors to increase the level of sales of travel and tourism products and services, and evaluating your success in increasing sales. • The unit is recommended for staff engaged in direct sales of travel and tourism products.
Performance criteria <i>You must be able to:</i>	<p>Source contacts to increase sales, so that:</p> <ul style="list-style-type: none"> • P1 sales-drive objectives, targets and evaluation methods are identified and agreed with the relevant person(s) • P2 potential sales leads are selected according to agreed criteria • P3 products and services potentially of interest to Tourists/Visitors are identified <p>Promote sales of travel and tourism products and services, so that:</p> <ul style="list-style-type: none"> • P4 Tourists/Visitors and sales leads are contacted using the most effective methods and times • P5 products and services promoted are based on previous buying history • and potential needs, opportunities for up-selling and switch-selling • P6 sales techniques used are adapted and suit Tourist/Visitor reaction • P7 information provided to potential Tourists/Visitors is valid and suited to their needs • P8 details of the Tourist/Visitor contact are recorded accurately <p>Evaluate success in increasing sales, so that:</p> <ul style="list-style-type: none"> • P9 valid comparisons are made between the agreed objectives and the actual sales achieved, and any variations explained • P10 recommendations for future sales-drives are based on sound evaluation and promptly provided to

	the relevant person(s)
<p>Knowledge and Understanding : Can be a. organizational context(Knowledge of company/ organization and its processes) b. Technical Knowledge</p>	<p>General knowledge and understanding</p> <ul style="list-style-type: none"> • K1 methods of researching a Tourist/Visitor database to identify potential sales leads • K2 how to use selling techniques to make sales, including establishing rapport • K3 how to adapt your sales approach to meet different Tourist/Visitors' reactions • K4 the place and value of local direct sales drives in promoting sales and identifying Tourist/Visitors' needs • K5 the benefits and limitations of different means of contacting Tourist/Visitors • K6 the importance of recording Tourist/Visitors' reactions to sales offerings • K7 the importance of carefully listening/watching to Tourist/Visitors' reactions during sales conversations <p>Industry-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K8 the range of Tourist/Visitors' needs for travel and tourism products and services • K9 current economic and social conditions that affect travel and tourism product purchasing • K10 means of evaluating the success of sales-drives • K11 how to effectively present information to Tourists/Visitors to generate interest in products and services • K12 how to recognise opportunities to up-sell and switch-sell • K13 the influence of current conditions on Tourist/Visitors' reactions to travel and tourism sales-drives

	<ul style="list-style-type: none"> • K14 the importance of providing only accurate and relevant information to potential Tourist/Visitors <p>Context-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K15 the range, features and prices of all available travel and tourism products and services • K16 current promotional deals and sales objectives • K17 the main products and services being offered by competitors • K18 to whom you can refer Tourist/Visitor contacts and from whom you can obtain further information and advice that may be needed
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Skills (S) Optional

A. Core skills/ Generic Skills	Writing Skills
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	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Write newly formulated policies</p> <p>SA2. Write product description of newly developed sales and promotion features</p> <p>SA3. To maintain and record the sales status after implementation / launch of new policies and products</p> <p>SA4. To communicate properly with clients and colleagues about the products and sales</p>
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Reading Skills

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Evaluate data, draw conclusions and make recommendations for future sales-drives</p> <p>SA6. Read about various strategies and sales promotions used by competitors</p> <p>SA7. Keep abreast with latest knowledge, procedures for management procedures</p> <p>SA8. Read comments, suggestions, and responses for developing new sales and promotion activities</p>
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	<p>SA9. Read about new policies regulated by govt for sales of tourism</p> <p>SA10. Keep abreast with latest technology by reading brochures about cultural heritage sites, information sheets, archaeological importance</p>
	<p>Oral Communication</p>
	<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. Discuss the new products</p> <p>SA12. Communicate properly and clearly with colleague</p> <p>SA13 Avoid the use of colloquial/informal language, jargons, slangs, acronyms at work place</p> <p>SA14. Describe and make sales</p> <p>SA15. Promote new products</p> <p>SA16. Establish good Tourist/Visitor relationship</p>
B. Professional Skills	<p>Decision Making</p>
	<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>Plan and organize</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1 plan & organize service feedback files/ document</p> <p>SB2 Research existing Tourist/Visitor base to identify potential leads to sales of selected products and services</p> <p>SB5 Identify opportunities for sales in the course of a conversation</p> <p>SB6 Identify “buying signals” from Tourists/Visitors to trigger closure of the sale</p>
	<p>Tourist/Visitor centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1 manage relationship with the Tourist/Visitor who may</p>

	<p>be stressed, frustrated, confused or angry</p> <p>SB2 Build Tourist/Visitor relationship and use Tourist/Visitor centric approach</p> <p>SB3 Build and maintain good relationships with new and existing Tourist/Visitors</p> <p>SB4 Adapt approach and language used with Tourists/Visitors in response to their Reactions</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 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>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>

NOS Code	TTS: 3003		
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: 3004
Unit Title	Analyse, evaluate and present tourism data
Description	<ul style="list-style-type: none"> • This unit describes the competence required to effectively analyse data collected by your organisation and to present the results in a way that is fit for purpose to your line manager or whoever has requested the work. • You will be expected to highlight trends, draw conclusions and make recommendations, if relevant. • The unit is recommended for staff engaged in data analysis of tourism data.
Performance criteria <i>You must be able to:</i>	<p>Analyse and evaluate tourism-related data so that:</p> <ul style="list-style-type: none"> • P1 the purpose of the analysis is confirmed with the relevant person • P2 the required analysis and evaluation criteria is agreed with the relevant person • P3 relevant information that is comprehensive, accurate and up-to-date is gathered and used • P4 the information necessary to achieve the purpose of your analysis is accurately extracted and synthesised • P5 your analysis and evaluation is conducted and completed within the agreed timescale, and meets the agreed evaluation criteria <p>Present the results of your analysis so that:</p> <ul style="list-style-type: none"> • P6 statistical data is formatted in a clear, logical and easily understandable way for the intended user(s) and to meet your organisation's house style • P7 a clear, concise and factual report supported by relevant and valid evidence is produced • P8 any obvious trends supported by the information gathered and results of your analysis are clearly highlighted

	<ul style="list-style-type: none"> • P9 based upon and supported by the information gathered, relevant conclusions are drawn • P10 realistic recommendations are made when necessary, based on accurate supporting evidence • P11 the presentation of your results is adapted to meet the needs and interests of your audience • P12 your report is forwarded to the relevant person in the required format and by the time agreed
<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 purpose(s) for which your analysis and report is required • K2 the evaluation and analysis criteria and/or instructions which you are required to follow • K3 the timescale for the work to be undertaken • K4 how to identify relevant information and data from both small and extended documents • K5 how to compare statistics and recognise possible facts, opinions and biases • K6 how to synthesise the information you have obtained in order to achieve your purpose • K11 the importance of factual reporting • K12 the operating implications of current data protection legislation • K13 when and how to archive materials <p>Industry-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K14 where to find specialist expertise and/or information and how to access them (e.g. colleagues, external organisations, suppliers) <p>Context-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K15 relevant and reliable sources of information within your organisation and how to access them • K16 the person to whom your report should be forwarded

	<ul style="list-style-type: none"> • K17 your organisation's house style for the presentation of reports • K18 how to select an appropriate form of presentation to suit your purpose and audience
Skills (S) Optional	
A. Core skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1 how to select an appropriate style of writing to suit the degree of formality required and nature of the subject</p> <p>SA2. how to organise written material coherently</p> <p>SA3. how to make meaning clear by writing, proof-reading and re-drafting documents so that spelling, punctuation and grammar are accurate</p> <p>SA4. how to draw and present trends, conclusions and recommendations based on the evidence to hand</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5 analyse the various forms of data</p> <p>SA6 interpret the data obtained</p> <p>SA7 correlate the data from various sources and report making</p>
	Oral Communication
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. Seek further assistance from colleagues or suppliers with specialist expertise or information to enhance the accuracy of your analysis, when necessary</p> <p>SA2. Present the data with appropriate correlation</p> <p>SA3. Present the analysis of data with summary and key points</p>
B. Professional	Decision Making

Skills	
	<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. Use the data procured, obtained from various resources</p>
	<p>Plan and organize</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1: plan & organize service feedback files/ document</p>
	<p>Tourist/Visitor centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3 manage relationship with the Tourist/Visitor who may be stressed, frustrated, confused or angry</p> <p>SB4 Build Tourist/Visitor relationship and use Tourist/Visitor centric approach</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 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>

	<p>Critical Thinking</p> <p>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</p>
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NOS Code	TTS: 3004		
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: 4005
Unit Title	Contribute to maintaining the quality of travel and tourism operations
Description	<ul style="list-style-type: none"> • This unit describes the competence involved in quality assuring day-to-day operations and systems, including security procedures, and maintaining the standard of products and services supplied to travel and tourism Tourists/Visitors by external contractors. Making suitable suggestions for improvements. • The unit is recommended for anyone responsible for ensuring the smooth running of tourism operations.
Performance criteria <i>You must be able to:</i>	<p>Help maintain the quality and security of operations, so that:</p> <ul style="list-style-type: none"> • P1 less experienced colleagues are aware of the standards of performance expected of them and the systems in place to measure them • P2 operations and security procedures are monitored against given measures at specified intervals • P3 any operational problems are promptly rectified • P4 The changes and improvements are implemented according to instructions • P5 quality assurance records and reports are complete, accurate and promptly forwarded to the correct person <p>Help maintain the standard of supplied products and services, so that:</p> <ul style="list-style-type: none"> • P6 variations from specification in the delivery of contracted products and services are identified and the reasons for them reported to the appropriate person • P7 the effects on Tourists/Visitors of products and services being below specification are minimised, following correct procedures

	<ul style="list-style-type: none"> • P8 the goodwill of external suppliers and the good image of the organisation is maintained
<p>Knowledge and Understanding : Can be</p> <p>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 how to make suggestions for improvement in a constructive way • K2 the importance of monitoring the quality of operations and taking prompt remedial action • K3 why it is important to identify the causes of problems and to take effective action to resolve them and prevent their recurrence • K4 the importance of keeping yourself and your colleagues up to date on current quality assurance and security procedures • K5 the importance of maintaining and enhancing Tourist/Visitor and supplier goodwill and the image of your organisation <p>Industry-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K6 the types of measures available for quality assuring on-site travel and tourism operations, security and supplier performance • K7 the types of supplier problems that can commonly affect Tourist/Visitors • K8 how to deal with operational quality failures <p>Context-specific knowledge and understanding</p> <ul style="list-style-type: none"> • K9 the contractual obligations of the suppliers in the area(s) for which you are responsible • K10 the items in the area where you work that are classified as 'high importance ' and subject to special security arrangements • K11 any keyholders, their responsibilities and how to contact them • K12 your role and responsibilities for ensuring the quality of operations, maintaining security and the delivery of services by

	<p>suppliers</p> <ul style="list-style-type: none"> • K13 the standards of personal performance, service and conduct expected by your organisation • K14 organisational policies and procedures covering all workplace operations, security and services provided to Tourist/Visitors • K15 your organisation's and local policies for sustainable tourism and how they should be implemented • K16 aspects of current data protection legislation relevant to the information you store and for which you are responsible • K17 the quality control and monitoring systems used in your organisation and how to apply them • K18 the type(s) of quality control records required by your organisation and how and when to complete them • K19 the person(s) to whom you should report any quality related problems • K20 how to deal with suppliers and others when things go wrong and the types of remedial action that are available to you
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Skills (S) Optional

A. Core skills/ Generic Skills	Writing Skills
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	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document the quality procedures followed</p> <p>SA2. managing small or large inventories of tourist itineraries and relevant data</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>SA5. Prepare standard operating procedures for maintaining quality</p>
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	<p>SA6. Prepare feedback forms and questionnaires for improvising quality</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Interpret and apply quality assurance principles SA6. Keep abreast with latest knowledge, procedures for quality management procedures SA7. Read comments, suggestions, and responses for the standard procedures SA8. Read about new rules for maintaining quality</p>
	<p>Oral Communication</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA9. Discuss task lists, schedules and workloads SA10. Develop appropriate questions for various culture heritage sites SA11. Communicate properly and clearly with colleague SA12. Avoid the use of colloquial/informal language, jargons, slangs, acronyms at work place</p>
B. Professional Skills	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Freely share and encourage the sharing of information to keep everyone up to date and well informed SB2. Keep the relevant people aware of any local information or events likely to adversely affect operations SB3. Make suitable recommendations for changes to suppliers clearly explaining the benefits changes would bring to your organisation</p>
	<p>Plan and organize</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4: Plan & organize service feedback files/ document SB5: To organize and develop system of catalogues and index systems, and managing small or large</p>

	<p>SB6: To organize the process quality assurance SB7. Respond positively to any agreed changes to operational procedures and or standards of performance</p>
	<p>Tourist/Visitor centricity The user/individual on the job needs to know and understand how to: SB5: manage relationship with the Tourist/Visitor and client</p>
	<p>Problem Solving The user/individual on the job needs to know and understand how to: SB. 1 think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB 2. deal with clients/ colleagues lacking the technical background to solve the problem on their own SB3. identify immediate or temporary solutions to resolve delays SB4. Make suitable suggestions for improvements to operational systems, clearly identifying the potential benefits</p>
	<p>Analytical Thinking The user/individual on the job needs to know and understand how to: SB. 1 use the existing data to arrive at specific data points SB.2 use the existing data points for improving the call resolution time SB.3 use the existing data points to generate required reports for business</p>
	<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</p>

NOS Code	TTS: 4005		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	
Industry	Hospitality	Drafted on	
Industry Sub-sector	Travel and Tourism	Last reviewed	
		Next review date	