

Domain Title:	HOSPITALITY – CORE SKILLS Provide basic information on tourist attractions in Namibia	Unit ID: 53
Level: 2		Credits: 3

Purpose

This unit standard specifies the competencies required to provide guests with basic information about tourist attractions, destinations and events in Namibia. People credited with this unit standard are able to: use maps to locate tourist attractions; and use promotional materials to provide basic information on tourist attractions.

Special Notes

1. Entry information:

Prerequisite:

- none.

2. Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting. Where a simulated workplace is used, candidates must be:

- placed under realistic time pressures
- encounter realistic customer/staff ratios.

While the guest in the assessment activity need not be a paying guest, they must have the expectations of a paying guest.

In all interactions, customers are to be greeted and treated in a polite, friendly and helpful manner.

3. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, technical unit standards in this Domain or Subfield.

4. Glossary

- For the purposes of this unit standard, *tourist attractions* are prominent tourist attractions in the local area surrounding an establishment and the major national attractions in the country.

Information relating to two local and two national tourist attractions are required to be given.

- The term *establishment requirements* or procedures refers to any policy, procedure or agreed requirement, either written or oral, that is made known to the worker for use in their work.

5. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturers' and/or company guidelines and instructions.
6. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 11 2007 as amended
 - Tobacco Products Control Act No 1 of 2010
 - Nature Conservation Ordinance 4 of 1975
 - Namibia Tourism Board Act 21 of 2000
 - Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and who comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on www.nta.com.na

Elements and Performance Criteria

Element 1: Use maps to locate tourist attractions

Range

Maps include but are not limited to global, regional, national, and local area maps.

Performance Criteria

- 1.1 Maps are used to locate the African continent, Southern African region and places within Namibia.
- 1.2 Maps are used to locate local and national tourist attractions.
- 1.3 Maps are used to provide clear information for tourists on the location, distance, route and travelling time to local and national tourist attractions.

Element 2: Use promotional materials to provide basic information on tourist attractions

Range

Barriers to communication may include but are not limited to cultural and/or language differences, word choice, voice modulation, not listening actively, deafness and/or not being able to speak, noise levels.

Promotional materials include but are not limited to tourism brochures, magazines and advertising materials.

Questions raised may refer to but are not limited to prices, quality, time, services and activities.

Performance Criteria

- 2.1 Guest needs, interests, and preferences with regard to attractions, events and destinations, are identified and acknowledged.
- 2.2 Brochures and promotional material that describe tourist attractions are selected and shown to guests.
- 2.3 Questions raised by guests are answered appropriately or referred to appropriate personnel in line with establishment procedures.
- 2.4 Spoken communication is clear, audible, interactive and appropriate to the audience and situation.
- 2.5 Any barriers to communication are identified and resolved in accordance with establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
Date first registered:	28 September 2006
Date this version registered:	15 November 2012
Anticipated review:	2017
Body responsible for review:	Namibia Training Authority