

Domain	TOUR GUIDING	Unit ID: 174
Title:	Provide customer care in tour guiding operations	
Level: 2		Credits: 4

Purpose

This unit standard specifies the competency required to provide customer care to guests. It includes meeting and greeting visitors, maintaining good guest relations and working with people who have special needs. This unit standard is intended for those who work as tour guides.

Special Notes

1. Entry information:
 - Prerequisite
 - Unit 170 *Maintain occupational health and safety procedures in tour guiding operations* or demonstrated equivalent knowledge and skills.
2. This unit standard is to be delivered and assessed in the context of tour guiding operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
3. To demonstrate competence, at a minimum, evidence is required of meeting and greeting visitors, maintaining good guest relations and working with people who have special needs.
4. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which tour guiding operations are carried out.
5. Tour guides must comply with the Namibia Tourism Board's Code of Conduct for Tour Guides.
6. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Liquor Act 6 of 1998
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Nature Conservation Ordinance 4 of 1975
 - Namibia Tourism Board Act 21 of 2000
 - Road Traffic and Transport Act, No. 22 of 1999
 - Road Traffic & Transport Regulation of 2001
 - Occupational Health and Safety Regulations No.18, 1997
 and all subsequent amendments to any of the above.

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 which 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: Meet and maintain professional presentation standards for tour guiding

Performance Criteria

- 1.1 Personal care and hygiene standards are met and maintained in accordance with organisational requirements.
- 1.2 Clothing, footwear and accessories are maintained and worn in accordance with organisational requirements.
- 1.3 Personal grooming, timekeeping and presentation are in accordance with organisational requirements.

Element 2: Meet and greet visitors

Range

Local conditions may include but are not limited to drinking water quality, crime, electricity connections, currency, terrain, languages spoken in local area.

Performance Criteria

- 2.1 Visitors are met and welcomed in line with organizational procedures.
- 2.2 Tour guide introduces themselves and others in tour group in line with organisational procedures.
- 2.3 Tour programme is explained to visitors in line with organisational procedures.
- 2.4 Advice is provided to visitors on clothing, equipment and other requirements they may need during the tour in line with organizational requirements.
- 2.5 Information on local conditions is provided to visitors in line with organizational procedures.

Element 3: Maintain good guest relations

Performance Criteria

- 3.1 The different types of guests and their needs, expectations and interests are identified and provided for in a timely manner.
- 3.2 A relaxed and friendly environment is established and maintained in the tour group in line with organisational procedures.
- 3.3 Good communication with guests is maintained.
- 3.4 Enthusiasm, motivation and interest are demonstrated in dealings with guests and visitors at all times.
- 3.5 Accurate information is provided in response to guest enquiries within scope of individual authority and knowledge, or guests are referred to alternative sources when personal authority and knowledge are exceeded.
- 3.6 Guest comments are acknowledged and processed in line with organisational procedures.

Element 4: Work with people who have special needs

Range

Special dietary requirements may include but are not limited to diabetes, food allergies, vegetarianism.

Special health needs may include but are not limited to chronic illness, ailments, injuries, pregnancy.

Other special requirements may relate to mobility, child care, physical and intellectual challenges.

Performance Criteria

- 4.1 Guests with special dietary requirements are provided for in line with organizational procedures.
- 4.2 Guests with special health needs are provided for in line with organizational procedures.
- 4.3 Guests with other special requirements are provided for in line with organizational procedures.

Registration Data

Subfield:	Hospitality and Tourism
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